

Model Curriculum

Warehouse Worker

SECTOR: AGRICULTURE & ALLIED
SUB-SECTOR: AGRICULTURE ALLIED ACTIVITIES
OCCUPATION: POST-HARVEST SUPPLY CHAIN
MANAGEMENT
REF ID: AGR/Q7502, V1.0
NSQF LEVEL: 3



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

AGRICULTURE SKILL COUNCIL OF INDIA

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/Qualification Pack: **'Warehouse Worker'** QP No. **'AGR/Q7502 NSQF Level 3'**

Date of Issuance: January 30th, 2017

Valid up to: March 31st, 2020

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



Authorised Signatory
(Agriculture Skill Council of India)

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Warehouse Worker

CURRICULUM / SYLLABUS

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

Program Name	Warehouse Worker		
Qualification Pack Name & Reference ID.	AGR/Q7502, v1.0		
Version No.	1.0	Version Update Date	
Pre-requisites to Training	Class 5, preferably		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Receive, Sort, and manage the inventory of the produce: Receiving the goods, Unloading of goods, sorting parameters, operating equipments, inventory management etc • Pack and transport the goods: weighing, packing techniques, loading and unloading, method of transportation, storing, • Maintain the Warehouse: Warehouse maintenance, cleaning, maintaining hygienic environment • Become well versed with Environment Health & Safety: Well versed with health and safety measures in terms of safety of self and others as well 		

This course encompasses 2 out of 2 National Occupational Standards (NOS) of “Warehouse Worker” Qualification Pack issued by “Agriculture Skill Council of India”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> Understand General Discipline in the class room (Do’s & Don’ts) Study the Scope & importance of Warehouses in India Understand different Agri-commodities that can be stored in a warehouse & their requirements Get acquainted with different types of warehouses n the basis of- structure, ownership and services rendered Understand APMC Mechanism Get acquainted with Modern warehouse practices Understand and study the standards of sorting, grading and packaging practice Practice basic reading capabilities to enable reading of signs, notices and/or cautions at site Understand the role of a Warehouse Worker and the progression pathways 	Laptop, white board, marker, projector
2	Receive the Agriculture produce Theory Duration (hh:mm) 5:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code AGR/N7505	<ul style="list-style-type: none"> Understand the working environment & layout of warehouse Understand the details & specification of goods handled in the warehouse Receive & unload the produce Understand the material handling procedure for different types of agri produce Identify, select and operate appropriate material movement equipment as per the agri produce Accurately weigh and count the number of bags Identify and report the defected produce from the goods received Assist in the documentation of the produce received Comply with procedures and regulations of warehouse policy 	White Board, Marker, Laptop, projector, weighing machine, gunny bags, carton box, trays, etc.
3	Sort the goods received and maintain inventory Theory Duration (hh:mm)	<ul style="list-style-type: none"> Study and understand the sorting and grading specifications for various produce depending on various parameter- size, colour, product types, customer’s requirement etc 	White Board, Marker, Laptop, projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	5:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code AGR/N7506	<ul style="list-style-type: none"> Sort produce as per the instructions received Understand the proper stacking of the produce as per the nature and shelf life of the produce Store the produce at proper shelves and racks as instructed Track inventory using appropriate system as per the instructions Keep the record of incoming and outgoing produce Understand the documentation procedure followed in the warehouse 	
4	Store the goods in order Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code AGR/N7507	<ul style="list-style-type: none"> Understand and maintain the quality measures of the produce Understand and differentiate perishable and non perishable products Get acquainted with the layout & working of different types of warehouse- special commodity warehouse, multi-commodity, warehouse, refrigerated warehouse etc Study and understand the standards of Sorting & Grading process Manage the space in the warehouse for storage Mark and label the stock for easy identification Follow assigned system of storage in accordance with the warehouse policy Understand the temperature, humidity and controlled atmosphere storage as required by the goods Use appropriate pest and rodent control mechanism to protect the goods during storage 	White Board, Marker, Laptop, projector, fork lift, conveyors, storage racks and bins, pallets
5	Pack and deliver the goods Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code AGR/N7508	<ul style="list-style-type: none"> Weigh and handle the goods with care Understand the different packing process, packaging materials and optimum weight, moisture percentage of the produce Understand the suitable packing for different crops Pack the weighed produce Prepare a packed lot for dispatch Operate different equipments necessary to lift goods Label the packed produce as per customers' requirement Maintain record of packed lot for dispatch 	White Board, Marker, Laptop, projector, weighing machine, packaging materials, sealing machine, labels, marker, fork lift etc

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Understand the LIFO-FIFO practice Ensure safe condition before loading and damage free distribution Assist in the required documentation 	
6	Undertake maintenance of warehouse Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code AGR/N7509	<ul style="list-style-type: none"> Maintain the warehouse area-shelves, pallets, loading area, workstation etc clean Understand the use of different chemicals and disinfectants in Warehouse Regular check up and fix up the problems of the parts of the Warehouse Understand the pest and rodent control measures Check the goods in the warehouse at regular intervals Report damage/ maintenance undertaken, if any to the supervisor/ superior authority 	White Board, Marker, Laptop, projector, fumigants, chemicals, spraying equipment
7	Coordinate with colleagues Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code AGR/N9905	<ul style="list-style-type: none"> Understand the work requirement Communicate and receive instructions from supervisor Coordinate with colleagues 	White Board, Marker, Laptop, projector
8	Maintain safe work environment Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code AGR/N9906	<ul style="list-style-type: none"> Perform General safety Rules Gain Knowledge of various health hazards relevant to workplace and basic first aid training Understand the basic safety checks and other common reported hazards before operation of any equipment Understand, identify and study the use of equipment Understand and handle the emergency situation in workplace Maintain dress code Maintain tobacco and nicotine free environment 	White Board, Marker, Laptop, projector, Safety masks, gloves, first aid kit
9	Soft Skills/ Digital Literacy/ Financial Literacy	<ul style="list-style-type: none"> Basic Communication Skills Basic Computer/ Smart Phone Skills Various types of documents and their 	Computer, Audio-visual aids, Projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code	uses- Birth certificate, 10 th Certificate, Ration Card, Voter Id Card, Aadhar Card, PAN card, Driving License, Bank Pass Book <ul style="list-style-type: none"> Various types of loan/credit available (relevant to the trainees' requirement) and the process to avail the same 	
	Total Duration: Theory Duration (hh:mm) 65:00 Practical Duration (hh:mm) 95:00	Unique Equipment Required: Laptop, white board, marker, projector, Audio-visual aids, fork lift, conveyors, storage racks and bins, pallets, weighing machine, packaging materials, sealing machine, gunny bags, carton box, labels, trays, fumigants, disinfectants, spraying equipment, PPEs, first aid kit etc	

Grand Total Course Duration: **160 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Agriculture Skill Council of India](#))

Trainer Prerequisites for Job role: “Warehouse Worker” mapped to Qualification Pack: “AGR/Q7502, v1.0”

Sr. No.	Area	Details
1	Description	Trainer is responsible for educating the trainees - receiving, loading & unloading, sorting, grading, packaging, storing the produce in the warehouse, transporting and keeping records etc
2	Personal Attributes	Trainer should be Subject Matter Expert. He/ she should have good communication skills, leadership skills, observation skills
3	Minimum Educational Qualifications	Graduation
4a	Domain Certification	Certified for Job Role: “ <u>Warehouse Worker</u> ” mapped to QP: “ <u>AGR/Q7502, v1.0</u> ”. Minimum accepted score is 80%.
4b	Platform Certification	Certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/Q1402”. Minimum accepted score is 70%
5	Experience	<ul style="list-style-type: none"> 2-3 Years of work experience in relevant field

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Warehouse Worker
Qualification Pack	AGR/Q7502, v1.0
Sector Skill Council	Agriculture

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 centre(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 50% in aggregate
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

NOSs	PCs	Total Marks (300)	Out Of	Marks Allocation	
				Theory	Skills Practical
1. AGR/N7505 Receive the agriculture produce	PC1. receive the goods delivered to warehouse for storage	45	1	0	1
	PC2. unload the goods (agriculture produce) from the trucks without any damage		2	0	2
	PC3. follow appropriate and respective material handling procedure for different types of agri produce such as grains, vegetables, flowers		4	2	2
	PC4. check and ensure if the delivered goods match the purchase orders		3	2	1
	PC5. verify goods are in good condition		2	1	1
	PC6. report any defects		2	1	1
	PC7. accurately weigh and count items using the equipment available		3	1	2
	PC8. use appropriate storage material such as gunny bags, carton box, trays, etc. as per the agri produce requirement		4	2	2
	PC9. ensure the storage materials are dust free and in good condition to protect the goods		3	2	1
	PC10. ensure quality and safety of goods while unloading and material movement		2	2	0
	PC11. ensure quantity of goods as per the documentation		2	2	0
	PC12. carry the goods manually off the truck		3	0	3
	PC13. operate equipment carefully when required to move heavy goods		4	1	3
	PC14. ensure adequate safety while handling complex equipment		2	1	1
	PC15. stock warehouse with appropriate tools for maintenance of equipment		2	0	2
	PC16. ensure appropriate material movement equipment is used for handling specific agri produce goods		2	2	0
	PC17. assist in maintaining a register or on computer by furnishing the details of the goods received		2	2	0
	PC18. coordinate with the suppliers on the stock information and match with the documented details		2	2	0
			45	23	22

2. AGR/N7506 Sort the goods received and maintain Inventory	PC1. sort the wide range of products received at the warehouse using shelves and racks as per the warehouse layout	75	4	0	4
	PC2. look into the customer orders and take decision on the goods to be moved to specific designated areas		4	2	2
	PC3. receive detailed information on the type of sorting to be done for different agriculture produce goods handled in the warehouse		3	3	0
	PC4. sort material according to size, type, style, color, or product code		8	2	6
	PC5. sort according to life of goods, characteristics of goods as per the instructions of supervisor		8	2	6
	PC6. sort according to nature of storage required (such as refrigerated, room temperature etc)		8	2	6
	PC7. ensure that no different stocks are mixed		4	4	0
	PC8. count and record the number of stock items received		6	0	6
	PC9. assist in documenting the inventory of the stocks in the warehouse periodically		5	5	0
	PC10. track inventory using appropriate system as per the instructions		5	2	3
	PC11. ensure that outgoing goods are reported to supervisors on time for inventory control management		5	5	0
	PC12. keep a record of the incoming goods		6	2	4
	PC13. receive instructions from the reporting supervisor and understand the work requirements as to how the goods are to be sorted		3	3	0
	PC14. ensure the supervisor is updated on the stock availability		3	3	0
	PC15. report on the goods received and stock information		3	3	0
	75	38	37		
3. AGR/N7507 Store the good in order	PC1. organize space in the warehouse for necessary storage	60	3	0	3
	PC2. store the goods according to the assigned system of storage in the warehouse		5	2	3
	PC3. provide proper area with facilities for loading and unloading		2	2	0
	PC4. tag, mark and label the stock to locate its storage within the warehouse based on nature of the		5	0	5

	goods				
	PC5. identify damaged goods		3	2	1
	PC6. ensure quality and quantity of the goods		2	2	0
	PC7. take precautions while handling hazardous materials		2	2	0
	PC8. ensure to store the goods in controlled conditions depending on the type of goods that have been received		2	2	0
	PC9. take necessary measures in controlling the temperature in case of refrigerated warehouse		4	2	2
	PC10. take care of the temperature, humidity and controlled atmosphere storage as required by the goods		4	2	2
	PC11. ensure goods are covered to protect them from external environment (in case of a open warehouse)		5	1	4
	PC12. use appropriate pest and rodent control mechanism to protect the goods during storage		7	2	5
	PC13. take care while storing and arranging the agriculture produce at its appropriate racks and places, for example. bags with rice can be thrown to be arranged while fruits bag cannot be thrown		3	0	3
	PC14. receive instructions from the reporting supervisor and understand the work requirements on the storage of the goods received		2	0	2
	PC15. report the information on goods stored		2	2	0
	PC16. ensure the standards with respect to quality, quantity and other aspects of the goods are complied with, according to the specifications of the warehouse policy		3	3	0
	PC17. ensure the goods stored are maintained with good quality till it reaches the end customer		3	3	0
	PC18. ensure to meet the required commitments		3	3	0
			60	30	30
4. AGR/N7508 Pack and deliver the goods	PC1. retrieve and assemble items for dispatch from various storage locations	60	2	1	1
	PC2. verify the stock is in good condition to be sent to the end customer		3	3	0

	PC3. stack and pack the goods into bins or pallets or other appropriate boxes, bags or containers		8	2	6
	PC4. wrap and label the goods for delivery as per customer requirement		8	2	6
	PC5. drive trucks or van to and from vendors		1	0	1
	PC6. decide on the transportation procedure such as by ship or trucks, based on the location to where the goods should reach		2	1	1
	PC7. operate automated equipments such as fork-lifts, conveyor belts, rail cars, high stackers and others as necessary to lift goods to transport		4	0	4
	PC8. prepare the transport vehicle by either pre-cooling or pre-warming and with appropriate temperature conditions, as per the goods that is being transported		3	1	2
	PC9. avoid bumping the packed boxes to the walls or against other boxes		1	1	0
	PC10. do not throw the boxes while loading onto the vehicles to transport		1	1	0
	PC11. avoid tear of plastic bag packages		1	1	0
	PC12. ensure damage free distribution		2	2	0
	PC13. ensure quality of goods to be maintained		2	2	0
	PC14. ensure the product reaches the end customers at accurate time		2	2	0
	PC15. prepare storage receipts for customers who store their stock in the warehouse		4	1	3
	PC16. maintain records of damage to stock and disposal of defective goods		4	0	4
	PC17. assist to record and complete the necessary documents and information including the goods that are sent out to the end customers		3	2	1
	PC18. understand the work requirement on transportation procedures		3	2	1
	PC19. escalate any issues and problems to the reporting supervisor		3	3	0
	PC20. report the information on the goods transported		3	3	0
			60	30	30
5. AGR/N7509 Undertake maintenance of warehouse	PC1. maintain the shelves, pallet area and workstations neat	30	2	0	2
	PC2. maintain clean loading area		2	0	2
	PC3. ensure the vehicles and		2	2	0

	equipment is maintained well and arrange for necessary repairs			
	PC4.ensure the warehouse is maintained and protected from fire, pests, water and pollution, for example. take necessary measures to protect the cotton goods from fire	2	2	0
	PC5. check the maintenance of air conditioners and electricity for refrigerated warehouse	3	0	3
	PC6.ensure to check the goods in the warehouse at regular intervals as necessary	2	2	0
	PC7.remove if any damaged goods are found	2	0	2
	PC8.check all parts of the warehouse and spray appropriate sprayers or take necessary steps to protect from any leakages, water logging if any, pests, etc.	5	0	5
	PC9.observe and ensure adequate safety precautions to be taken for the worker, goods and for the warehouse	3	3	0
	PC10.wear protective, safety gear and other safety merchandise	2	2	0
	PC11.understand the work requirement on maintenance procedures	3	2	1
	PC12.report the information on the maintenance undertaken in periodic intervals	2	2	0
		30	15	15
6. AGR/N9905 Coordinate with colleagues	PC1.receive instructions and understand the work requirements as per policy and procedures	3	2	1
	PC2.report and communicate on the various activities undertaken	2	1	1
	PC3.escalate any issues and problems to the reporting supervisor	1	0	1
	PC4. receive feedback on work standards and customer satisfaction	1	0	1
	PC5.communicate any potential hazards at a particular location	1	0	1
	PC6.rectify any errors if indicated by the supervisor	1	0	1
	PC7. assist colleagues wherever necessary as per capability	1	1	0
	PC8.resolve any conflicts and ensure a smooth workflow	1	0	1
	PC9. put team over individual goals	2	2	0
	PC10.coordinate with the colleagues on various activities to be completed	2	2	0
		15		

			15	8	7
7.AGR/N9906 Maintain Safe work Environment	PC1. comply with general safety procedures of the company	15	3	2	1
	PC2. follow standard safety procedures while handling equipment, hazardous material or tool		2	0	2
	PC3. check parts of the workplace and take preventive actions like spraying and other steps to protect from leakages, water logging, pests, fire, pollution, etc.		1	0	1
	PC4. ensure no accidents and damages at the workplace, reporting of any breach of company safety procedure		1	0	1
	PC5. keep the workplace organized, swept, clean and hazard free		1	0	1
	PC6. attend fire drills and other safety related workshops organized at the workplace		1	0	1
	PC7. be aware of first aid, evacuation and emergency procedures		1	0	1
	PC8. be alert of any events and do not be negligent of any safety procedures to be followed		1	0	1
	PC9. avoid accidents while using hazardous chemicals, machines, sharp tools and equipments		1	1	0
	PC10. use safety materials such as protective gear, goggles, caps, shoes, etc. (as applicable with workplace)		2	2	0
	PC11. handle heavy and hazardous materials with care and using appropriate tools and handling equipment such as trolleys, ladders		1	1	0
			15	6	9
TOTAL	300	300	150	150	
Percentage Weightage			50%	50%	
Minimum Pass% to qualify (aggregate):			50%		