# Model Curriculum

**QP Name: Warehouse Picker**

**QP Code: LSC/Q2102**

**QP Version: 2.0**

**NSQF Level: 3**

**Model Curriculum Version: 2.0**

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# Training Parameters

| | |
|---|---|
| **Sector** | Logistics |
| **Sub-Sector** | Warehousing |
| **Occupation** | Packaging |
| **Country** | India |
| **NSQF Level** | 3 |
| **Aligned to NCO/ISCO/ISIC Code** | NCO-2004/413.00 |
| **Minimum Educational Qualification and Experience** | Grade 9 + No Experience required<br>or Grade 8 with one year of (NTC/ NAC) after 8th + No Experience required<br>or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject + No Experience required<br>or 8th grade pass + 1 year relevant experience<br>or 5th grade pass + 4 year relevant experience<br>or Ability to read and write + 5 year relevant experience<br>or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience<br>or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience |
| **Pre-Requisite License or Training** | NA |
| **Minimum Job Entry Age** | 18 Years |
| **Last Reviewed On** | 27/01/2022 |
| **Next Review Date** | 27/01/2025 |
| **NSQC Approval Date** | 27/01/2022 |
| **QP Version** | 2.0 |
| **Model Curriculum Creation Date** | 13/08/2021 |
| **Model Curriculum Valid Up to Date** | 27/01/2025 |
| **Model Curriculum Version** | 2.0 |

| | |
|---|---|
| **Minimum Duration of the Course** | 360 hrs |
| **Maximum Duration of the Course** | 360 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:

- Describe the basic structure and function of supply chain
- Identify various activities in warehousing
- Detail the various tasks to be performed while preparing for picking
- Perform picking as per standard operating procedure
- Perform the necessary tasks post picking
- Demonstrate health, safety and security measures while performing picking

## 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 |
|---|---|---|---|---|---|
| **Bridge Module** | **20** | **10** | **0** | **0** | **30** |
| Module 1: Introduction to Warehouse Picker | 20 | 10 | 0 | 0 | 30 |
| **LSC/N2108: Prepare for Picking NOS Version 1.0 NSQF Level 3** | **10** | 40 | **10** | **0** | 60 |
| Module 2: Preparation for Picking | 10 | 40 | 10 | 0 | 60 |
| **LSC/N2109: Perform Picking NOS Version 1.0 NSQF Level 3** | **20** | **60** | **10** | 0 | **90** |

| | | | | | |
|---|---|---|---|---|---|
| Module 3: Picking | 20 | 60 | 10 | 0 | 90 |
| **LSC/N2110: Perform post picking activities NOS Version 1.0 NSQF Level 4** | **20** | 60 | **10** | 0 | **90** |
| Module 4: Post Picking Activities | 20 | 60 | 10 | 0 | 90 |
| **LSC/N2104: To carry out Housekeeping NOS Version 1.0 NSQF Level 3** | **20** | 40 | **0** | **0** | 60 |
| Module 5: Housekeeping Activities | 20 | 40 | 0 | 0 | 60 |
| **Employability Skills** | **15** | **15** | 0 | 0 | **30** |
| **Total Duration** | **105** | **225** | **30** | **0** | **360** |

# Module Details

## Module 1: Introduction to Warehouse Picker

***Mapped to Bridge Module***

**Terminal Outcomes:**

- Describe the basic structure and function of supply chain
- Detail the various functions of Warehouse Picker

| **Duration**: *20:00* | **Duration**: *10:00* |
|---|---|
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| • Describe Supply Chain and Logistics Management<br>• Detail the various sub-sectors and the opportunities in them<br>• Explain the different types of Inventory and its importance<br>• Define your job roles and responsibilities as a Warehouse Picker<br>• Explain the various operations in warehouse and their importance in the effective logistics<br>• Describe the various functions / operations of the warehouse<br>• Explain the major activities that are performed inside a warehouse<br>• Discuss the employment opportunities in the industry<br>• Define the inbound and outbound activities | • Identify various activities in warehousing<br>• Identify various sub-sectors and the opportunities in them<br>• Identify the different types of Inventory<br>• Perform your job role and responsibilities as Warehouse Picker<br>• Perform various operations/ functions in warehouse<br>• Identify the employment opportunities in the industry<br>• Demonstrate the inbound and outbound activities<br>• Identify the major activities that are performed inside a warehouse |
| **Classroom Aids:** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Teaching board, Computer, Projector, Video player or TV | |

## Module 2: Preparation for Picking

***Mapped to LSC/N2108***

**Terminal Outcomes:**

- Detail the various tasks to be performed while preparing for picking.

| **Duration**: *10:00* | **Duration**: *40:00* |
|---|---|
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| • Detail the various tasks to be performed before picking<br>• Explain the importance of a picklist<br>• Detail the elements of a picklist<br>• List the various types of picklist<br>• Distinguish between a computer generated pick list and an automated picklist<br>• List the different types of PPEs used while preparing for picking<br>• Explain the purposes of PPEs<br>• Discuss the various safety standards pertaining to the industry<br>• Explain the type of PPE required for the related warehouse environment<br>• Discuss the type of PPE to be used for the type of product handled | • Perform the various tasks before picking<br>• Identify the elements of a picklist<br>• Demonstrate the various types of picklist<br>• Analyze the difference between a computer generated pick list and an automated picklist<br>• Identify the different types of PPEs used while preparing for picking<br>• Identify the various safety standards pertaining to the industry<br>• Identify the type of PPE required for the related warehouse environment<br>• Recognize the type of PPE to be used for the different type of product handled |
| **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, Storage Bins, Sample Picklist, Hand held device, palmtops, Labels & Signages, Printers & Scanners, Packaging symbols & standards PPE – Hard hat helmet, Hand Gloves, Eye Goggles, Dust masks, High Visibility Jackets, Safety shoes etc | |

## Module 3: Picking

***Mapped to LSC/N2109***

**Terminal Outcomes:**

- Demonstrate the picking process as per SOP

| **Duration**: *20:00* | **Duration**: *60:00* |
|---|---|
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| • Explain the difference between the various storage systems<br>• Detail the picking requirements for the different storage systems<br>• Describe the importance and usage of other MHEs<br>• Explain the types of products to be picked, from a picklist<br>• Explain how to identify the location for picking<br>• Detail the picking instructions and match it with the availability<br>• Explain the difference between the barcodes and RFID<br>• Describe the use of Pick-to-Light systems and Voice-picking<br>• Differentiate the various types of picking labels<br>• Explain the different types of order picking<br>• Differentiate between Zone picking, batch picking and wave picking methods<br>• List the various steps involved in inbound and outbound transportation movement<br>• Detail the applicability of Zone picking, batch picking and wave picking methods | • Identify the difference between the various storage systems<br>• Recognize the picking requirements for the different storage systems<br>• Demonstrate the usage and importance of other MHEs<br>• Identify the types of products to be picked, from a picklist<br>• Identify the location for picking<br>• Perform picking as per instructions and match it with the availability<br>• Analyze the difference between the barcodes and RFID<br>• Demonstrate the use of various picking systems such as Pick-to-Light systems and Voice-picking<br>• Identify the various types of picking labels<br>• Identify the different types of order picking<br>• Analyze the difference between Zone picking, batch picking and wave picking methods<br>• Verify the applicability of Zone picking, batch picking and wave picking methods |
| **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 4: Post Picking Activities

***Mapped to LSC/N2110***

**Terminal Outcomes:**

- Discuss the various tasks to be performed post picking

| **Duration**: *20:00* | **Duration**: *60:00* |
|---|---|
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| • Discuss the various activities to be performed after picking<br>• Explain the importance of safety and handling instructions in picking<br>• Explain the importance of quality checking in picking<br>• Differentiate between the manual stock recording and technological ways of stock recording<br>• Explain KPIs and Dashboard<br>• Detail the reporting structure of the organization<br>• Discuss the various channels of communication | • Perform the various activities after picking<br>• Assess the importance of safety and handling instructions in picking<br>• Evaluate the procedure in handling risk situations<br>• Report deviations as per escalation matrix |
| **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, Reporting forms, Incident reports etc, Do's and Don'ts charts | |

## Module 5: Housekeeping Activities

***Mapped to LSC/N2104***

**Terminal Outcomes:**

- Demonstrate the housekeeping activities as per SOP

| **Duration**: *20:00* | **Duration**: *40:00* |
|---|---|
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| • Explain the importance of housekeeping after picking<br>• Discuss the various common work hazards in warehouse<br>• Explain the Occupational/ Environmental Health and Safety<br>• Discuss the consequence of non-compliance with safety standards<br>• Describe the safety requirements for different types of materials<br>• Detail the firefighting standards and prerequisites | • Demonstrate health and safety procedures while performing picking<br>• Implement 5S at workplace<br>• Demonstrate the procedures for Evacuation in work environment<br>• Evaluate the safety requirements in the work environment<br>• Develop the skills for safe operations in the workplace<br>• Comply with safety, security and organizations procedures and guidelines<br>• Document all health, safety and security violations |
| **Classroom Aids:** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Workshop Safety: Fire extinguishers, First Aid kits, Safety signs, SOP Charts on safety norms and drills, Charts of Do's and Don'ts in work area | |

## Module 6: Employability Skills

*Mapped to DGT/VSQ/N0101, v1.0*

**Terminal Outcomes:**

- Appraise the significance of employability skills in meeting the job requirements
- Identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices.
- Illustrate English and communication skills, customer service, entrepreneurship, and getting ready for jobs and apprenticeship.

| **Duration**: *15:00* | **Duration**: *15:00* |
|---|---|
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| • Detail the importance of Employability Skills in meeting the job requirements<br>• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.<br>• Describe positive attitude, self - motivation, problem solving, time management skills and continuous learning mindset in different situations.<br>• Discuss the significance of reporting sexual harassment issues in time<br>• Appraise the significance of using financial products and services safely and securely.<br>• Explain the importance of managing expenses, income, and savings.<br>• Detail the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws<br>• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely<br>• Categorize the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges<br>• Discuss the significance of maintaining hygiene and dressing appropriately<br>• Discuss how to search and register for apprenticeship opportunities | • Analyze 21st century skills.<br>• Practice appropriate basic English sentences/phrases while speaking<br>• Demonstrate how to communicate in a well -mannered way with others.<br>• Illustrate working with others in a team<br>• Demonstrate how to conduct oneself appropriately with all genders and PwD<br>• Operate digital devices and use the associated applications and features, safely and securely<br>• Differentiate between types of customers<br>• Create a biodata<br>• Experiment with various sources to search and apply for jobs<br>• Identify customer needs and address them<br>• Compose the significance of dressing up neatly and maintaining hygiene for an interview |

| 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 |

# Annexure

## Trainer Requirements

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

| Trainer Certification | |
|---|---|
| **Domain Certification** | **Platform Certification** |
| Certified for Job Role: "Warehouse Picker" mapped to QP: "LSC/Q2102, v2.0". 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

| 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 |

| Assessor Certification | |
|---|---|
| **Domain Certification** | **Platform Certification** |
| Certified for Job Role: "Warehouse Picker" mapped to QP: "LSC/Q2102, 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.

**2. 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.

**3. 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.

**4. 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:

i. True / False Statements
ii. Multiple Choice Questions
iii. Matching Type Questions
iv. Fill in the blanks
v. Scenario based Questions
vi. 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

| 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 |