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| **Model Curriculum**  **QP Name:** **Packing Specialist**  **QP Code: LSC/Q0201**  **QP Version: 1.0**  **NSQF Level: 3**  **Model Curriculum Version: 1.0** |
| Logistics Sector Skill Council, Ground Floor, Temple Tower, No.476, Anna Salai, Nandanam, Chennai, Tamil Nadu, 600035 |

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# Training Parameters

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| --- | --- |
| **Sector** | Logistics |
| **Sub-Sector** | Warehousing |
| **Occupation** | Packaging |
| **Country** | India |
| **NSQF Level** | 3 |
| **Aligned to NCO/ISCO/ISIC Code** | NCO-2004/413 |
| **Minimum Educational Qualiﬁcation and Experience** | 12 grade pass  OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma  OR 10th grade pass plus 2-year NTC  OR 10th grade pass plus 1-year NTC plus 1 year NAC  OR 8th pass plus 2-year NTC plus 1-Year NAC plus CITS  OR 10th grade pass and pursuing continuous schooling  OR 10th Grade Pass with 2 years relevant experience  OR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3 year relevant experience  OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience |
| **Pre-Requisite License or Training** | NA |
| **Minimum Job Entry Age** | 18 Years |
| **Last Reviewed On** | 20/01/2023 |
| **Next Review Date** | 15/08/2023 |
| **Approval Date** | 15/02/2023 |
| **QP Version** | 1.0 |
| **Model Curriculum Creation Date** | 20/01/2023 |
| **Model Curriculum Valid Up to Date** | 15/08/2023 |
| **Model Curriculum Version** | 1.0 |
| **Minimum Duration of the Course** | 210 hrs |
| **Maximum Duration of the Course** | 210 hrs |

**Program Overview**

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner will be able to:

* Detail the various tasks to be performed while preparing for packing
* Describe each document and its requirements
* Perform packing as per standard operating procedure
* Perform the necessary tasks post packing

### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NOS and Module Details** | **Theory Duration** | **Practical Duration** | **On-the-Job Training Duration (Mandatory)** | **On-the-Job Training Duration (Recommended)** | **Total Duration** |
| **LSC/N2308: Prepare for Packing**  **NOS Version 2.0**  **NSQF Level 3** | **05:00** | **10:00** | **00:00** | **00:00** | **15:00** |
| [Module 1:](#_bookmark6) Preparation for Packing | 05:00 | 10:00 | 00:00 | 00:00 | 15:00 |
| **LSC/N2309: Perform Packing**  **NOS Version 2.0**  **NSQF Level 3** | **20:00** | **40:00** | **00:00** | **00:00** | **60:00** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Module 2: Packing | 20:00 | 40:00 | 00:00 | 00:00 | 60:00 |
| **LSC/N2310:**  **Perform post packing activities**  **NOS Version 2.0**  **NSQF Level 3** | **05:00** | **10:00** | **00:00** | **00:00** | **15:00** |
| [Module 3:](#_bookmark9) Post Packing Activities | 05:00 | 10:00 | 00:00 | 00:00 | 15:00 |
| **DGT/VSQ/N0104**  **Employability Skills Module** | **30:00** | **90:00** | **00:00** | **00:00** | **120:00** |
| **Total Duration** | **60:00** | **150:00** | **00:00** | **00:00** | **210:00** |

# Module Details

## Module 2: Preparation for Packing

#### Mapped to LSC/N2308, v2.0

##### Terminal Outcomes:

* Detail the various tasks to be performed while preparing for packing.

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| **Duration**: *05:00* | **Duration**: *10:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Detail the various tasks to be performed before packing * Explain the importance of a packing in logistics * Detail the elements of a packing list * Explain the different operation areas in the warehouse * Elaborate on the pre-packaging procedure * List the various types of packaging materials used inside a warehouse * List the different types of PPEs used while preparing for packing | * Perform the various tasks before packing * Identify the elements of a packing list * Identify the different operation areas in the warehouse * Demonstrate the pre-packaging procedure as per SOP * Identify the discrepancies and variance in packing * Identify the various types of packaging materials used inside a warehouse * Demonstrate the different types of PPEs used while preparing for packing |
| **Classroom Aids:** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Teaching board, Computer, Projector, Barcode scanner, Corrugated cardboard boxes, Metal drums, Plastic bags, Jute Bags, Dunnage Materials, Thermocol box, Ice Box, All type of Packaging tools and sample materials, Storage Bins, Sample list, Hand held device, Palmtops, Labels & Signages, Printers & Scanners, Packaging symbols & standards | |

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## Module 3: Packing

#### Mapped to LSC/N2309, v2.0

##### Terminal Outcomes:

* Demonstrate the process of packing as per SOP
* Perform the various types of inspections during packing

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| **Duration**: *20:00* | **Duration**: *40:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Detail the picking requirements for the different storage systems * Describe the required handling standards and ergonomics in packing operations * State the importance of Standard Operating Procedure – SOP * Elaborate on various additional materials in packaging * Detail the important functions of packing labels and standards * Explain the types of labels and symbols used in warehouse * Discuss the types of inspections need to be carried our during packing * Describe the roles and responsibilities of different colleagues in the shop floor | * Demonstrate how to receive products/items for packing * Identify the important functions of packing labels and standards * Demonstrate the types of labels and symbols used in warehouse * Perform the various types of inspections during packing * Identify the roles and responsibilities of different colleagues in the shop floor |
| **Classroom Aids:** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Teaching board, Computer, Projector, Sample reports & documents like checklist, Reporting forms, Incident reports etc, Caution boards, Do’s and Don’ts charts | |

## Module 3: Post Packing Activities

#### Mapped to LSC/N2310, v2.0

##### Terminal Outcomes:

* Discuss the various tasks to be performed post packing

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| **Duration**: *05:00* | **Duration**: *10:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Discuss the various activities to be performed after packing * Explain how to deal with damages and losses incurred during packing operations * Describe the organization procedures in reporting damages * Explain the different ways of updating packing operations * List the various documents needed for a warehouse packer * Discuss the importance of following work instructions | * Perform the various activities after packing * Demonstrate how to deal with damages and losses incurred during packing operations * Report damages as per organization procedures * Identify the different ways of updating packing operations * Identify details about various documents needed for a warehouse packer * Demonstrate the Dos and Dont’s in following work instructions |
| **Classroom Aids:** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Teaching board, Computer, Projector, Sample reports & documents like Invoice, Pack List, Labels, Labelling standards, International Packing regulations, Customer requirements, Sample Do’s and Don’ts charts | |

## Module: Employability Skills

***Mapped to DGT/VSQ/N0104, v1.0***

**Terminal Outcomes:**

* Brief the importance of Employability Skills for the current job market and future of work
* Detail the POSH Act and its significance
* Describe different types of customers
* Create a pathway for adopting a continuous learning mindset for personal and professional development
* Discuss the process of identifying opportunities for potential business and relevant regulatory and statutory requirements

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| --- | --- |
| Duration: *30:00* | Duration: 9*0:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Brief the importance of Employability Skills for the current job market and future of work * Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen * Describe the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life * Explain the importance of communication etiquette including active listening for effective communication * Explain how to behave, communicate, and conduct oneself appropriately with all genders and PwD * Detail the POSH Act and its significance * Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions * Describe the role of digital technology in day-to-day life and the workplace * Explain how to operate digital devices and use the associated applications and features, safely and securely * Describe how to connect devices securely to internet using different means * Detail the dos and don’ts of cyber security to protect against cyber crimes * Describe the types of entrepreneurship and enterprises * Elaborate the process of identifying opportunities for potential business and relevant regulatory and statutory requirements * Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement * Describe different types of customers * Explain various tools used to collect customer feedback * Detail the significance of maintaining hygiene and dressing appropriately * Detail how to prepare for an interview | * List different learning and employability related GOI and private portals and their usage * Research and prepare a note on different industries, trends, required skills and the available opportunities * Discuss the role of personal values and ethics such as honesty, integrity, caring and respecting others, etc. in personal and social development * Identify and practice different environmentally sustainable practices * Discuss relevant 21st century skills required for employment * Create a pathway for adopting a continuous learning mindset for personal and professional development * Use appropriate grammar and sentences while interacting with others * Read English text with appropriate articulation * Role play a situation on how to talk appropriately to a customer in English, over the phone or in person * Write a brief note/paragraph / letter/e -mail using correct English * Create a career development plan * Identify well-defined short- and long-term goals * Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette * Write a brief note/paragraph on a familiar topic * Role play a situation on how to work collaboratively with others in a team * Exhibit how to behave, communicate, and conduct oneself appropriately with all genders and PwD * Discuss the POSH Act and its significance * Discuss various financial institutions, products, and services * Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement * Calculate income and expenditure for budgeting * Discuss the legal rights, laws, and aids * Demonstrate how to operate digital devices and use the associated applications and features, safely and securely * Demonstrate how to connect devices securely to internet using different means * Follow the dos and don’ts of cyber security to protect against cyber crimes * Discuss the significance of displaying responsible online behavior while using various social media platforms * Create an e-mail id and follow e- mail etiquette to exchange e -mails * Show how to create documents, spreadsheets and presentations using appropriate applications * utilize virtual collaboration tools to work effectively * Discuss the process of identifying opportunities for potential business and relevant regulatory and statutory requirements * Create a sample business plan, for the selected business opportunity * Discuss various sources of funding and identify associated financial and legal risks with its mitigation plan * Role play a situation on how to identify customer needs and respond to them in a professional manner * Discuss the significance of maintaining hygiene and dressing appropriately * Draft a professional Curriculum Vitae (CV) * Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively * Demonstrate how to apply to identified job openings using offline /online methods as per requirement * Discuss how to prepare for an interview * Role play a mock interview * List the steps for searching and registering for apprenticeship opportunities |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs | |
| **Tools, Equipment and Other Requirements** | |
| Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer | |

**Trainer Requirements**

# Annexure

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| **Trainer Prerequisites** | | | | | | |
| **Minimum Educational Qualification** | **Specialization** | **Relevant Industry Experience** | | **Training Experience** | | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| 12th Pass |  | 2 |  | 1 |  | Specialized in warehousing services |

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| **Trainer Certification** | |
| **Domain Certification** | **Platform Certification** |
| Certified for Job Role: “Packing Specialist” mapped to QP: “LSC/Q0201, v1.0”. Minimum accepted score is 80% | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601” with minimum score of 80%. |

### Assessor Requirements

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| --- | --- | --- | --- | --- | --- | --- |
| **Assessor Prerequisites** | | | | | | |
| **Minimum Educational Qualification** | **Specialization** | **Relevant Industry Experience** | | **Training/Assessment Experience** | | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| 12 th pass |  | 2 |  | 1 |  | Specialized in warehousing services |

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| --- | --- |
| **Assessor Certification** | |
| **Domain Certification** | **Platform Certification** |
| Certified for Job Role: “Packing Specialist” mapped to QP: “LSC/Q0201, v1.0” with  minimum score of 80%. | Recommended that the Trainer is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2701” with minimum score of 80%. |

### Assessment Strategy

The emphasis is on ‘learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. **Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

1. **Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.
2. **On-Job Training:** OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.
3. **Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:
   1. True / False Statements
   2. Multiple Choice Questions
   3. Matching Type Questions
   4. Fill in the blanks
   5. Scenario based Questions
   6. Identification Questions

##### QA Regarding Assessors:

Assessors are selected as per the “eligibility criteria” laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts “Training of Assessors” program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

* + 1. Guidance regarding NSQF
    2. Qualification Pack Structure
    3. Guidance for the assessor to conduct theory, practical and viva assessments
    4. Guidance for trainees to be given by assessor before the start of the assessments.
    5. Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
    6. Viva guidance for uniformity and consistency across the batch.
    7. Mock assessments
    8. Sample question paper and practical demonstration

**References**

## Glossary

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| --- | --- |
| **Term** | **Description** |
| **Key Learning Outcome** | Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and  skills (practical application). |
| **Training Outcome** | Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training. |
| **Terminal Outcome** | Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome. |

## 

## Acronyms and Abbreviations

|  |  |
| --- | --- |
| **Term** | **Description** |
| **QP** | Qualification Pack |
| **NSQF** | National Skills Qualification Framework |
| **NSQC** | National Skills Qualification Committee |
| **NOS** | National Occupational Standards |