

# Model Curriculum

## 1. Warehouse Picker

**SECTOR :** LOGISTICS  
**SUB-SECTOR :** WAREHOUSING STORAGE  
**OCCUPATION :** WAREHOUSE PICKER  
**REF.ID :** LSC/ Q2102, VERSION 1.0  
**NSQF LEVEL :** 3



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**LOGISTIC SECTOR SKILL COUNCIL OF INDIA**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **'Warehouse Picker'** QP No. **'LSC/ Q2102 NSQF Level 3'**

Date of Issuance: May 1<sup>st</sup>, 2016

Valid up to: April 30<sup>th</sup>, 2017

*\*Valid up to the next review date of the Qualification Pack*

  
R. Dindal  
Authorised Signatory  
(Logistic Sector Skill Council of India)

## TABLE OF CONTENTS

<b>1. Curriculum</b>	<b>01</b>
<b>2. Trainer Prerequisites</b>	<b>05</b>
<b>3. Annexure: Assessment Criteria</b>	<b>06</b>

# Warehouse Picker

## Curriculum / Syllabus

This program is aimed at training candidates for the job of a “Warehouse Picker”, in the “Logistics” Sector/ Industry and aims at building the following key competencies amongst the learner

<b>Program Name</b>		<b>Warehouse Picker</b>	
<b>Qualification Pack Name &amp; Reference ID. ID</b>		LSC/ Q2102, version 1.0	
<b>Version No.</b>	1.0	<b>Version Update Date</b>	16-12-2014
<b>Pre-requisites to Training</b>		Preferably equivalent to 8th (Normal literacy of reading, writing and understanding) or any graduate, diploma holders can be considered. No experience is required.	
<b>Training Outcomes</b>		<p><b>After completing this Programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• <b>Obtain knowledge on Warehouse Picking activities:</b> General introduction to the job role, Introduction to Supply chain and Logistics management, Importance of the Warehouse Picker with respect to the Logistics industry, potential and prospects of Warehouse Picker in the industry.</li> <li>• <b>Get familiar with Warehouse picking process:</b> The Warehouse Picker will get the basic knowledge to perform general physical picking activities in order to load, unload, sort and move products and materials by hand or using basic material handling equipment.</li> <li>• <b>Understand the effective usage of basic handling tools for picking:</b> Effectively identify, select &amp; use the specified tools and equipment relevant to picking activity.</li> <li>• <b>Maintain safe work area, tools and equipment:</b> Appropriate method of handling tools, equipment and organizing the work area.</li> <li>• <b>Acquaint with Environmental/ Occupational Health &amp; Safety:</b> Well versed with health and safety measures in terms of personal safety and equipment safety relevant to Warehouse Picker occupation. Work effectively with stakeholder, adhering to the organizational rules and regulations.</li> </ul>	

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Warehouse Picker” Qualification Pack issued by “SSC: Logistics Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<b>Introduction</b>  <b>Theory Duration</b> (hh:mm) 40:00  <b>Practical Duration</b> (hh:mm) 00:00  <b>Corresponding NOS Code</b> Bridge Module	<b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>• Discuss Supply Chain and Logistic Management</li> <li>• Explain the different types of Inventory and its importance</li> <li>• Discuss Warehousing industry and job opportunities in it</li> <li>• Define your job roles and responsibilities as a Warehouse Picker</li> <li>• Understand the various operations in warehouse and their importance in the effective logistics</li> <li>• Understand the Expectations from a warehouse picker in his/her job role</li> <li>• Apprehend the various functions / operations of the warehouse</li> <li>• Define the inbound and outbound activities</li> <li>• Understand the major activities that are performed inside a warehouse</li> <li>• To get a clarity on the main roles of a warehouse Picker</li> </ul>	Teaching board Computer Projector
2	<b>Prepare for Picking</b>  <b>Theory Duration</b> (hh:mm) 42:00  <b>Practical Duration</b> (hh:mm) 08:00  <b>Corresponding NOS Code</b> LSC/ N2108	<b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>• Understand the importance of a picklist</li> <li>• Get clarity about the elements of a picklist</li> <li>• Realize the elements in an automated picklist</li> <li>• Understand the difference between a computer-generated pick list and an automated picklist</li> <li>• Appreciate the different types of PPEs</li> <li>• Get Clarity on the purposes of PPEs</li> <li>• Understand the various safety standards pertaining to the industry</li> <li>• Apprehend the type of PPE required for the related warehouse environment</li> <li>• Understand the type of PPE to be used for the type of product handled</li> </ul>	Teaching board Computer Projector Barcode scanner Corrugated cardboard boxes Storage Bins Sample Picklist Hand held device, palmtops Labels & Signages Printers & Scanners Packaging symbols & standards PE – Hard hat helmet, Hand Gloves, Eye Goggles, Dust masks, High Visibility Jackets, Safety shoes etc

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	<p><b>Perform picking</b></p> <p><b>Theory Duration</b> (hh:mm) 42:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> LSC/N 2109</p>	<p><b>At the end of this module the learner will be able to:</b></p> <ul style="list-style-type: none"> <li>Understand the difference between the various storage systems</li> <li>Recognize the picking requirements for the different storage systems</li> <li>Describe the importance and usage of other MHEs</li> <li>Explain the types of products to be picked, from a picklist</li> <li>Know how to identify the location for picking</li> <li>Apprehend the picking instructions and match it with the availability</li> <li>Define the difference between the barcodes and RFID</li> <li>Get to know about Pick-to-Light systems</li> <li>Get to know about Voice-picking</li> <li>Understand and differentiate the various types of labels</li> <li>Brief the different types of order picking</li> <li>Understand the difference between Zone picking, batch picking and wave picking methods</li> <li>Understand the applicability of Zone picking, batch picking and wave picking methods</li> </ul>	Teaching board Computer Projector Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc Pallets Shrink wraps Dunnage Storage racks
4	<p><b>Perform post picking activities</b></p> <p><b>Theory Duration</b> (hh:mm) 42:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> LSC/ N2110</p>	<p><b>At the end of this module the learner will be able to:</b></p> <ul style="list-style-type: none"> <li>Understand the importance of safety in packing</li> <li>Describe the importance of handling instructions</li> <li>Explain the importance of quality checking in picking</li> <li>Brief about the difference between the manual stock recording and technological ways of</li> <li>stock recording</li> <li>Get to know how to use personal protective equipment forms</li> <li>Understand KPIs and Dashboards</li> <li>Get knowledge on the reporting structure</li> <li>Understand the various channels of communication</li> </ul>	Teaching board Computer Projector Sample reports & documents like Inventory sheet, Requisition forms, Incident reports etc Housekeeping equipment and materials Caution boards Do's and Don'ts charts

Sr. No.	Module	Key Learning Outcomes	Equipment Required
5	<b>To Carry Out Housekeeping</b>  <b>Theory Duration</b> (hh:mm) 42:00  <b>Practical Duration</b> (hh:mm) 08:00  <b>Corresponding NOS Code</b> LSC/ N2104	<b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>Understand importance of housekeeping after picking</li> <li>Know various common work hazards in warehouse</li> <li>Know on Occupational/ Environmental Health and Safety</li> <li>Explain the importance of safety</li> <li>Understand the consequence of non-compliance with safety standards</li> <li>Describe the difference in safety requirements for different types of materials</li> <li>Get knowledge about firefighting standards and prerequisites</li> <li>Recognize about assembly points and evacuation plan</li> </ul>	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 dos and Don'ts in work area
	<b>Total Duration</b>  <b>Theory Duration</b> (hh:mm) 208:00  <b>Practical Duration</b> (hh:mm) 32:00	<b>Unique Equipment Required:</b> • Barcode scanner • Corrugated cardboard boxes • Storage Bins • Sample Picklist • Hand held device, palmtops • Labels & Signages • PPE – Hard hat helmet, Hand Gloves, Eye Goggles, Dust masks, High Visibility Jackets, Safety shoes etc • Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc • Pallets • Shrink wraps • Dunnage • Storage racks • Sample reports & documents like Inventory sheet, Requisition forms, Incident reports etc	

**Grand Total Course Duration: 240: 00 Hours**

**(This syllabus/ curriculum has been approved by SSC: Logistics Skill Council)**

## Trainer Prerequisites for Job role: “Warehouse Picker” mapped to Qualification Pack: “LSC/Q2102”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “LSC/Q2102”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organized and focused, eager to learn and keep oneself updated with the latest in the mentioned field.
3	Minimum Educational Qualifications	Preferably Diploma / Degree (Any, Engineering, Arts, Commerce) or equivalent
4a	Domain Certification	Certified for Job Role: “Warehouse Picker” mapped to QP: “LSC/Q2102”. Minimum accepted score of 70%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted score will be 70%
5	Experience	Minimum one year site experience in Warehouse picking



## Annexure: Assessment Criteria

<b>Assessment Criteria for Warehouse Picker</b>	
<b>Job Role</b>	<b>Warehouse Picker</b>
<b>Qualification Pack</b>	<b>LSC/Q2102</b>
<b>Sector Skill Council</b>	<b>Logistic Sector Skill Council of India</b>

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS overall 50% pass percentage
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
LSC/N2108 (Prepare for Picking)	PC1. Ensure reception of task schedule from supervisor and pick list from cus-tomer/company side/supervisor	100	20	5	15
	PC2. Check the documents for any ty-pos or errors and inform supervisor of any discrepancies		20	5	15
	PC3. Obtain labels (printed or hand-written) from the supervisor or with the help of administrative staff for the items to be picked if required		15	5	10
	PC4. Verify if all labels received match with the items on the pick list and in-form supervisor of any errors/changes		15	5	10
	PC5. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC6. Wear all safety equipment in-cluding protective gear, helmets etc.		5	2	3
	PC7. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC8. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC9. Adhere to security regulations of the company		5	2	3
	PC10. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
LSC / N2109 (Perform Picking)	PC1. Ensure items on the pick list are for the right warehouse / storage area	100	5	2	3
	PC2. Locate the appropriate storage bays for items on pick list		5	1	4
	PC3. Locate the appropriate storage area for picked items		5	1	4
	PC4. Check if goods require any fur-ther packing and hand over the same to packer and collect once packing completed		5	1	4
	PC5. If required obtain supervisor's approval for handing over goods to packer		5	1	4
	PC6. Apply picking methods speci-fied by the organizational proce-dure for the type of goods and volume of goods to be picked		5	1	4
	PC7. Perform picking- by removing goods from the appropriate shelves, storage space into con-tainers or pallets to prepare for loading		5	1	4
	PC8. Verify all items are labeled and packed appropriately		5	1	4

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC9. Identify any errors occurring during the inbound picking/storage process such as damages and misplaced items		5	2	3
	PC10. Notify the supervisor of any damages for potential fixes		5	1	4
	PC11. Notify administration for any additional orders that need to be placed to replace mis-placed/irreparable items		5	1	4
	PC12. In case number of items are less than required report to supervisor immediately and halt picking till issue is resolved		5	1	4
	PC13. Verify all items on the pick list are picked and are in deliverable condition		5	2	3
	PC14. Fill out appropriate administrative forms as required by the company in case of accidents, damages, errors etc		5	1	4
	PC15. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC16. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC17. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC18. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC19. Adhere to security regulations of the company		5	2	3
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
LSC / N 2110 (Perform Post Picking activities)	PC1. Identify any errors/discrepancies in items picked such as damages or misplacement	100	10	4	8
	PC2. Notify supervisor of any damages for those items that need fixes		5	1	4
	PC3. Notify administration for any additional orders that need to be placed to replace misplaced/irreparable items		5	1	4
	PC4. Identify items that require further packing		5	2	3
	PC5. Determine type of packing required for item according to nature such as wooden packing, carton etc		5	1	4
	PC6. Hand over items for packing to relevant personnel		5	1	4
	PC7. Label items according to pick list requirements		5	1	4

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC8. Assist with loading items into transportation truck or loading bay if applicable/necessary		5	1	4
	PC9. Report the status of inventory that has been damaged/misplaced		5	1	4
	PC10. Report the status of inventory that has been successfully picked and stored		5	1	4
	PC11. Inform the supervisor of any difficulties due to task loads or time limits		5	1	4
	PC12. Fill out administrative forms and complete all organizational formalities for damages/accidents that occurred post-picking		5	1	4
	PC13. Record the inventory details reported in the individual log books		5	1	4
	PC14. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC15. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC16. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC17. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC18. Adhere to security regulations of the company		5	2	3
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
LSC/ N 2104 (Carry out Housekeeping)	PC1. Inspect the area while taking into account various surfaces	100	4	1	3
	PC2. Identify the material requirements for cleaning the areas inspected, by considering risk, time, efficiency and type of stain		4	1	3
	PC3. Ensure that the cleaning equipment is in proper working condition		5	2	3
	PC4. Select the suitable alternatives for cleaning the areas in case the appropriate equipment and materials are not available and inform the appropriate person		5	2	3
	PC5. Plan the sequence for cleaning the area to avoid re-soiling clean areas and surfaces		4	2	2

PC6. Inform the affected people about the cleaning activity	4	2	2
PC7. Display the appropriate sign-age for the work being conducted	4	2	2
PC8. Ensure that there is adequate ventilation for the work being carried out	5	2	3
PC9. Wear the personal protective equipment required for the cleaning method and materials being used	5	2	3
PC10. Use the correct cleaning method for the work area, type of soiling and surface	5	2	3
PC11. Carry out cleaning activity without disturbing others	5	2	3
PC12. Deal with accidental damage, if any, caused while carrying out the work	5	2	3
PC13. Report to the appropriate person any difficulties in carrying out your work	5	2	3
PC14. Identify and report to the appropriate person any additional cleaning required that is outside one's responsibility or skill	5	2	3
PC15. Ensure that there is no oily substance on the floor to avoid slip-page	5	2	3
PC16. Ensure that no scrap material is lying around	5	2	3
PC17. Maintain and store house-keeping equipment and supplies	5	2	3
PC18. Follow workplace procedures to deal with any accidental damage caused during the cleaning process	5	2	3
PC19. Ensure that, on completion of the work, the area is left clean and dry and meets requirements	5	2	3
PC20. Return the equipment, materials and personal protective equipment that were used to the right places making sure they are clean, safe and securely stored	5	2	3
PC21. Dispose the waste garnered from the activity in an appropriate manner	5	2	3
<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>







### Logistic Sector Skill Council of India

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