

Draft Curriculum

Warehouse Supervisor

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1. Preface

This competence-based curriculum for the training programme WAREHOUSE SUPERVISOR offered at **NAME OF TRAINING PROVIDER** will prepare participants for employment in Indian industries and businesses in the Logistics industry. A multi-staged methodology, including workshops and meetings with associations and companies, functional analysis and site visits in close cooperation with Indian logistic enterprises, was used to tailor the curriculum to the occupational requirements of such positions in the Indian world of work.

A labour market scan was conducted to identify types of industries and businesses that have a potential for employing graduates as WAREHOUSE SUPERVISORS, both regarding the skills, knowledge and aptitudes that would be acquired by trainees at **NAME OF TRAINING PROVIDER** as well as regarding the social and cultural acceptability for graduates.

Typical occupational/job role profiles for the potential employment opportunities identified in the scan were procured from relevant sources locally and internationally and summarized in National Occupational Standards (NOS). These NOS, describing typical duties and tasks to be performed by job holders of identified positions were cross-referenced with the specific conditions and work environment in India by conducting interviews with occupational experts and representatives from relevant businesses and industries. The NOS and Qualifications Pack covered in this curriculum were developed according to the guidelines laid down by the National Skills Development Cooperation (NSDC).

The curriculum is presented in a structured format comprising a mix of outcome-oriented learning units relating to technical-vocational (core) competences, competences with regard to health, safety and security at the workplace as well as interdisciplinary / management / entrepreneurship competences and soft skills.

To develop this competence-based curriculum, the National Occupational Standards were used as the key reference documents. Based on the duties (elements) and tasks (performance criteria) determined in the NOS, teams of local and international subject matter experts, e.g. teachers with extensive experience, trainers and master trainers at industrial companies and businesses, Technical and Vocational Education and Training (TVET) experts, developed the Qualifications Pack outline and the learning units. Each learning unit specifies the purpose, learning outcomes, contents, pre-requisite courses, assessment method and instruments, duration of learning (credits), teaching and learning approaches, resources required. In the process of writing the curriculum, the teams of subject matter experts draw upon and cross reference the units under development with curriculum materials of similar and comparable programmes in other education and training systems. Draft modular curricula are cross-checked by the Heads of Department responsible for the programme at the Logistics Skill Council (LSC), training providers and industrial companies before they enter the formal accreditation process.

2. Qualifications Pack Information

Job Role	Warehouse Supervisor
Organization	NAME OF TRAINING PROVIDER
Qualifications Pack Reference ID	LSC / Q 2307
Instructional Level	Certificate
Industrial Area	Logistic Sector with Sub-Sectors
Occupational Area	Warehouse Supervisor
NSQF Level	5
Minimum Educational Qualifications	Diploma
Minimum Vocational Qualifications	No Previous Vocational Training Required
Minimum Professional Experience	No Previous Professional Experience Required
Aligned to	NCO-2004/122.00
Last Revision Date	16/12/2014

2.1 Target Population

It is necessary that learners will have completed secondary education in India at year 10 certification or above, together with a satisfactory level of English language ability.

Individuals with the following skills, interests and attributes are most likely to complete the training and to succeed as Warehouse Supervisor later on.

Writing	Make note of instructions, ability to develop operating procedures, improvement and create documents for internal understanding/use.
Numeracy	Ability to perform basic mathematical techniques.
Cleanliness	Awareness of the importance of cleanliness in the work area.
Self-Management	Ability to work under pressure and to organize work so as to meet deadlines.
Team Skills	Ability to work co-operatively with others to solve common problems.
Safety Consciousness	Basic awareness of the importance of safety in working with machinery such as trucks, forklifts and technical equipment.

2.2 Description

A **Warehouse Supervisor** in the Logistics industry is also known as Supervisor, Warehouse In-Charge. Individuals in this role need to collect components required to obtain the required lists and information from the Data Entry Operator (DEO), plan the schedule for the day, allocate work to workers and oversee them for successful completion. Their responsibilities include solving operational issues in the warehouse and ensuring smooth operations.

Personal Attributes: This job requires the individual to have a detailed understanding of all the warehouse activities and keen observation skills to identify and rectify errors. The individual should also be skilled in operational problem solving.

3. National Occupational Standards Applied

- LSC / N 2312: Prepare for the day's work.
- LSC / N 2313: Ensure smooth functioning of warehouse activities.
- LSC / N 2314: Keep track of goods in the warehouse.
- LSC / N 2315: Carry out end of day activities.

3.1 LSC / N 2312: Prepare for the day's work.

This National Occupational Standard is about preparing for the day's work.

Main elements/duties of this NOS are:

- Collect information lists and relevant documents.
- Schedule activities and allocate tasks

3.2 LSC / N 2313: Ensure smooth functioning of warehouse activities.

This National Occupational Standard is about overseeing and solving any problem related to warehouse activities.

Main elements/duties of this NOS are:

- Maintain general safety and discipline.
- Monitor loading and unloading activity.
- Identify and resolve warehouse activity related problems.
- Oversee warehouse maintenance.

3.3 LSC / N 2314: Keep track of goods in the warehouse.

This National Occupational Standard is about keeping track of goods in the warehouse.

Main elements/duties of this NOS are:

- Monitor inventory stored in the warehouse.
- Verify outbound activities from the warehouse.
- Check whether quarantine has been done properly.

3.4 LSC / N 2315: Carry out end of day activities.

This National Occupational Standard is about performing end of day activities.

Main elements/duties of this NOS are:

- Update status of all activities.
- Prepare for the next workday.
- Report to management.

4. List of units – Assessable learning outcomes-Teaching hours-Credits

Unit-1 Title: LSC/N 2312 Prepare for the day's work				
Element Code	Element Name (course)	Assessable Learning Outcomes	Teaching Hours Theory/Practice	Credits
WS 01	Collect information lists and relevant documents	5	8/26	
WS 02	Schedule activities and allocate tasks	4	12/34	
	Totals	9	20/60	

Unit-2 Title: LSC / N 2313: Ensure smooth functioning of warehouse activities				
Element Code	Element Name (course)	Assessable Learning Outcomes	Teaching Hours Theory/Practice	Credits
WS 03	Maintain general safety and discipline	4	5/25	
WS 04	Monitor loading and unloading activity	5	10/50	
WS 05	Identify and resolve warehouse activity related problems	3	8/32	
WS 06	Oversee warehouse maintenance	2	15/15	
	Totals	14	30/130	

Unit-3 Title: LSC / N 2314: Keep track of goods in the warehouse

Element Code	Element Name (course)	Assessable Learning Outcomes	Teaching Hours Theory/Practice	Credits
WS 07	Monitor inventory stored in the warehouse.	4	4/15	
WS 08	Verify outbound activities from the warehouse.	3	6/25	
WS 09	Check whether quarantine has been done properly.	5	5/25	
	Totals	12	15/65	

Unit-4 Title: LSC / N 2315: Use basic health and safety practices at the workplace

Element Code	Element Name (course)	Assessable Learning Outcomes	Teaching Hours Theory/Practice	Credits
WS 10	Update status of all activities	2	6/24	
WS 11	Prepare for the next workday	5	12/38	
WS 12	Report to management	4	7/33	
	Totals	11	25/95	

The **overall teaching hours** for theory + practice are **440 notional hours**

Ratio theory/practice in hours: 90 hours theory/ 350 hours practice

Ratio theory/practice in %: 20,45 % theory/ 79,55 % practice

5. Learning Outcomes

5.1 Prepare for the day's work

5.1.1 WS-01 Collect information lists and relevant documents

Learner is able to:

Criteria

1. Obtain sufficient copies of the pick list, Bill of Materials (BOM) and incoming truck schedules from the Data Entry Operator (DEO).
2. Obtain an inventory tracking sheet from the DEO to use for cycle counting.
3. Collect printed product labels from the DEO.
4. Mutually agree on priorities and deadlines related to customer orders with the DEO after discussing labour availability.
5. Find out from workers if there is any pending work from the previous day.

5.1.2 WS-02 Schedule activities and allocate tasks

Learner is able to:

Criteria

1. Based on the information obtained, estimate the time required for each task and create a day plan for the entire warehousing operations.
2. Create specific day plans and set numeric targets for each warehouse activity.
3. Conduct morning meeting to allocate workers to each activity, handover the necessary information sheet or list and explain the plan, along with the target.
4. Conduct handover meeting when shift change happens to update new workers on the status of activities.

5.2 Ensure smooth functioning of the warehouse activities

5.2.1 WS-03 Maintain general safety and discipline

Learner is able to:

Criteria

1. Perform continuous inspection of all areas of the warehouse.
2. Identify unsafe conditions or work practices and correct them.
3. Ensure workers are using all the required Personal Protective Equipment (PPE).
4. If operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.

5.2.2 WS-04 Monitor loading and unloading activities

Learner is able to:

Criteria

1. Inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.
2. Verify that the trucks are docked correctly to avoid confusion.
3. Assign spaces in the staging area to dispatcher and loader for loading and unloading goods from each consignment.
4. Ensure that loading and unloading happens safely and timelines are met.
5. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand.

5.2.3 WS-05 Identify and resolve warehouse activity related problems

Learner is able to:

Criteria

1. Identify problems reported by workers.
2. Understand the problem and guide the concerned worker to solve the problem.
3. Act as a liaison between different warehousing activities to ensure continuity of warehousing operations

5.2.4 WS-06 Oversee warehouse maintenance

Learner is able to:

Criteria

1. Check the condition of equipment, storage racks and PPE during rounds.
2. Ensure timely maintenance is carried out by the maintenance as per company policies.

5.3 Keep track of goods in the warehouse

5.3.1 WS-07 Monitor inventory stored in warehouse

Learner is able to:

Criteria

1. Identify any errors made during binning and follow the company procedure to rectify it.
2. Ensure cycle counting of inventory stored is done by the inventory clerk using the physical vs system method.
3. Ensure replacement parts are sent to the required functions to fulfill customer orders.
4. Update stored inventory levels after transactions in the tracking sheet.

5.3.2 WS-08 Verify outbound activities from the warehouse

Learner is able to:

Criteria

1. Perform visual inspection of outbound goods.
2. Count the picked goods in the staging area and verify with pick lists to ensure that the correct number of items are sent out.
3. Sign off on goods in the staging area so that they can be moved into the outbound area.

5.3.3 WS-09 Check whether outbound has been done properly

Learner is able to:

Criteria

1. Check for correct segregation of items in the quarantine area.
2. Keep aside wrongly quarantined items in the quarantine area.
3. Have binners move the wrongly quarantined items and store them where applicable.
4. Update stored inventory levels on the tracking sheet.
5. Ensure disposal of quarantined items as per the company policy through housekeeping staff.

5.4 Carry out end of day activities

5.4.1 WS-10 Update status of all activities

Learner is able to:

Criteria

1. Take note of the pending tasks in each activity to plan for the next workday.
2. Carry out physical counting of inventory along with the DEO to update closing inventory level

5.4.2 WS-11 Prepare for next day work

Learner is able to:

Criteria

1. Conduct sundown meeting with workers and explain work to be done for the next day.
2. Perform safety inspection of all areas in the warehouse.
3. Check on the condition of equipment and PPE.
4. Ensure that all areas of the warehouse are clean and that equipment is in working order.
5. Escalate receipt shortages and dealer/end customer claims to manager for timely closure along with the necessary inventory adjustments

5.4.3 WS-12 Report to management

Learner is able to:

Criteria

1. Notify manager regarding any concerns faced during the day.
2. Provide daily report to manager regarding condition of equipment, damage
3. if any, delays, inability to meet an order, etc.
4. Place orders for replacement items with management.
5. Complete any forms as required by management

6. Examples of Courses

6.1 WS-01 Collect information lists and relevant documents

Course Number:	WS-01
Number of Credits:	TBD
Teaching hours total:	34
Pre-Requisite Courses:	Nil
Last Revision Date:	30 September 2016

6.1.1 Course Description

After completing this course, trainees will be able to understand the necessity of obtaining sufficient copies of the pick list, Bill of Materials (BOM) and incoming schedules from the Data Entry Operator (DEO). They will be able to obtain an inventory tracking sheet and collect printed product labels from the DEO. Also the trainees will be able to mutually agree on priorities and deadlines related to the customer orders

6.1.2 Linked external standards

- Rules and regulations set by the industry and the company standards.
- NOS LSC /N 2312

6.1.3 Linked core/generic skills, underpinning organisational and operational knowledge

The participants have to know and understand how to:

- Fill in appropriate forms pertaining to inventory received or dispatched. Write down notes about accidents, damage to components received.
- Ability to read and understand customer orders. Ability to read and match labels to products kitted. Ability to read management directions in English.
- Communicate clearly in local language or English with management. Provide advice and guidance to peers & juniors. Communicate with workers for delays and updates in schedules
- Ability to estimate time required for each activity. Ability to make realistic day plans for each activity. Ability to translate plans into targets for each activity. Ability to monitor smooth functioning of all activities.
- Prioritize and execute tasks in within the scheduled time limits Flexibility to re-assess schedule in case of delays/additional orders
- Be a team player and motivate team to achieve joint goals.
- Ensure adequate knowledge sharing with peers and subordinates
- Ability to interact with employees within and outside the organization
- Ability to judge the quality of goods and pay attention to detail.
- Ability to identify components required to make a product
- Ability to verify quantity of goods being sent out with pick list.
- Ability to rapidly identify and correct errors.
- Suggest methods to improve warehousing activities.
- Identify trends/common causes for errors and suggest possible solutions to management

6.1.4 Course contents

1. Obtain sufficient copies of the pick list, Bill of Materials (BOM) and incoming truck schedules from the Data Entry Operator (DEO)

- Communicate with the DEO
- Make copies of the pick list, BOM and incoming truck schedules
- Double check all information are complete
- Mark relevant information on documents
- Identify sources of errors
- Necessary information is collected from all sources

2. Inventory tracking sheet from the DEO

- Communicate with DEO
- Cycle counting goods to be loaded
- Count all goods and prepare them for loading
- Mark relevant information on documents
- Identify sources of errors
- Necessary information is collected from all sources

3. Collect printed product labels from the DEO

- Content of labels
- Quality of labels
- Amount of labels
- Clean spots on goods to place labels
- Identify errors
- Communicate with DEO
- Necessary information is collected from all sources

4. Agree on priorities and deadlines related to customer orders with the DEO after discussing labour availability.

- Communicate with DEO and organize days working plan
- Mark relevant information on documents
- Make sure all related labour is available
- Identify sources of errors
- Necessary information is collected from all sources

5. Checking pending work from the previous day

- Communicate with DEO and supervisors from other shifts
- Mark relevant information on documents
- Identify sources of errors
- Documentary of pending work from the previous day
- Necessary information is collected from all sources

6.1.5 Grading criteria

A range of assessment methodologies are used to assess trainees in a holistic manner that reflect a work-based methodology. Assessments are mapped according to trainee learning outcomes using appropriate assessment strategies.

The assessment grading criteria is used as follows:

Range	Grade	Nomenclature
90-100	A	Distinction
75-89	B	Merit
60-74	C	Competent
<60	NC	Not competent

Formative assessments that take place throughout the training will provide valuable feedback to trainees on their performance and provide an opportunity to reflect on their learning. The formative assessments will provide 60% of the total marks.

Summative assessment will take place at no more than two points throughout the training and will reflect a holistic approach to assessment by incorporating all critical/important learning outcomes within a course. The summative assessments will provide 30% of the total marks.

In addition to formative and summative assessments, 10% will be allocated for behaviour, attendance and teamwork.

6.1.6 Trainer's Guide for Delivery

The trainer's role is to facilitate learning, design course materials and guide and motivate the learner to ensure a successful outcome. In addition, the trainer creates and organizes the appropriate learning strategies ensuring a stimulating learning environment exists.

The method of instruction encompasses the trainer identifying occupational situations within their vocational area and constructing a learning assignment based on the trainee outcomes incorporated within the curriculum. The training therefore becomes a practical, hands-on approach with clear vocational learning outcomes and delivered within the context of real work situations.

The holistic action-based training framework combines theory and practice and incorporates trainee centred learning methodologies. Project based exercises, individual and in group work, simulated case studies and discovery and research-based learning are examples of learning approaches which are integrated into workshops, laboratories and classrooms which provide trainees with the opportunity to become autonomous and responsible learners within an active classroom environment.

In this course, it is anticipated that trainees will develop their skills through learning activities which involve projects, motivational competitions, presentations and group work.

These formative activities will enable trainers to give practical support and guidance as well as prepare trainees for assessment activities. Throughout this process it is important to emphasise the evaluation and examination of safety & health and environmental procedures and regulations, develop the background information required for understanding the principles and translate this information into tasks that produce exercises to become applicable to internationally agreed standards.

For this course, there are reference notes that guide the trainer on how each learning outcome should be delivered, to ensure that each trainer has the same understanding and that consistency is applied.

6.1.7 Trainer's Guide for Assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this course.

The assessments are performed by the trainer/trainers engaged in the course.

The following assessment tools are observed:

- written tests, using a range of test item types such as essay and short answers, multiple choice and matching
- performance tests (ranging from individual assignments to group projects)
- observation
- discussion
- peer assessment
- project
- oral test
- portfolio

6.1.8 Assessment plan

Course: WS-01: Prepare for the day's work Learning Outcomes	Written Test	Performance Test	Observation	Discussion	Role Play	Peer Assessment	Project	Oral Test	Portfolio	Other (Explain)	Marking Guide/Rubric available
Obtain sufficient copies of the pick list, BOM and incoming truck schedules from the DEO	0	0		0	0	0	0				
Obtain an inventory tracking sheet from the DEO to use for cycle counting	0	0			0			0			
Collect printed product labels from DEO		0									
Mutually agree on priorities and deadlines related to customer orders with the DEO after discussing labour activities	0	0	0	0	0			0			
Find out from workers if there is any pending work from the previous day	0	0			0		0				

6.1.9 Physical Resources Needed

The following tools, equipment and materials are suggestive. A detailed list should be prepared by the trainer.

- Class room with daylight and electricity
- Blackboard/Whiteboard
- Flipchart, markers
- Projector, computer
- Demonstration material
- Internet access
- Library
- Copy machine
- Paper, pens
- Example papers from different warehouses

6.2 WS-02 Schedule activities and allocate tasks

Course Number:	WS-02
Number of Credits:	TBD
Teaching hours total:	46
Pre-Requisite Courses:	Nil
Last Revision Date:	30 September 2016

6.2.1 Course Description

After completing this course, trainees will be able to estimate the time based on the information obtained, estimate the time required for each task and create a day plan for the entire warehousing operations. They will also create specific day plans and set numeric targets for each warehouse activity. The trainees will conduct morning meetings to allocate workers to each activity, handover the necessary information sheet or list and explain the plan, along with the target. Also conduct handover meeting when shift change happens to update new workers on the status of activities.

6.2.2 Linked external standards

- Rules and regulations set by the industry and the company standards.
- NOS LSC /N 2312

6.2.3 Linked core/generic skills, underpinning organisational and technical knowledge

The participants have to know and understand how to:

- Ability to read and understand customer orders. Ability to read and match labels to products kitted. Ability to read management directions in English.
- Communicate clearly in local language or English with management. Provide advice and guidance to peers & juniors. Communicate with workers for delays and updates in schedules
- Ability to estimate time required for each activity. Ability to make realistic day plans for each activity. Ability to translate plans into targets for each activity. Ability to monitor smooth functioning of all activities.
- Prioritize and execute tasks in within the scheduled time limits Flexibility to re-assess schedule in case of delays/additional orders
- Be a team player and motivate team to achieve joint goals.
- Ensure adequate knowledge sharing with peers and subordinates
- Ability to interact with employees within and outside the organization

- Ability to judge the quality of goods and pay attention to detail and ability to identify components required to make a product
- Ability to verify quantity of goods being sent out with pick list as well as to rapidly identify and correct errors.
- Suggest methods to improve warehousing activities.
- Identify trends/common causes for errors and suggest possible solutions to management
- Ability to judge the quality of goods and pay attention to detail.
- Ability to identify components required to make a product and ability to verify quantity of goods being sent out with pick list.
- Ability to rapidly identify and correct errors.
- Suggest methods to improve warehousing activities and Identify trends/common causes for errors and suggest possible solutions to management.

6.2.4 Course contents

1. Estimate the time required for each task and create a day plan for the entire warehousing operations.

- Write day plans for daily activity
- Use computers for documentations
- Name tasks in warehouse and estimate time for each activity
- Show different possibilities to plan activities
- Be clear about the complete warehouse operations

2. Create specific day plans and set numeric targets for each activity.

- Define aims from warehouse activities
- Name targets in logistic companies
- Write plans for specific activities
- Use computers for documentations

3. Conduct morning meeting to allocate workers to each activity.

- Communicate with staff
- Overview of all activities planned for the day
- Asses what was understood during meeting
- All workers available and reached
- Report to management
- Knowledge of organizational standards and procedures

4. Conduct handover meeting when shift change.

- Handover all information
- Focus on relevant tasks
- Knowledge of organizational standards and procedures

6.2.5 Grading criteria

A range of assessment methodologies are used to assess trainees in a holistic manner that reflect a work-based methodology. Assessments are mapped according to trainee learning outcomes using appropriate assessment strategies.

The assessment grading criteria is used as follows:

Range	Grade	Nomenclature
90-100	A	Distinction
75-89	B	Merit
60-74	C	Competent
<60	NC	Not competent

Formative assessments that take place throughout the training will provide valuable feedback to trainees on their performance and provide an opportunity to reflect on their learning. The formative assessments will provide 60% of the total marks.

Summative assessment will take place at no more than two points throughout the training and will reflect a holistic approach to assessment by incorporating all critical/important learning outcomes within a course. The summative assessments will provide 30% of the total marks.

In addition to formative and summative assessments, 10% will be allocated for behaviour, attendance and teamwork.

6.2.6 Trainer's Guide for Delivery

The trainer's role is to facilitate learning, design course materials and guide and motivate the learner to ensure a successful outcome. In addition, the trainer creates and organizes the appropriate learning strategies ensuring a stimulating learning environment exists.

The method of instruction encompasses the trainer identifying occupational situations within their vocational area and constructing a learning assignment based on the trainee outcomes incorporated within the curriculum. The training therefore becomes a practical, hands-on approach with clear vocational learning outcomes and delivered within the context of real work situations.

The holistic action-based training framework combines theory and practice and incorporates trainee centred learning methodologies. Project based exercises, individual and in group work, simulated case studies and discovery and research-based learning are examples of learning approaches which are

integrated into workshops, laboratories and classrooms which provide trainees with the opportunity to become autonomous and responsible learners within an active classroom environment.

In this course, it is anticipated that trainees will develop their skills through learning activities which involve projects, motivational competitions, presentations and group work.

These formative activities will enable trainers to give practical support and guidance as well as prepare trainees for assessment activities. Throughout this process it is important to emphasise the importance of proper and organised work preparation, develop the background information required for understanding the principles and translate this information into tasks that produce exercises to become applicable to internationally agreed standards.

For this course, there are reference notes that guide the trainer on how each learning outcome should be delivered, to ensure that each trainer has the same understanding and that consistency is applied.

6.2.7 Trainer's Guide for Assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this course.

The assessments are performed by the trainer/trainers engaged in the course.

The following assessment tools are observed:

- written tests, using a range of test item types such as essay and short answers, multiple choice and matching
- performance tests (ranging from individual assignments to group projects)
- observation
- discussion
- peer assessment
- project
- oral test
- portfolio

6.2.8 Assessment plan

Course: WS-02: Schedule activities and allocate tasks Learning Outcomes	Written Test	Performance Test	Observation	Discussion	Role Play	Peer Assessment	Project	Oral Test	Portfolio	Other (Explain)	Marking Guide/Rubric available
Based on the information obtained, estimate the time required for each task and create a day plan for the entire warehousing operations.	0	0		0				0			
Create specific day plans and set numeric targets for each warehouse activity.	0	0		0			0	0			
Conduct morning meeting to allocate workers to each activity, handover the necessary information sheet or list and explain the plan, along with the target.	0	0	0		0	0	0		0		
Conduct handover meeting when shift change happens to update new workers on the status of activities.	0	0	0		0	0	0				

6.2.9 Physical Resources Needed

The following tools, equipment and materials are suggestive. A detailed list should be prepared by the trainer.

- Class room with daylight and electricity
- Blackboard/Whiteboard
- Flipchart, markers
- Projector, computer
- Demonstration material
- Internet access
- Library
- Copy machine
- Paper, pens
- Example papers from different warehouses

6.3 WS-03 Maintain general safety and discipline

Course Number:	WS-03
Number of Credits:	TBD
Teaching hours total:	30
Pre-Requisite Courses:	Nil
Last Revision Date:	30 September 2016

6.3.1 Course Description

After completing this course, trainees will be able to

1. Perform continuous inspection of all areas of the warehouse.
2. Identify unsafe conditions or work practices and correct them.
3. Ensure workers are using all the required Personal Protective Equipment (PPE).
4. If operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.

6.3.2 Linked external standards

- Rules and regulations set by the industry and the company standards.
- NOS LSC /N 2313

6.3.3 Linked core/generic skills, underpinning organisational and technical knowledge

- Knowledge of organizational products and procedures and of role and responsibilities of workers on the shop floor
- Procedures for dealing with loss or damage to goods
- Risk and impact of not following defined procedures/work instructions
- Nature and characteristics of components in the warehouse
- Knowledge of all relevant safety and security procedures
- Knowledge of entire shop floor activities and persons in charge of each function
- Knowledge of coding system being used by the organization for labelling
- Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies
- Knowledge of quick fixes for minor issues.
- Detailed knowledge of all activities being done in a warehouse.
- Knowledge of packing materials that can be used for components of different products.
- Knowledge of product labels to be pasted onto each kits.
- Types of workplace hazards that one can encounter on the job and safe operating practices.
- Knowledge of technical specifications of goods in the warehouse.
- Knowledge of possible difficulties in each warehousing activity

6.3.4 Course contents

1. Perform continuous inspection of all areas of the warehouse.

- Different areas in a warehouse
- Inspection criteria
- Knowing quality aspects of logistic company
- Understanding the needs of quality assurance
- Organizational procedures
- Risk and impact of not following defined procedures
- Pay attention to details
- Be able to rapidly identify and correct errors

2. Identify unsafe conditions or work practices and correct them.

- Communicate with workers
- Ability to use local language and/or English
- Be able to rapidly identify and correct errors
- Understanding the needs of quality assurance
- Organizational procedures
- Risk and impact of not following defined procedures
- Be able to rapidly identify and correct errors

3. Ensure workers are using all the required Personal Protective Equipment (PPE).

- Required Personal Protective Equipment (PPE) in warehouses
- Role and responsibilities of workers on the shop floors
- Communicate with workers
- Ability to use local language and/or English
- Be able to rapidly identify and correct errors
- Suggest methods to improve warehousing activities
- Relevant and necessary equipment in use
- Manage to locate mistakes and misuse of PPE and correct them immediately

4. If operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.

- shop floor activities and persons in charge of each function
- communicate with workers
- Ability to use local language and/or English
- Be able to rapidly identify and correct errors
- Suggest methods to improve warehousing activities
- Role and responsibilities of workers on the shop floors

6.3.5 Grading criteria

A range of assessment methodologies are used to assess trainees in a holistic manner that reflect a work-based methodology. Assessments are mapped according to trainee learning outcomes using appropriate assessment strategies.

The assessment grading criteria is used as follows:

Range	Grade	Nomenclature
90-100	A	Distinction
75-89	B	Merit
60-74	C	Competent
<60	NC	Not competent

Formative assessments that take place throughout the training will provide valuable feedback to trainees on their performance and provide an opportunity to reflect on their learning. The formative assessments will provide 60% of the total marks.

Summative assessment will take place at no more than two points throughout the training and will reflect a holistic approach to assessment by incorporating all critical/important learning outcomes within a course. The summative assessments will provide 30% of the total marks.

In addition to formative and summative assessments, 10% will be allocated for behaviour, attendance and teamwork.

6.3.6 Trainer's Guide for Delivery

The trainer's role is to facilitate learning, design course materials and guide and motivate the learner to ensure a successful outcome. In addition, the trainer creates and organizes the appropriate learning strategies ensuring a stimulating learning environment exists.

The method of instruction encompasses the trainer identifying occupational situations within their vocational area and constructing a learning assignment based on the trainee outcomes incorporated within the curriculum. The training therefore becomes a practical, hands-on approach with clear vocational learning outcomes and delivered within the context of real work situations.

The holistic action-based training framework combines theory and practice and incorporates trainee centred learning methodologies. Project based exercises, individual and in group work, simulated case studies and discovery and research-based learning are examples of learning approaches which are integrated into workshops, laboratories and classrooms which provide trainees with the opportunity to become autonomous and responsible learners within an active classroom environment.

In this course, it is anticipated that trainees will develop their skills through learning activities which involve projects, motivational competitions, presentations and group work.

These formative activities will enable trainers to give practical support and guidance as well as prepare trainees for assessment activities. Throughout this process it is important to emphasise the importance of proper and organised work preparation, develop the background information required for understanding the principles and translate this information into tasks that produce exercises to become applicable to internationally agreed standards.

For this course, there are reference notes that guide the trainer on how each learning outcome should be delivered, to ensure that each trainer has the same understanding and that consistency is applied.

6.3.7 Trainer's Guide for Assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this course.

The assessments are performed by the trainer/trainers engaged in the course.

The following assessment tools are observed:

- written tests, using a range of test item types such as essay and short answers, multiple choice and matching
- performance tests (ranging from individual assignments to group projects)
- observation
- discussion
- role play
- peer assessment
- project
- oral test

6.3.8 Assessment plan

Course: WS-02: Ensure smooth function of warehouse activities Learning Outcomes	Written Test	Performance Test	Observation	Discussion	Role Play	Peer Assessment	Project	Oral Test	Portfolio	Other (Explain)	Marking Guide/Rubric available
Perform continuous inspection of all areas of the warehouse.	0	0	0					0			
Identify unsafe conditions or work practices and correct them.	0	0	0	0		0					
Ensure workers are using all the required Personal Protective Equipment (PPE).	0	0	0		0		0				
If operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.	0	0	0		0						

6.3.9 Physical Resources Needed

The following tools, equipment and materials are suggestive. A detailed list should be prepared by the trainer.

- Class room with daylight and electricity
- Blackboard/Whiteboard
- Flipchart, markers
- Projector, computer
- Demonstration material
- Internet access
- Library
- Copy machine
- Paper, pens
- Example papers from different warehouses

6.4 WS-04 Monitor loading and unloading activity

Course Number:	WS-04
Number of Credits:	TBD
Teaching hours total:	60
Pre-Requisite Courses:	Nil
Last Revision Date:	30 September 2016

6.4.1 Course Description

After completing this course, trainees will be able to inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at. The trainees will also be able to verify that the trucks are docked correctly to avoid confusion and assign spaces in the staging area to dispatcher and loader for loading and unloading goods from each consignment. They'll ensure that loading and unloading happens safely and timelines are met. They constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand.

6.4.2 Linked external standards

- Rules and regulations set by the industry and the company standards.
- NOS LSC /N 2313

6.4.3 Linked core/generic skills, underpinning organisational and technical knowledge

- Knowledge of organizational products and procedures and of role and responsibilities of workers on the shop floor
- Procedures for dealing with loss or damage to goods
- Risk and impact of not following defined procedures/work instructions
- Nature and characteristics of components in the warehouse
- Knowledge of all relevant safety and security procedures
- Knowledge of entire shop floor activities and persons in charge of each function
- Knowledge of coding system being used by the organization for labelling
- Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies
- Knowledge of quick fixes for minor issues.
- Detailed knowledge of all activities being done in a warehouse.
- Knowledge of packing materials that can be used for components of different products.
- Knowledge of product labels to be pasted onto each kits.
- Types of workplace hazards that one can encounter on the job and safe operating practices.
- Knowledge of technical specifications of goods in the warehouse.
- Knowledge of possible difficulties in each warehousing activity.
- Filling in appropriate forms pertaining to inventory received.

6.4.4 Course contents

1. Inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.
 - Organizational standards and procedures of dealing with the yard
 - Realistic plans for all activities and define them properly
 - Standard Operating Procedures (SOP)
 - Yard arrangements and parking space available
 - Estimate time required for each activity
 - Nature and characteristics of components in the warehouse
 - Communication procedures on a warehouse yard

2. Verify that the trucks are docked correctly to avoid confusion and assign spaces in the staging area to dispatcher and loader for loading and unloading goods from each consignment.
 - Standard Operating Procedures (SOP)
 - Security and organizational standards for loading and unloading
 - Nature and characteristics of components in the warehouse
 - Aspects of time management and relation between costs and time
 - Communication process with all relevant persons
 - Methods to improve warehousing activities

3. Ensure that loading and unloading happens safely and timelines are met.
 - Safety and security criteria during loading and unloading
 - Risk and impact of not following defined procedures and work instructions
 - Nature and characteristics of components in the warehouse
 - Security and organizational standards for loading and unloading
 - Standard Operating Procedures (SOP)
 - Workplace hazards that one can encounter on the job and safe operating practices
 - Packing materials that can be used for different options
 - Technical specifications of goods in the warehouse
 - Identifiable errors and methods how to correct them

4. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand.
 - Different warehousing activities
 - Actions to ensure continuity of warehousing operations
 - Nature and characteristics of components in the warehouse
 - Product labels to be pasted onto every goods
 - Technical specifications on goods in the warehouse
 - Accidents, damage and components received
 - Forms for documentation of warehouse activities

6.4.5 Grading criteria

A range of assessment methodologies are used to assess trainees in a holistic manner that reflect a work-based methodology. Assessments are mapped according to trainee learning outcomes using appropriate assessment strategies.

The assessment grading criteria is used as follows:

Range	Grade	Nomenclature
90-100	A	Distinction
75-89	B	Merit
60-74	C	Competent
<60	NC	Not competent

Formative assessments that take place throughout the training will provide valuable feedback to trainees on their performance and provide an opportunity to reflect on their learning. The formative assessments will provide 60% of the total marks.

Summative assessment will take place at no more than two points throughout the training and will reflect a holistic approach to assessment by incorporating all critical/important learning outcomes within a course. The summative assessments will provide 30% of the total marks.

In addition to formative and summative assessments, 10% will be allocated for behaviour, attendance and teamwork.

6.4.6 Trainer's Guide for Delivery

The trainer's role is to facilitate learning, design course materials and guide and motivate the learner to ensure a successful outcome. In addition, the trainer creates and organizes the appropriate learning strategies ensuring a stimulating learning environment exists.

The method of instruction encompasses the trainer identifying occupational situations within their vocational area and constructing a learning assignment based on the trainee outcomes incorporated within the curriculum. The training therefore becomes a practical, hands-on approach with clear vocational learning outcomes and delivered within the context of real work situations.

The holistic action-based training framework combines theory and practice and incorporates trainee centred learning methodologies. Project based exercises, individual and in group work, simulated case

studies and discovery and research-based learning are examples of learning approaches which are integrated into workshops, laboratories and classrooms which provide trainees with the opportunity to become autonomous and responsible learners within an active classroom environment.

In this course, it is anticipated that trainees will develop their skills through learning activities which involve projects, motivational competitions, presentations and group work.

These formative activities will enable trainers to give practical support and guidance as well as prepare trainees for assessment activities. Throughout this process it is important to emphasise the importance of proper and organised work preparation, develop the background information required for understanding the principles and translate this information into tasks that produce exercises to become applicable to internationally agreed standards.

For this course, there are reference notes that guide the trainer on how each learning outcome should be delivered, to ensure that each trainer has the same understanding and that consistency is applied.

6.4.7 Trainer's Guide for Assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this course.

The assessments are performed by the trainer/trainers engaged in the course.

The following assessment tools are observed:

- written tests, using a range of test item types such as essay and short answers, multiple choice and matching
- performance tests (ranging from individual assignments to group projects)
- observation
- discussion
- role play
- peer assessment
- project
- oral test

6.4.8 Assessment plan

Course: WS-02: Ensure smooth function of warehouse activities Learning Outcomes	Written Test	Performance Test	Observation	Discussion	Role Play	Peer Assessment	Project	Oral Test	Portfolio	Other (Explain)	Marking Guide/Rubric available
Perform continuous inspection of all areas of the warehouse.	0	0	0	0	0			0			
Identify unsafe conditions or work practices and correct them.	0	0		0	0			0			
Ensure workers are using all the required Personal Protective Equipment (PPE).	0	0	0		0	0		0			
If operating procedures are not followed, enforce discipline among workers through penalties, suspension, etc.	0	0		0	0		0	0			

6.4.9 Physical Resources Needed

The following tools, equipment and materials are suggestive. A detailed list should be prepared by the trainer.

- Class room with daylight and electricity
- Blackboard/Whiteboard
- Flipchart, markers
- Projector, computer
- Demonstration material
- Internet access
- Library
- Copy machine
- Paper, pens
- Example papers from different warehouses

6.5 WS-05 Identify and resolve warehouse activity related problems

Course Number:	WS-05
Number of Credits:	TBD
Teaching hours total:	40
Pre-Requisite Courses:	Nil
Last Revision Date:	30 September 2016

6.5.1 Course Description

After completing this course, trainees will be able to identify problems reported by workers and understand the problem as well as guide the concerned worker to solve the problem. The Trainees also act as a liaison between different warehousing activities to ensure continuity of warehousing operations.

6.5.2 Linked external standards

- Rules and regulations set by the industry and the company standards.
- NOS LSC /N 2313

6.5.3 Linked core/generic skills, underpinning organisational and technical knowledge

- Knowledge of organizational products and procedures and of role and responsibilities of workers on the shop floor
- Procedures for dealing with loss or damage to goods
- Risk and impact of not following defined procedures/work instructions
- Nature and characteristics of components in the warehouse
- Knowledge of all relevant safety and security procedures
- Knowledge of entire shop floor activities and persons in charge of each function
- Knowledge of coding system being used by the organization for labelling
- Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies
- Knowledge of quick fixes for minor issues.
- Detailed knowledge of all activities being done in a warehouse.
- Knowledge of packing materials that can be used for components of different products.
- Knowledge of product labels to be pasted onto each kits.
- Types of workplace hazards that one can encounter on the job and safe operating practices.
- Knowledge of technical specifications of goods in the warehouse.
- Knowledge of possible difficulties in each warehousing activity

6.5.4 Course contents

1. Identify problems reported by workers.

- Safety and security criteria during warehouse procedures
- Risk and impact of not following defined procedures and work instructions
- Nature and characteristics of components in the warehouse
- Security and organizational standards for warehouse procedures
- Standard Operating Procedures (SOP)
- Workplace hazards that one can encounter on the job and safe operating practices
- Packing materials that can be used for different options
- Technical specifications of goods in the warehouse
- Identifiable errors and methods how to correct them

2. Understand the problem and guide the concerned worker to solve the problem.

- Safety and security criteria during loading and unloading
- Risk and impact of not following defined procedures and work instructions
- Nature and characteristics of components in the warehouse
- Security and organizational standards for loading and unloading
- Standard Operating Procedures (SOP)
- Workplace hazards that one can encounter on the job and safe operating practices
- Packing materials that can be used for different options
- Technical specifications of goods in the warehouse
- Identifiable errors and methods how to correct them

3. Act as a liaison between different warehousing activities to ensure continuity of warehousing operations

- Trends and common causes for errors. Possible solutions.
- Safety and security criteria during loading and unloading
- Risk and impact of not following defined procedures and work instructions
- Nature and characteristics of components in the warehouse
- Security and organizational standards for loading and unloading
- Standard Operating Procedures (SOP)
- Workplace hazards that one can encounter on the job and safe operating practices
- Packing materials that can be used for different options
- Technical specifications of goods in the warehouse
- Identifiable errors and methods how to correct them
- Details in warehousing activities that lead to delays in scheduled timings

6.5.5 Grading criteria

A range of assessment methodologies are used to assess trainees in a holistic manner that reflect a work-based methodology. Assessments are mapped according to trainee learning outcomes using appropriate assessment strategies.

The assessment grading criteria is used as follows:

Range	Grade	Nomenclature
90-100	A	Distinction
75-89	B	Merit
60-74	C	Competent
<60	NC	Not competent

Formative assessments that take place throughout the training will provide valuable feedback to trainees on their performance and provide an opportunity to reflect on their learning. The formative assessments will provide 60% of the total marks.

Summative assessment will take place at no more than two points throughout the training and will reflect a holistic approach to assessment by incorporating all critical/important learning outcomes within a course. The summative assessments will provide 30% of the total marks.

In addition to formative and summative assessments, 10% will be allocated for behaviour, attendance and teamwork.

6.5.6 Trainer's Guide for Delivery

The trainer's role is to facilitate learning, design course materials and guide and motivate the learner to ensure a successful outcome. In addition, the trainer creates and organizes the appropriate learning strategies ensuring a stimulating learning environment exists.

The method of instruction encompasses the trainer identifying occupational situations within their vocational area and constructing a learning assignment based on the trainee outcomes incorporated within the curriculum. The training therefore becomes a practical, hands-on approach with clear vocational learning outcomes and delivered within the context of real work situations.

The holistic action-based training framework combines theory and practice and incorporates trainee centred learning methodologies. Project based exercises, individual and in group work, simulated case studies and discovery and research-based learning are examples of learning approaches which are

integrated into workshops, laboratories and classrooms which provide trainees with the opportunity to become autonomous and responsible learners within an active classroom environment.

In this course, it is anticipated that trainees will develop their skills through learning activities which involve projects, motivational competitions, presentations and group work.

These formative activities will enable trainers to give practical support and guidance as well as prepare trainees for assessment activities. Throughout this process it is important to emphasise the importance of proper and organised work preparation, develop the background information required for understanding the principles and translate this information into tasks that produce exercises to become applicable to internationally agreed standards.

For this course, there are reference notes that guide the trainer on how each learning outcome should be delivered, to ensure that each trainer has the same understanding and that consistency is applied.

6.5.7 Trainer's Guide for Assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this course.

The assessments are performed by the trainer/trainers engaged in the course.

The following assessment tools are observed:

- written tests, using a range of test item types such as essay and short answers, multiple choice and matching
- performance tests (ranging from individual assignments to group projects)
- observation
- discussion
- peer assessment
- project
- oral test
- portfolio

6.5.8 Assessment plan

Course: WS-05: Identify and resolve warehouse activity related problems Learning Outcomes	Written Test	Performance Test	Observation	Discussion	Role Play	Peer Assessment	Project	Oral Test	Portfolio	Other (Explain)	Marking Guide/Rubric available
Identify problems reported by workers.	○	○		○	○		○				
Understand the problem and guide the concerned worker to solve the problem.	○	○	○		○	○	○				
Act as a liaison between different warehousing activities to ensure continuity of warehousing operations.	○	○	○		○	○	○				

6.5.9 Physical Resources Needed

The following tools, equipment and materials are suggestive. A detailed list should be prepared by the trainer.

- Class room with daylight and electricity
- Blackboard/Whiteboard
- Flipchart, markers
- Projector, computer
- Demonstration material
- Internet access
- Library
- Copy machine
- Paper, pens
- Example papers from different warehouses