



Facilitator Guide



Sector
Logistics

Sub-Sector
Warehousing (Storage and Packaging)

Occupation
Documentation and Reporting

Reference ID: LSC/Q2306, Version 3.0
NSQF Level: 3

Data Feeder - Warehouse



Scan the QR code to access the E-Book

This book is sponsored by

Logistics Sector Skill Council

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Shri Narendra Modi

Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Acknowledgements

We wholeheartedly thank all the organizations who have immensely helped us in endorsing the contents of this Facilitator Guide thus contributing towards skilling based on the Qualification Pack (QP) & National Occupation Standards (NOSs) for Data Feeder Warehouse.

This Facilitator Guide will help the trainers to establish skill development initiatives in a successful manner. It is expected that this guide would meet the complete requirements of QP/ NOS based training delivery.

About this Guide

This Facilitator Guide is designed to facilitate training to the Data Feeder Warehouse Qualification Pack (QP). It provides learners with the necessary knowledge to major warehousing activities, such as loading, unloading and shipping, getting knowledge on Inventory management, Stock control methods, people management, material handling and ergonomics. Its decision-making orientation provides a real-world approach focusing on large and small warehouse industry. The book elaborates how Individuals in this position to be responsible for performing data entry work using a personal computer and appropriate software, entering, updating, researching, verifying and/or retrieving data into/from various systems, and ensuring the accuracy and confidentiality of information recorded.

Symbols Used



Time



Role Play



Activity



Notes



Objectives



Do



Ask



Explain



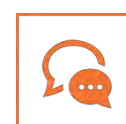
Elaborate



Field Visit



Practical



Say



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Resources

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	https://eskillindia.org/NewEmployability	
	Scan the QR code below to access the ebook	







1. Introduction to Data Feeder - Warehouse

Unit 1.1 - Logistics and Supply Chain Management

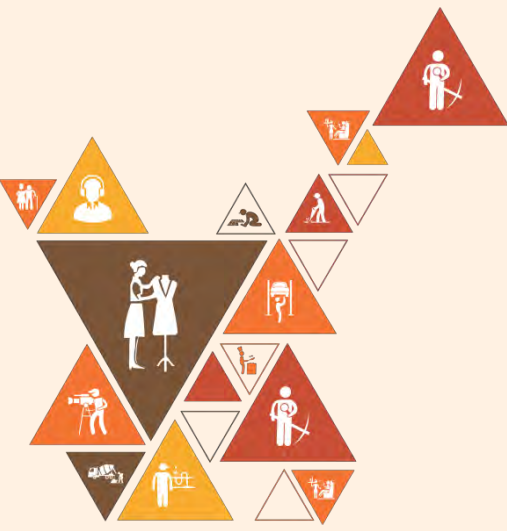
Unit 1.2 - Sub sectors in Logistics Space - Key Activities

Unit 1.3 - Introduction to Warehousing

Unit 1.4 - Warehouse Organization Structure - Roles and Responsibilities

Unit 1.5 - Equipment used in a Warehouse

Unit 1.6 - Documentation in Warehousing



Key Learning Outcomes



At the end of this module, participant will be able to:

- Classify the components of Supply Chain and Logistics sector
- Detail the various sub-sectors and the opportunities in them
- Identify various activities in warehousing, courier, port yard, land, ship and air transportation
- Explain job roles in warehousing
- Detail your job role as data feeder warehouse and its interface with other job roles
- Describe the various MHEs and equipment used in warehouse
- Discuss the documentation requirements in warehouse

UNIT 1.1: Logistics and Supply Chain Management

Unit Objectives



At the end of this unit, the participants will be able to:

1. Define Supply Chain Management
2. Define Logistics Management
3. Explain the important flows in Supply Chain Management

Resources to be Used



- Participant Handbook, Teaching Board, Computer, Projector, Video Player or TV

Explain



- The definition and concept of Supply Chain Management.
- The SCOR model of Supply Chain. The various activities in SCM as per SCOR Model.
- The definition and concept of Logistics Management.
- Explain the difference between Supply Chain and Logistics Management.

Notes for Facilitation



- Explain students how SCM is part of their life from morning to evening. Cite examples of Supply Chain usage in the products we consume or use from morning to evening.
- Explain how SCM is providing the Right Product, At the Right Time, at the Right Place, at the Right Cost to the Customer in the Right Quantity and in the Right Quality. Explain them all “Rights”.

Do



- Make the students to take notes of all the key definitions and concept.
- Make the students to draw the Supply Chain for any Product of their choice.
- Discuss the relevant points once all students

Ask



- Take a product and ask the students what the flow of this product in Supply Chain Management will be.
- Ask the students about the difference between Supply Chain and Logistics management and what activities form part of Logistics.

UNIT 1.2: Sub Sectors in Logistics Space - Key Activities

Unit Objectives

At the end of this unit, participant will be able to:

1. List the various sub sectors in Logistics
2. Explain various modes of Transportation
3. Define Warehouse

Resources to be Used

- Participant Handbook, Teaching Board, Computer, Projector, Video Player or TV

Explain

- The various sub sector in Logistics Management.
- The various modes of Transport.
- The difference between the various modes and when to use which mode.
- The definition of Warehousing.

Ask

- The activities carried out in transportation of material via road, air & sea.
- Name certain products and ask them which mode will be most suitable for these products.
- Ask students about their notion of Warehouse. What it means and what it does.

Notes for Facilitation

- Ask the suitable mode for various products which we use day to day. This will bring clarity in their mind on the applicability of various modes
- Check their initial concept and notion about Warehouse before you define it.
- Take an example of Refrigerator at home to explain the concept of Warehouse.

Say

- About the size of the Logistics Industry in India.
- About the number of people employed in this sector.
- The key changes which have happened in this sector in recent past.

UNIT 1.3: Introduction to Warehousing

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain the role a Warehouse in Supply Chain
2. List the various activities carried inside a warehouse

Resources to be Used

- Participant Handbook, Teaching Board, Computer, Projector, Video Player or TV

Explain

- The role of Warehouse in Supply Chain.
- The various functions carried out by the warehouse.
- Explain each function with at least 1 example.
- The key activities done inside the Warehousing.

Ask

- Students to cite examples for various activities carried by the warehouse.

Notes for Facilitation

- Draw the Supply Chain and explain Warehouse role at various points in Supply Chain. Take example of any products.
- Draw the warehouse and try to explain the activities inside the warehouse on the board.

Do

- Make the students to Take notes of all the functions of the warehouse and various activities being carried in the warehouse.
- Make the students to explain each role job work and its responsibilities based on below chart.

UNIT 1.4: Warehouse Organization Structure - Roles and Responsibilities

Unit Objectives



At the end of this unit, the participant will be able to:

1. Explain the various job roles which exist inside a Warehouse
2. Describe the roles and responsibility of a Data Feeder
3. Explain his interface with other job roles

Resources to be Used



- Participant Handbook, Teaching Board, Computer, Projector, Video Player or TV

Explain



- The Structure within the Warehouse. The various positions.
- Explain the job role for each position.
- Describe the roles and responsibility of a data feeder.
- Explain various activities a data feeder carries inside a warehouse.
- Explain how data feeder co-ordinates with other peer group for smooth warehouse functioning.
- Explain how to fill in the various documents of daily activities such as Pick list, BOM (Bill of Material), Incoming truck schedules, Inventory track sheets, etc.

Ask



- Ask the students about the roles and responsibilities of a supervisory team and functional team.
- Ask the students the importance of having a Warehouse data feeder in a warehouse.

Notes for Facilitation

- Emphasize on the criticality of the role of warehouse data feeder. How he contributes to the warehousing and thus to the Nation.
- Emphasize on the importance of documentation, the various parameters that need to be noted on day-to-day basis by a warehouse data feeder.
- Emphasize on the co-ordination of warehouse data feeder with other job roles.

Do

- Make the students take note of the Warehouse Structure and various positions.
- Give note of the roles and responsibilities of an data feeder warehouse.

UNIT 1.5: Equipment used in a Warehouse

Unit Objectives



At the end of this unit, the participant will be able to:

1. Explain the classification of Equipment used in the Warehouse
2. Identify different types of Material, Storage and Safety Handling Equipment and its uses

Resources to be Used



- Participant Handbook, Teaching Board, Computer, Projector, Video Player or TV, Hand Pallet Truck, Forklift, stationery etc.

Explain

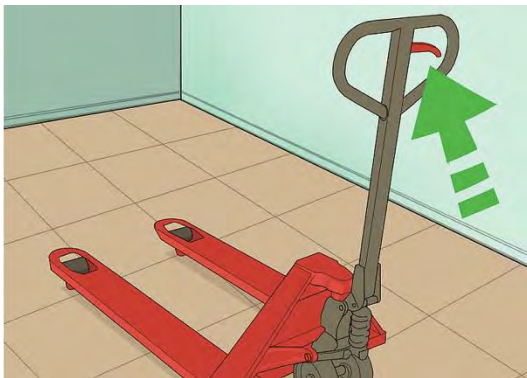


- The importance of different types of Material Handling Equipment.
- Identify different types of material handling equipment used in a warehouse.

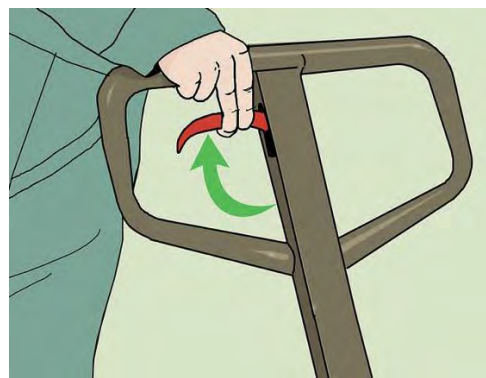
Demonstrate



✓ Steps to use Hand Pallet Truck

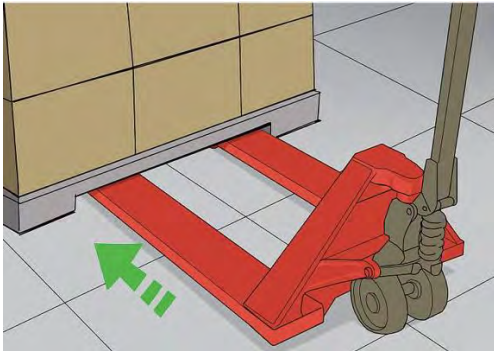


Step 1: Find the release lever



Step 2: Push inward on the drop lever to lower the prongs

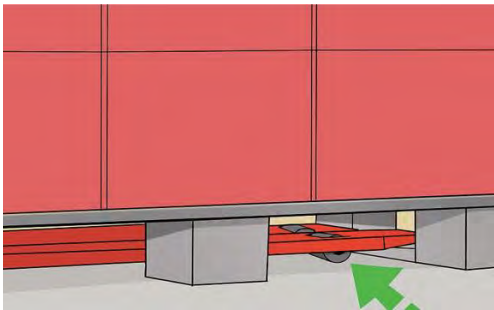
Demonstrate



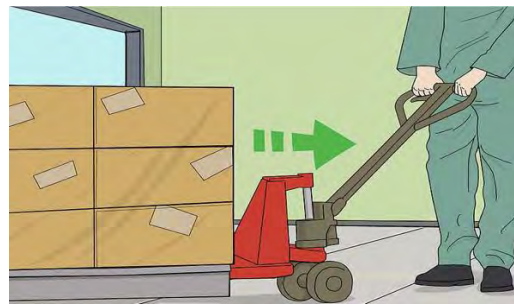
Step 3: Put the prongs underneath the pallet



Step 4: Use the handle to jack up the pallet



Step 5: Check to make sure the location of jack

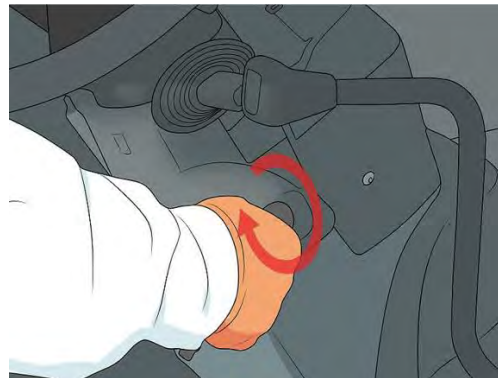


Step 6: Move the pallet jack

✓ Steps to operate Forklifts

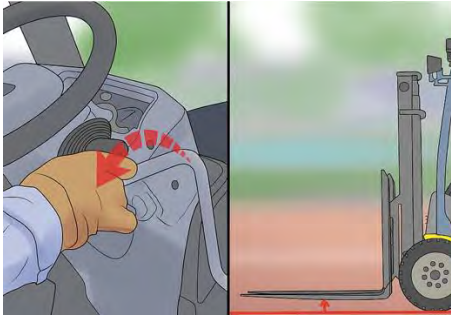


Step 1: Climb and Buckle the seat belt



Step 2: Turnkey to start

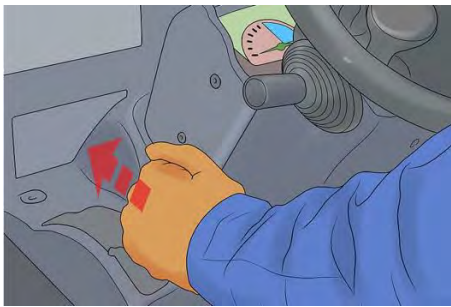
Demonstrate



Step 3: Lift the fork by 2-4 inches using lever



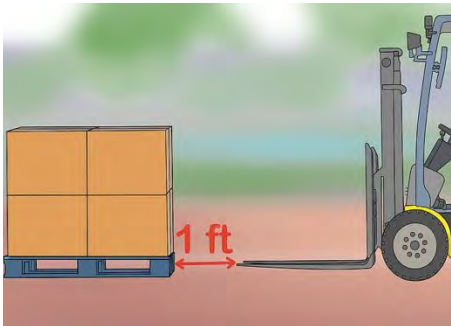
Step 4: Depress the break pedal before releasing emergency break.



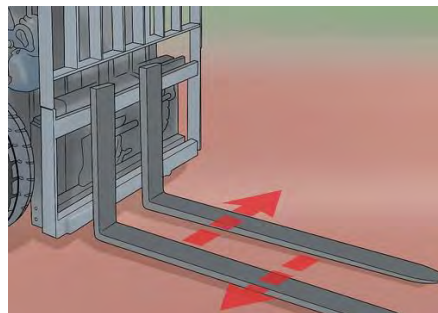
Step 5: Use shifter to change the direction



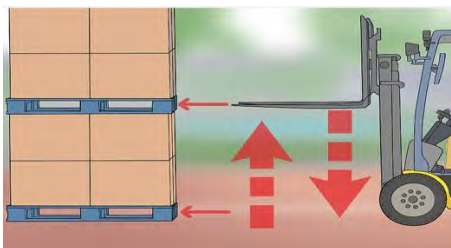
Step 6: Honk Horn when passing through busy areas.



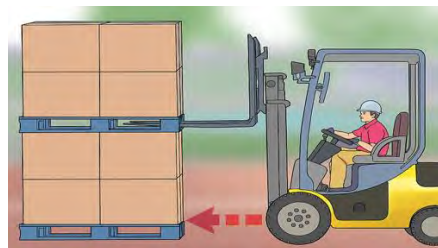
Step 7: Stop Forklift 1ft from load



Step 8: Adjust the width of tines

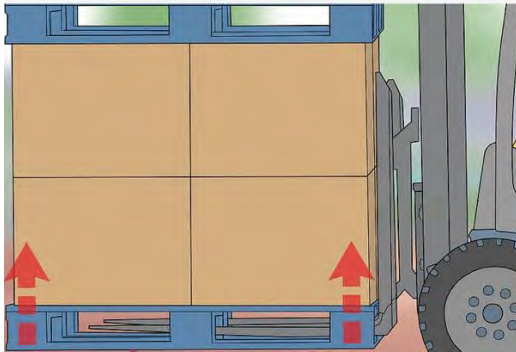


Step 9: Raise or lower forks to match openings

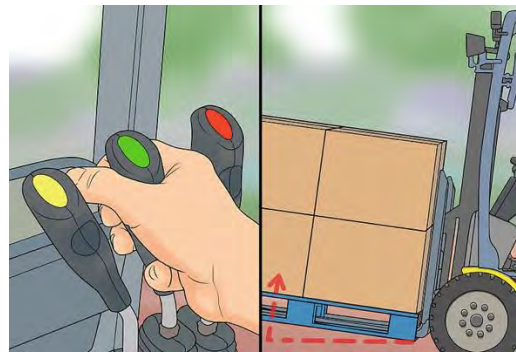


Step 10: Drive forward until fork is completely inserted in the pallet.

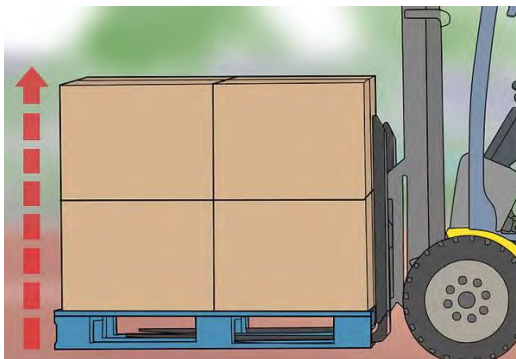
Demonstrate



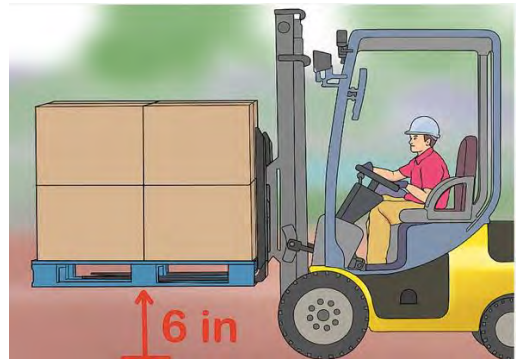
Step 11: Lift the load at-least 4 inches off ground



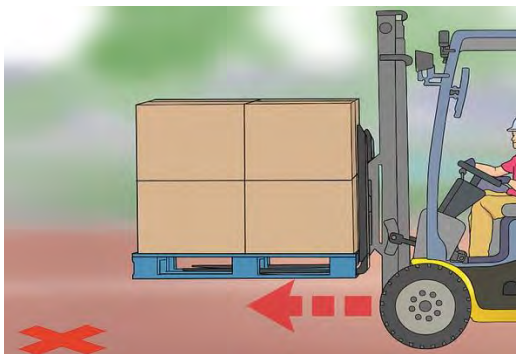
Step 12: Tilt the mast back until load is stable



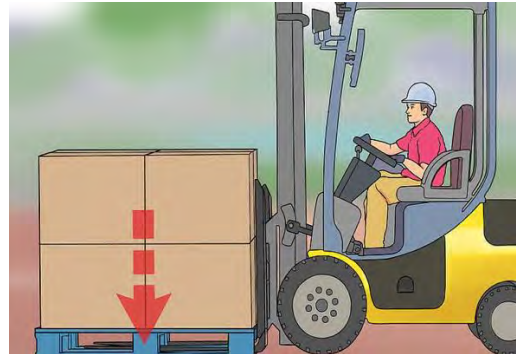
Step 13: Position the mast in vertical position



Step 14: Raise the load 6in. taller than the area where you want to drop it.



Step 15: Drive it slowly to drop location



Step 16: Lower the forks until pallet is set down

Fig. 1.5.1 Steps to use various equipment

Do

- Make the students identify the various equipment and understand its use.
- Demonstrate the student various material handling equipment.
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points once all students have spoken.

Ask

- Ask the students to differentiate between the usage of each Material Handling Equipment.

Explain

- Explain the use of material, storage and safety handling equipment.
- Elaborate on how to differentiate one equipment from the other based on its use.

Notes for Facilitation

- Identify the knowledge of students on the various types of Material Handling Equipment and its usage.

Activity

- Conduct Skill Practice Activity
- Ask all the students to assemble together
- Explain the Purpose and duration of the activity
- Set guidelines pertaining to the activity and expected tasks.
- Demonstrate and explain all the Equipment as listed in the PH

Skill Practice	Time	Resources
Identify different types of Material, Storage and Safety Handling Equipment and its uses	6 hours	<ul style="list-style-type: none"> • Various types of MHE
		<ul style="list-style-type: none"> • Various types of Storage Systems
		<ul style="list-style-type: none"> • Various types of Safety Equipment's

UNIT 1.6: Documentation in Warehousing

Unit Objectives



At the end of this unit, participants will be able to:

1. Discuss the importance of Documentation in Warehousing.
2. Explain the various documents being used in Warehousing Operations.

Resources to be Used



- Participant Handbook, Teaching Board, Computer, Projector, Video Player or TV

Do



- Make the students to understand what documents are required in a warehouse.
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points once all students have spoken.

Ask



- Ask the students to prepare material inward form.
- Ask the students to prepare material outward form.
- Ask the students to make GRN.
- Ask the students to fill Inventory Count Sheet.

Explain



- In a warehouse lot of transactions happen, hence documenting each and every transaction is required.
- Explain various documentation related to activities of material inward and material outward transactions.
- Explain the process and various documentations required to be prepared and maintained in the warehouse.

Notes for Facilitation

- Check the record and fill inventory related forms by students
- Identify the understanding of students related to documentation of various warehouse activities.

Activity

- Conduct Skill Practice Activity
- Ask all the students to assemble together
- Explain the Purpose and duration of the activity
- Set guidelines pertaining to the activity and expected tasks.
- Demonstrate and explain all the Equipment as listed in the PH

Skill Practice	Time	Resources
Explain the various documents being used in Warehousing Operations.	6 hours	Sample documents being used in Warehouse

Exercise

Answers

Multiple Choice Questions:

1 – B, 2 – C, 3 – D, 4 - D

Fill in the Blanks:

1 – Inland Waterways, 2 - Warehouse Inventory & Transport Manager, 3 – Lorry Receipt, 4 – Pick List.

True or False:

1. 1 – T, 2 – T, 3 – F, 4 - F



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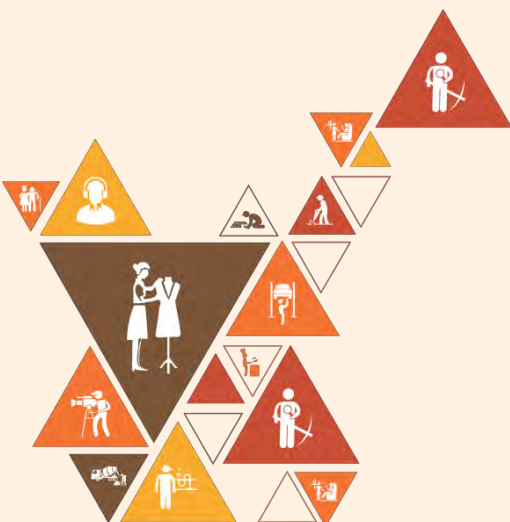
Transforming the skill landscape



2. Preparation for Operations

Unit 2.1 - Updating of Data

Unit 2.2 – Pick list, labels and signage



LSC/N2301

Key Learning Outcomes

At the end of this module, participant will be able to:

- Explain the process of setting up computer for starting operations as per SOP
- Detail the steps involved in data updating activity as per requirement
- Discuss the procedure to ensure effective connection of all warehouse facilities
- Detail the steps involved in printing of pick list, labels, sign off forms, contact details as per requirement.
- Discuss the safety, security and organizations procedures and guidelines.

UNIT 2.1: Updating Data

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain the process of setting up a computer for starting operations
2. Detail the importance of data
3. Define ERP and its benefits

Resources to be Used

- Participant Handbook, Teaching board, Projector, Computer, Video Player, TV, markers, and stationery, etc.

Do

- Illustrate the basic operation of computer to the student and help them to operate a computer.
- Explain about the WMS (warehouse management system), ERP (enterprise resource planning), and GCIS (Global inventory control system).

Ask

- Ask the students about the fundamentals of computer.
- Ask the students about using various software in warehouse operations.

Explain/Elaborate

- Discuss about basic the computer operation
- Explain about the various types of labels signs off signs, printing list and their types

Demonstrate



- Demonstrate about the process of computer operations
- Demonstrate about the label signs off and printing of list with duplicate forms

Say



- Computer operations are the basic need in warehouse management
- Warehouse labels are most essential for inventory management, picking, and packing process throughout the warehouse

Notes for Facilitation



Conduct quiz to know the student understanding of various types of label signs off and printing of list

UNIT 2.2: Pick list, labels and signage

Unit Objectives



At the end of this unit, the participant will be able to:

1. Elaborate pick list
2. List out the steps involved in printing of list, labels, sign off forms, contact details?

Resources to be Used



Participant Handbook, White Board, Projector, Computer, marker, stationery

Do



- Show the various types of labels signs off Forms and printing of list to the students and discuss about their uses
- Make the students create a picklist from ERP system or manually.
- Make the students conduct picking using the picklist. Let them perform picking based on various methodologies.

Ask



Ask the students to explain the labels and signs in their words.

Explain/Elaborate



- Explain about the various types of labels signs off signs, printing list and their types
- Explain the some of the steps which can be used to protect the integrity of information
- Explain the benefits of ERP?

Notes for Facilitation

- Conduct a quiz to know the students understanding of all labels and signage
- Make students to go through the pick list and the details
- Conduct a quiz to know the students understanding of the picklist

Exercise

1.What are details involving in the pick list?

The pick list or an order list might be a computer-generated list given by a supervisor or an automated instruction received in a hand-held device. A typical pick list will carry the following information: Product Code, Product Description, Part Number, Units of Measurement, Storage Location, Required Quantity, Picked quantity.

2.Explain the process of setting up a computer for starting operations

The following are the various steps in setting up computer for starting the day-to-day operations

STEP 1: Follow the time Limits given by the given manager

STEP 2: Turn on your computer and login with your given company's official E-Mail ID and passwords

STEP 3: Check for the updated entries on the warehouse management system (WMS)/Enterprise Resource Planning (ERP)/GCIS (Global Inventory Control System) homepage before the start of daily operations.

STEP 4: Ensure that your computer is ready for the operations and complete any software updates required before start of operations

3.Discuss the some of the steps which can be used to protect the integrity of information

Following are some of the steps which can be used to protect the integrity of information:

Lock down hardware: The computer systems should be switched off at the end of the day, holidays and while not in use.

Turn off private browsing: The warehouse team should have access to limited sites which are required only for delivering the duties. All private browsing sites should be turned off.

Practice good password management: Passwords should have limited access. They should be available only with the relevant people in the warehouse. They should be strong and unique and difficult to remember. They should ideally be a combination characters, numbers and special characters. Further, they should be amended periodically.

Use two-factor authentication: In case of very discrete information, companies may implement the policy of two level of authentication for the access.

Keep software up to date: Install the latest updates of the software that you use. The newer updates carry better features in terms of security and data protection.

Avoid Phishing - beware of suspicious emails: Do not open any email or data from unreliable sources. Be constantly suspicious and avoid any phishing related risks.

Do not download Software: No software should be downloaded by the employee in the warehouse unless approved by the company IT team. Avoid visiting unknown websites or downloading software from untrusted sources. These sites often host malware that will automatically, and often silently, compromise the data computer.

Install anti-virus protection: A strong anti-virus software is a must. Most of the times companies follow company wise anti-virus software and protection systems

No External Memory devices: No external memory devices like hard disks, pen drives should be allowed in the warehouse. Ideally all the USB ports also should be blocked to avoid any access to information.

Back up your data: Back up regularly. If there is a data security incident, the only guaranteed way to repair your computer is to erase and re-install the system.

4.List out the benefits of ERP?

The Warehouse Data feeder can use the ERP system, to better service the customers. ERP can help warehouse Data feeder to:

- Timely execute the Customer Order.
- Inform customer about delivery schedules
- Prioritize customer orders
- Inform them about delivery dates
- Respond to their queries and complaints
- Process Sales Returns



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Transforming the skill landscape



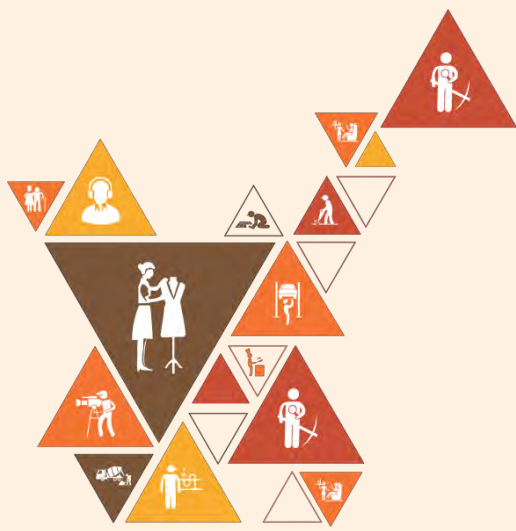
3. Documentation and Quality Control

Unit 3.1 - Insurance Coverage

Unit 3.2 - Inventory check and documentation

Unit 3.3: Types of Reports

Unit 3.4: Inspections/ Physical Check on Shop floor



LSC/N2320

Key Learning Outcomes

At the end of this module, participant will be able to:

- Explain the process of checking insurance coverage for transports
- List the documentation required for Quality Control
- Demonstrate transcription of information from customer's bill of lading into cargo management system
- Detail the steps involved in inspection of movement and storage of goods
- Discuss the safety regulations

UNIT 3.1: Insurance Coverage

Unit Objectives



At the end of this unit, the participant will be able to:

- Explain the types of insurance at warehouse

Resources to be Used



- Participant Handbook, Teaching Board, Computer, Projector, Marker and Stationery

Do



- Make the students create an incident report.
- Make the students create a Monetary Claim Letter to the Carrier
- Make the students identify the evidence required for each type of claim.
- Make the students assemble all the documents for lodging claim with the insurance company for the claim process.
- Make the students handle and segregate Quarantined Material.

Ask



- Ask the students to explain the insurance claim process in their words.
- Ask the students to list the documents used during the insurance claim process.
- Ask the students to explain the significance and utility of all the documents used during the insurance claim process.

Explain

- Explain the various insurance applicable at Warehouse.
- Elaborate the various steps in the insurance claim process.
- Explain and elaborate all the documentation involved in the insurance claim process.

Demonstrate

- Demonstrate filling in an incident report and informing the insurance company in case of any incident.
- Demonstrate how to lodge an FIR with Police in case of loss due to theft or any such incident.
- Demonstrate how to collate the evidence for the insurance claim process.
- Demonstrate how to obtain the Fire Certificate from the local Fire Station in case of a Fire Claim.
- Demonstrate how to assemble all the documents for the lodging claim with the insurance company for the claim process.
- Demonstrate how to segregate the quarantined material.

Notes for Facilitation

- Conduct a quiz to know the students understanding of the insurance claim process.
- Make students fill in or create all the documents used in an insurance claim for better learning.
- Summarize the whole insurance claim process in the end with the students for their better absorption.

UNIT 3.2: Inventory check and documentation

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss the Inventory verification process, their types and significance.
2. Discuss the PPE required during the inventory process
3. Explain the process of counting the inventory and managing the discrepancies.

Resources to be Used

- Participant Handbook, White Board, Projector, Computer, Marker, and Stationery etc.

Do

- Make the students speak on their understanding of emergency situations.
- Make the students speak on their understanding of what is to be done in case of an emergency.
- Make the students prepare the incident report as an example.
- Take note of the important and relevant points shared by the students.
- Discuss the relevant points shared by the students.

Ask

- Ask the students to list the documents used during the Inventory verification process.
- Ask the students to explain the Inventory verification in their words.

Explain

- Explain the various methods of managing Inventory Accuracy.
- Explain the various methodologies for identifying the SKU for perpetual daily count. s
- Explain the process of highlighting and correcting inventory accuracies.

Notes for Facilitation

- Conduct quiz to know the students understanding of the inventory management

UNIT 3.3: Types of Reports

Unit Objectives



At the end of this unit, the participant will be able to:

1. Discuss the Inventory verification process. Their types and significance.
2. Discuss the PPE required during the inventory process
3. Explain the process of counting the inventory and managing the discrepancies

Resources to be Used



- Participant Handbook, White Board, Projector, Computer, Marker, and Stationery etc.

Do



- Make the students wear the PPE during the inventory count process.
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points once again with the students.
- Make the students conduct the process of inventory count using the inventory sheet.
- Make the students conduct the process of tallying a physical count sheet

Ask



- Ask the students to explain the Inventory verification in their words.
- Ask the students to list the various steps during the Inventory verification process.
- Ask the students to list the documents used during the Inventory verification process.

Demonstrate

- Demonstrate the process of inventory count using an inventory sheet.
- Demonstrate the process of tallying the physical count sheet
- Demonstrate the PPE to be used during the inventory count process.

Explain

- Explain the various methods of managing Inventory Accuracy.
- Explain the various methodologies for identifying the SKU for perpetual daily count.
- Explain the process of highlighting and correcting inventory accuracies.

Notes for Facilitation

- Conduct a quiz to know the students understanding of the Inventory verification process.

UNIT 3.4: Inspections/ Physical Check on Shop floor

Unit Objectives

At the end of this unit, the participant will be able to:

1. Describe the various steps in loading process
2. Explain importance and details of every step

Resources to be Used

- Participant Handbook, White Board, Projector, Computer, marker and stationery etc.

Do

- Make the students conduct the Visual inspection of the goods to students for any incoming shipment.
- Make the students conduct the Quality inspection of the goods to students for any incoming shipment.
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points once again with the students.

Ask

- Ask the students to explain the receipt Quality inspection in their words.
- Ask the students to list the various steps during the Quality inspection process.

Explain

- Explain the various steps in the Quality Inspection Process.

Notes for Facilitation

Conduct quiz to know the students understanding of the occurrence of exceptions at various stages of loading and unloading process and how to handle them

Exercise

Answers

1. What is visual inspection of the material?

Visual inspection of the goods to check the physical condition of the material. The material incoming/outgoing products should be free from any dents, damages, leaks etc. In the case of packaged products, ensure to check if the packaging is proper and not mutilated.

2. List out the methods of managing Inventory Accuracy?

Refer to UNIT 3.2.1 in participant handbook

3. What is insurance coverage and list out them?

Refer to UNIT 3.1.1 in participant handbook

4. Write a brief note about reporting process?

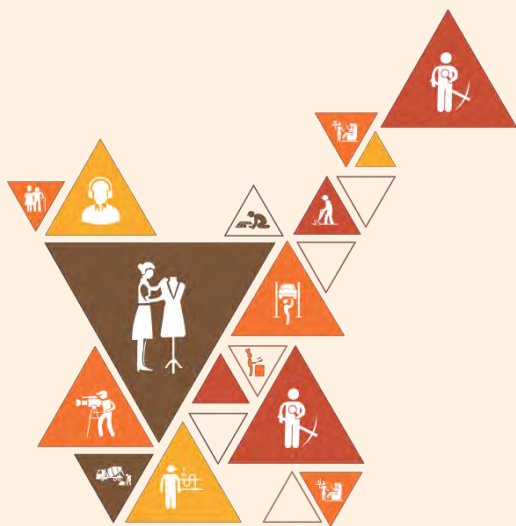
Refer to UNIT 3.3.3 in participant handbook



4. Data Entry Services

Unit 4.1 - Functions of data feeder

Unit 4.2 - Customer Management and verification



Key Learning Outcomes



At the end of this module, participant will be able to:

- List the necessary information to be collected from client
- Discuss the data entry process as per SOP and company guidelines
- Detail the process of checking the transcribed data with source to eliminate errors
- Detail the steps involved in recording source documents and backup files

UNIT 4.1: The Importance of Integrity and Ethics in Business

Unit Objectives



At the end of this unit, the participant will be able to:

Explain the functions of a data feeder

Resources to be Used



- Participant Handbook, Teaching board, computer, projector, worksheets

Say



- The data feeder must undertake the data entry services and is responsible for performing data entry work using a personal computer and appropriate software.
- The data feeder must coordinate with the line manager and supervisor and should be able to perform the tasks given by the supervisor

Ask



Ask the students to explain about the role of data feeder in warehouse

Explain



Explain the role of data feeder

Notes for Facilitation

Summarize the whole concept in the end with the students for their better absorption.

Do

- Make a note of the various incidents involved in this process of data feeder
- Discuss the relevant points once again with the students.

UNIT 4.2: Customer Management and verification

Unit Objectives



At the end of this unit, the participant will be able to:

1. Explain the necessary information that has to be collected from client
2. Compare the transcribed data with source to eliminate errors

Resources to be Used



- Participant Handbook, Teaching board, computer, projector, video player, stationery

Do



- Make the student to understand the checking the transcribed data with source to eliminate
- Make the students to understand the information which will be collected from the client

Ask



- Ask the students about the steps involved in recording source documents and backup files
- Ask the student about the information which will be collected from the client

Explain



- What information are collected from the clients?
- Explain the process of checking the transcribed data with source to eliminate errors
- What are the steps involved in recording source documents and backup files?

Notes for Facilitation



- Identify the understanding of students related to customer management activities.
- Summarize the whole process in the end with the students for their better absorption

Exercise



1. What are various incidents involved in role of data feeder process?

The various incidents involved in this process are

- storage
- databases
- applications
- security

2. List out some data entry errors

The data entry errors may include:

- database error management
- database access management
- application installation
- security hardening

3. What is customer management?

Refer Unit 4.2.1 in participant handbook

4. Discuss the process of checking the transcribed data

Refer Unit 4.2.2 in participant handbook



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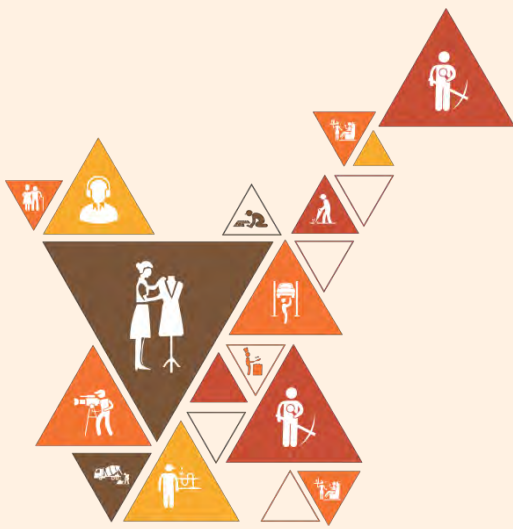
Transforming the skill landscape



5. Manage your work to meet requirements

UNIT 5.1: Various Compliances

UNIT 5.2: Business Etiquettes and Code of Conduct



SSC/N9001

Key Learning Outcomes:



- Detail various safety and privacy regulations of the company and customer
- Explain effective time management
- Discuss how to use resources efficiently
- Detail the steps involved in managing confidential information
- State the organization's policies and procedures
- Describe the procedure to ensure that the work meets the agreed requirements

Unit 5.1: Various Compliances

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain various safety and privacy regulations of the company and customer?

Resources to be Used

Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser

Do

- Make the students speak of the key laws that a warehouse should comply with.
- Make the students discuss the parameters required for a checklist for compliance.

Explain/Elaborate

- Explain the key laws that the warehouse should comply with regulatory compliance
- Explain the key actions to be taken by the contractor

Notes for Facilitation

- Conduct quiz to know the students understanding on key laws that a warehouse should comply with.

UNIT 5.2: Business Etiquettes and Code of Conduct

Unit Objectives

At the end of this unit, participant will be able to:

1. Describe the key principles of code conduct.
2. List the possible corrupt practices in a warehouse.
3. Explain the meaning and importance of etiquette.
4. Describe the key business etiquettes.

Resources to be Used

- Participant Handbook, SOP, Teaching board, computer, projector, marker and stationery

Do

- Make the students speak about their understanding of code of conduct.
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points once all students have spoken.

Explain

- Explain the importance to identify corrupt practices.
- Explain about what one should do when they find a deviation in the Ethics or Code of Conduct.
- Explain why following business etiquette is important

Notes for Facilitation

- Conduct quiz to know the students' understanding on how to manage deviations and about the escalation matrix.

Exercise

Answers

1.What are the key laws that the warehouse should comply with regulatory compliance?

Refer to compliance checklist in chapter 5.1.1 in participant handbook

2.What is regulatory compliance?

Adherence to laws and procedures laid down by the government for running an organization. Every business must comply with the laws laid by the central and state government. All good organizations ensure that they are hundred percent compliant with the laws of the land. Any non-compliance invites large penalties and huge loss of reputation.



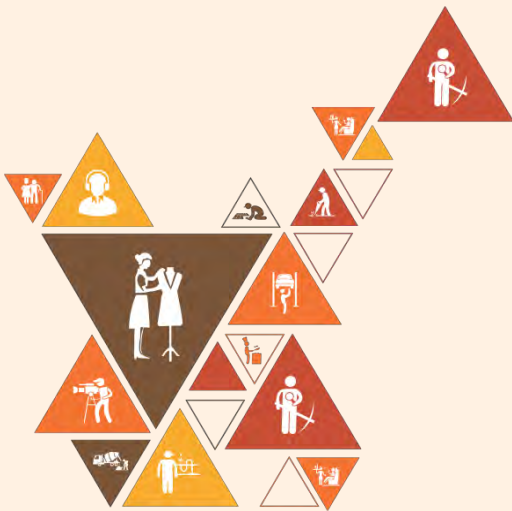
6. Compliance to Health, Safety and Security norms

Unit 6.1 - Implementing Safety in Warehouse

Unit 6.2 - Handling Dangerous and Hazardous Goods

Unit 6.3 - 5S Concept

Unit 6.4 - Managing Breach of Safety, Accidents and Emergency Situations



Key Learning Outcomes



At the end of this module, participant will be able to:

1. Explain the importance of Safety.
2. Explain how to ensure safety during various warehouse activities.
3. Describe how to maintain safe Working conditions.
4. Discuss the process of handling Hazardous Goods.
5. Explain the concept and implementation of 5S in the warehouse.
6. Describe how to manage any breach of Safety.

UNIT 6.1: Implementing Safety in Warehouse

Unit Objectives

At the end of this unit, participant will be able to:

1. Discuss the criticality of Safety
2. Describe the various safety precautions during the various warehousing activities
3. Explain the importance of safety to Warehouse Team

Resources to be Used

- Participant Handbook, White Board, Projector, Computer, Marker and stationery

Do

- Make the students to speak on their understanding about the criticality of safety at workplace.
- Make the students speak about the safety procedures to be observed in the warehouse.
- Make the students speak about maintain safe working environment by regular inspection.
- Make a note of the important and relevant points shared by students
- Discuss the relevant points once all students

Ask

- Ask the students about the safety procedures to be followed in the warehouse.
- Ask the students about how to keep a check on the unsafe practices observed in the warehouse.

Explain

- Explain the students the importance of fire and safety training in a warehouse.
- Explain the students what importance are of maintaining a safe workplace.
- Explain the students of the various safety precautions to be take while working in the warehouse.
- Explain the students about the importance of inspection.

Say



- There are several health and safety issues to be concerned with if you are working in a warehouse and each member in a warehouse should be well trained and aware of the main topics covered in this area.
- Some of the common health and safety area which requires attention are Fire safety, Hazardous substances, Manual handling, Staff training etc.
- The employees working in a warehouse should be well aware of the emergency contact details for quick decision making and approach in case of any accidents or major challenges.

Notes for Facilitation



- Conduct a test to know the students understanding of the various measures to maintain a safe working place at the warehouse.

Activity



- Conduct Skill Practice Activity
- Ask all the students to assemble together
- Explain the Purpose and duration of the activity
- Set guidelines pertaining to the activity and expected tasks
- Conduct all the activities as explained in the PH
- Let the activity be done by all the students
- Discuss the problems faced by them during the activity
- Keep practicing with them till they perform the activity perfectly

Skill Practice	Time	Resources
Safety Procedures to be observed in a Warehouse - Vehicles and Lifting	6 hours	<ul style="list-style-type: none"> Forklift/Reach Stackers
		<ul style="list-style-type: none"> Hand pallet truck
		<ul style="list-style-type: none"> Racks
		<ul style="list-style-type: none"> Loaded Pallets
		<ul style="list-style-type: none"> Personal Protective Equipment (PPEs)
Safety Procedures to be observed in a Warehouse - Fire Safety and Charging Station	6 hours	<ul style="list-style-type: none"> Forklift/Reach Stackers
		<ul style="list-style-type: none"> Hand pallet truck
		<ul style="list-style-type: none"> Racks
		<ul style="list-style-type: none"> Fire Equipment
		<ul style="list-style-type: none"> Personal Protective Equipment (PPEs)
Safety Procedures to be observed in a Warehouse - Conveyors and Docks	6 hours	<ul style="list-style-type: none"> Forklift/Reach Stackers
		<ul style="list-style-type: none"> Hand pallet truck
		<ul style="list-style-type: none"> Conveyors
		<ul style="list-style-type: none"> Warehouse Dock Area
		<ul style="list-style-type: none"> Personal Protective Equipment (PPEs)
Inspection of Work Area	2 hours	<ul style="list-style-type: none"> Forklift/Reach Stackers
		<ul style="list-style-type: none"> Hand pallet truck
		<ul style="list-style-type: none"> Conveyors
		<ul style="list-style-type: none"> Warehouse Dock Area
		<ul style="list-style-type: none"> Personal Protective Equipment (PPEs)

UNIT 6.2: Handling Dangerous and Hazardous Goods

Unit Objectives

At the end of this unit, participant will be able to:

1. Explain the hazards present in handling certain chemicals.
2. Describe the concept of Safety Data Sheet.
3. Explain the various Do's and Don'ts in Handling Hazardous Chemicals.

Resources to be Used

- Participant Handbook, White Board, Projector, Computer, Marker and Stationery

Do

- Make the students speak on the procedure to handle danger and hazardous goods.
- Make the students speak on the classification of dangerous goods.
- Make the students speak on the requirement to maintain the safety data sheet.
- Take note of the important and relevant points shared by the students.
- Discuss the relevant points shared by the students.

Ask

- Ask the students about the Handling Procedure of Dangerous goods.
- Ask the students about the concept of safety data sheet.
- Ask the students about the parameters to maintain the compliance check list.

Say

- Dangerous and Hazardous materials require special handling and attention whenever they are stored in warehouse. A specific Standard Operating Procedure (SOP) is set for each type of such cargo and strict adherence to it only ensure safety of the employees and the warehouse.
- Classification of Dangerous Goods:



Fig 5.2.1 Dangerous goods

Safety data sheet (formerly known as material safety data sheet) contains information such as the properties of each chemical. Risks to health, health and the environment; Safety measures; and precautions when handling, storing, and transporting the chemical.

Explain



- Explain the risk in handling of dangerous goods.
- Explain the concept of safety data sheet.
- Explain the safety rules and procedures to be followed for handling dangerous goods in the warehouse.

Notes for Facilitation



- Conduct quiz to know the students understanding of safe handling of the dangerous goods.
- Conduct quiz to know the students understanding of the classification of dangerous goods and the safe procedure to handle them in the warehouse.

Activity



- Conduct Skill Practice Activity
- Ask all the students to assemble together
- Explain the Purpose and duration of the activity
- Set guidelines pertaining to the activity and expected tasks
- Perform all the steps as listed in the PH

Skill Practice	Time	Resources
Do's and Don'ts in Handling Hazardous Chemicals	8 hours	<ul style="list-style-type: none">• Forklift/Reach Stackers
		<ul style="list-style-type: none">• Hand pallet truck
		<ul style="list-style-type: none">• Hazardous Goods Storage Area
		<ul style="list-style-type: none">• Warehouse Dock Area
		<ul style="list-style-type: none">• Personal Protective Equipment (PPEs)

UNIT 6.3: 5S Concept

Unit Objectives

At the end of this unit, participant will be able to:

1. Discuss the concept of 5S at workplace.
2. Implement 5S at your workplace in the Warehouse.

Resources to be Used

- Participant Handbook, White Board, Projector, Computer, Marker and Stationery

Do

- Make the students speak on their understanding of the 5s concept and its implementation in the warehouse.
- Take note of the important and relevant points discussed by the students
- Discuss the relevant points shared by the students.

Ask

- Ask the students about the concept of 5s and its implementation in a warehouse.

Say

- 5S is a system for organizing workplaces that allows employee to work efficiently, effectively and safely. This system is designed to put everything-in-its-place and keep the workplace clean so that people can make their job easier without wasting time or risk of injury.
- Each S represents part of a five-step process
 - a. Sort
 - b. Set in Order
 - c. Shine
 - d. Standardize
 - e. Sustain

Explain

- Explain the concept of 5s.
- Explain each S in the 5s concept and its implementation.

Notes for Facilitation

- Conduct test to know the students understanding of the 5s concept.
- Conduct quiz to know the students understanding of each S in the 5s concept and its implementation.

Activity

- Conduct Skill Practice Activity
- Ask all the students to assemble together
- Explain the Purpose and duration of the activity
- Set guidelines pertaining to the activity and expected tasks
- Identify one area of the warehouse and apply all 5S to it
- Conduct all the activities as explained in the PH
- Let the activity be done by all the students for different areas
- Discuss the problems faced by them during the activity
- Keep practicing with them till they perfect the activity

Skill Practice	Time	Resources
Implementing 5S in the Warehouse	8 hours	Hand pallet truck

UNIT 6.4: Managing Breach of Safety, Accidents and Emergency Situations

Unit Objectives



At the end of this unit, participant will be able to:

1. Describe how to handle emergency situations.
2. Explain what actions to be taken in case of any accident.
3. Describe what documentation to follow in case of any accident
4. Explain the details on evacuation plan and safe assembly point.

Resources to be Used



- Participant Handbook, White Board and marker, Projector, Computer and Stationery

Do



- Make the students speak on their understanding of the emergency situations.
- Make the students speak on their understanding of what is to be done in case of emergency.
- Make the students prepare the incident report as an example.
- Take note of the important and relevant points shared by the students.
- Discuss the relevant points shared by the students.

Ask



- Ask the students of what is to be done in case of emergency.
- Ask the students how to avoid deviations in case of health and safety.

Explain



- Explain the emergency situation with help of an example.
- Explain the standard operating procedure in case an emergency situation occurs.
- Explain how to prepare an incident report.
- Elaborate on how to avoid deviations in case of Health and Safety.

Notes for Facilitation

- Conduct quiz to know the students understanding of what is to be done in case of an emergency situation.
- Make students prepare an incident report.

Activity

- Conduct Skill Practice Activity
- Ask all the students to assemble together
- Explain the Purpose and duration of the activity
- Set guidelines pertaining to the activity and expected tasks
- Fill the Incident report form for one type of incident
- Execute an emergency evacuation plan
- Let the activity be done by all the students for different areas
- Discuss the problems faced by them during the activity

Skill Practice	Time	Resources
Filling Incident Report Form	3 hours	Incident Report Form Template
Execute an emergency evacuation plan	1 hour	Incident Report Form Template

Exercise

Answers

Multiple Choice Questions:

1 –D, 2 –B, 3 – C, 4 - D

Fill in the Blanks:

1 – Slips and Falls, 2 – 20, 3 – Charging stations, 4 – Warned or Terminated

True or False:

1 –F, 2 –T, 3 – F, 4 – F



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Transforming the skill landscape

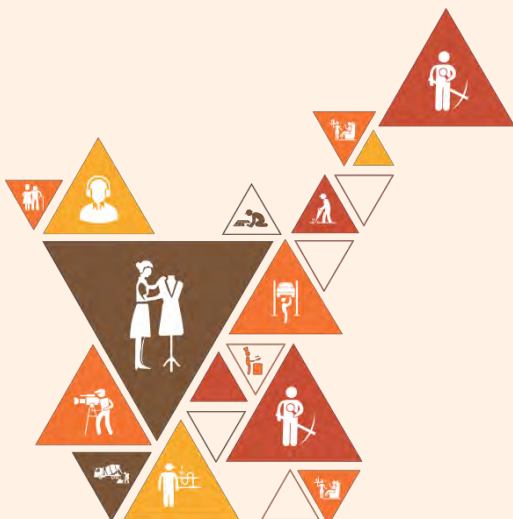


7. Annexures

Annexure 1: Training delivery plan

Annexure 2: Assessment Criteria

Annexure 3: QR codes



Annexure 1: Training delivery plan

Training Delivery Plan			
Program Name	Data Feeder - Warehouse		
Qualification Pack Name & Reference ID.	LSC/Q2306: Data Feeder – Warehouse, V3.0		
Version No.	3.0	Version Update Date	31/03/2022
Pre-requisites to Training	Grade 9 or Grade 8 with one year of (NTC/ NAC) after 8th + or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience		
Training Outcomes	Upon completion of this course, the learners should be able to: <ul style="list-style-type: none"> • Perform pre-operative tasks for picking and storing to ensure effective functioning • Demonstrate the procedure for putting away and picking goods as per SOP and safety norms • Perform post shift activities and fill necessary documentation • Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms 		

Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration
1.Introduction to data feeder	1.Introduction to data feeder	Introduce each other and build rapport		Lecture	Teaching board, computer, projector, video player or TV	1
	Introduction to Logistics Management	Define Logistics Management		Lecture		1

	Introduction to Warehousing	Explain the important flows in Supply Chain Management		Lecture		1
	Introduction to Warehousing	Detail the various sub-sectors and the opportunities in them		Lecture		1
	Introduction to Warehousing	Explain the role a Warehouse in Supply Chain		Lecture		1
	Introduction to Warehousing	List the various activities carried inside a warehouse		Lecture		1
	Warehouse Organization Structure - Roles and Responsibilities	Explain the various job roles which exist inside a Warehouse		Lecture		1
	Equipment used in a Warehouse	Explain the classification of Equipment used in the Warehouse		Lecture		1
	Warehouse Organization Structure - Roles and Responsibilities	Describe the roles and responsibility of a loader unloader		Lecture		1
	Equipment used in a Warehouse	Identify different types of Material, Storage and Safety Handling		Practical		5

		Equipment and its uses				
	Documentation in Warehousing	Understand the importance of Documentation in Warehousing.		Lecture		1
	Documentation in Warehousing	Explain the various documents being used in Warehousing Operations.		Practical		5
2.LSC/N2301: Prepare for Operations	set up computer operation	Explain the process of setting up computer for starting operations as per SOP	LSC/N2301	Practical	Teaching board, computer, projector, video player or TV	8
	set up computer operation	Explain the basic steps in operating a computer		on the job training		5
	ERP in warehousing	Explain the various uses of WMS or ERP and detail them		Lecture		5
	ERP in warehousing	Detail ERP and its uses		Practical		8
	ERP in warehousing	Discuss the e benefits of ERP in warehousing		Lecture		5

	ERP in warehousing	explain ERP helps in warehousing		Practical		8
	Updating database	perform to update a data base		on the job training		5
	Updating Database	Explain the steps to update data base		Practical		8
	picklist, signs and labels	explain the various types of labels and signs in warehouse		Lecture		5
	picklist, signs and labels	Demonstrate about the label signs off and printing of list with duplicate forms		Practical		2
	picklist, signs and labels	Elaborate pick list and its contents		Practical		8
	picklist, signs and labels	discuss the types of labels and signs and its uses		practical		8
	picklist, signs and labels	Discuss the different form of picklist		Lecture		5
3.LSC/N2320: Documentation and Quality Control	Insurance at warehouse	Explain the types of insurances	LSC/N2320	Lecture	Teaching board, computer, projector, video player or TV	4
	Insurance at warehouse	Discuss the incidents will invite an		Lecture		4

		Insurance claim process				
	Handling Quarantined Material	explain handling quarantined material		Lecture		4
	Inventory verification process	Discuss the Inventory verification process. Their types and significance		Lecture		4
	Personal Protective Equipment (PPE)	elaborate PPE		practical		8
	Personal Protective Equipment (PPE)	discuss the various types of PPE		on the job training		5
	Inspection of a material	List various the types of inspection of material		Lecture		4
	Inspection of a material	Visual inspection of the material		practical		8
	Physical count of the material	Explain the process of counting the inventory		practical		8
	Inventory related Reports	Discuss the inventory related reports		practical		8

	Reporting Process	Detail reporting process		on the job training		5
	Quantity Tallying	elaborate Quantity Tallying		practical		8
4.SSC/N3022: Data Entry Services	Functions of Data Feeder	Discuss the functions of data feeder	SSC/N3022	Lecture	Teaching board, computer, projector, video player or TV	5
	Functions of Data Feeder	list the steps involved in data feeder process		practical		8
	Functions of Data Feeder	List the various incidents involved in this data feeder process		Lecture		5
	Customer management	explain the role of ERP in customer services		practical		8
	Customer management	List the reports used by the data feeder to service the customer		practical		8
	Customer management	Explain the necessary information that has to be collected from client		practical		8
	The process of checking the transcribed data	Explain the transcribed data with source to		practical		8

		eliminate errors				
5.SSC/N9001: Managing Work	Regulatory Compliance	elaborate regulatory compliance	SC/N9001	Lecture	Teaching board, computer, projector, video player or TV	5
	Regulatory compliance	discuss regulatory compliance		practical		8
	Regulatory compliance	explain the key laws that the warehouse should comply		practical		8
	Regulatory compliance	explain contract labor law		practical		8
	Regulatory compliance	explain role of a Contractor		practical		8
	Code of Conduct	Describe the key principles of code conduct.		Lecture		5
	Code of Conduct	List some of the corrupt practices that can take place in a warehouse if the system is not at check		practical		8
SSC/N9003: Compliance to health, safety and security norms	Implementing Safety in the Warehouse	Identify the criticality of Safety	SSC/N9003	PRACTICAL	Teaching board, computer, projector, video player or TV	2
	Implementing Safety in the Warehouse	Perform the various safety precautions during the		Practical		2

		various warehousing activities				
	Implementing Safety in the Warehouse	Inspection of Work Area		Practical		2
	Handling Dangerous and Hazardous Goods	1. Understand the hazards present in handling certain chemicals.		practical		2
		Perform and understand the various Do's and Don'ts in Handling Hazardous Chemicals		Practical		2
	Handling Dangerous and Hazardous Goods	Understand the concept of 5S at workplace.		Practical		2
	Implement 5S at workplace	Implement 5S at your workplace in the Warehouse		Lecture		4
	Implement 5S at workplace	Describe how to handle emergency situations.		Practical		2
	Managing Breach of Safety, Accidents and	Explain what actions to be taken in case of any accident.		practical		2

	Emergency Situations	Describe what documentation to follow in case of any accident		Lecture		4
		Explain the details on evacuation plan and safe assembly point.		Lecture		2
		Filling Incident Report Form		Practical		2
	Managing Breach of Safety, Accidents and Emergency Situations	Execute an emergency evacuation plan		Practical		2

Annexure II Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for MHE Maintenance Technician	
Job Role	Warehouse - Data Feeder
Qualification Pack	LSC/Q2306,V3
Sector Skill Council	Logistic Sector Skill Council of India

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 and skill practical part for each candidate at each examination/training center.
4.	To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles & 50% for NSQF level 1 to 3 job roles.
5.	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

LSC/N2301: Prepare for Operations

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up computer for operations</i>	11	18	-	-
PC1. adhere to time limits given by warehouse manager	4	5	-	-
PC2. power up computer terminal and log in using company credentials	2	3	-	-
PC3. check for the updated entries on the warehouse management system(WMS)/Enterprise Resource Planning(ERP)/GCIS (Global Inventory Control System) homepage before the start of daily operations	2	5	-	-
PC4. ensure readiness of the computer for the start of operations	1	3	-	-
PC5. complete any software updates required before start of operations	2	2	-	-
<i>Check for new input and update database</i>	10	24	-	-
PC6. receive any new data such as client software syncs, new client details from DEO in-charge/client liason	4	7	-	-
PC7. update new clients onto the computer/information system	2	8	-	-
PC8. ensure all warehouse facilities are connected on the server for seamless inventory assessments/ order checks	2	4	-	-
PC9. verify all existing client's details are available on the information system	2	5	-	-
<i>Print all requisite lists, labels and forms</i>	4	14	-	-
PC10. print pick lists based on orders, labels for inbound/outbound goods and anysign off forms that may be required for maintaining records	3	7	-	-
PC11. print any contact details available for incoming goods transporters/delivery boys	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. contact assigned supervisors to hand over documents and discuss timelines	-	3	-	-
<i>Safety, Security and Administrative</i>	5	14	-	-
PC13. comply with safety regulations and procedures in case of fire hazards, biohazards, etc	1	3	-	-
PC14. follow organization procedures with respect to security	1	4	-	-
PC15. adhere to security regulations of the company	2	3	-	-
PC16. maintain clean worktable area	1	4	-	-
NOS Total	30	70	-	-

LSC/N2320: To Carry Out Documentation and Quality Control

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Complete all requisite documentation</i>	15	31	-	-
PC1. ensure appropriate insurance coverage for all transports and apply for new coverage if required	3	7	-	-
PC2. obtain proof of delivery, generate print-outs for all transports and maintain logs and files of said documents.	3	7	-	-
PC3. transcribe information from customers' bills of lading into cargo management system.	2	6	-	-
PC4. update the system to include the day's transactional milestones	2	6	-	-
PC5. perform day-to-day administrative documentation such as maintaining information files and processing paperwork	3	2	-	-
PC6. generate daily, monthly and annual reports and MIS trackers based on performance	2	3	-	-
<i>Perform check on the shop floor if required</i>	7	17	-	-
PC7. monitor the quality, quantity, cost and efficiency of the movement and storage of goods	3	5	-	-
PC8. coordinate with inspectors/ spot checks/counts by supervisors in situations where any discrepancies have been spotted (missing goods, unreported damages etc.)	2	7	-	-
PC9. in case of issue with documentation on the shopfloor, visit specific area and perform a physical check to reconcile data with documentation/system	2	5	-	-
<i>Safety, Security and Administrative</i>	8	22	-	-
PC10. comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	2	6	-	-
PC11. adhere to security regulations of the company	2	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. maintain clean work table area	2	4	-	-
PC13. ensure all safety gear is worn on any visits to the shop floor	2	6	-	-
NOS Total	30	70	-	-

SSC/N3022: Undertake data entry services

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	88	212	-	-
PC1. obtain sufficient information from the customer /client to understand the need and perform initial task	-	31.25	-	-
PC2. assist the customer in providing sufficient information to be entered and collate the same	-	31.25	-	-
PC3. provide the customer with a reasonable estimate time of entering data	-	12.5	-	-
PC4. prioritize service requests according to organizational guidelines	-	6.25	-	-
PC5. refer the problem to the technical support team if it cannot be resolved by the operator	-	6.25	-	-
PC6. monitor the problem and keep the customer informed about progress or any delays in the process	-	12.5	-	-
PC7. record and perform the service request accurately as per organizational processes and policies	-	6.25	-	-
PC8. transcribe, enter, and verify data from a variety of source material including financial, personnel, police and other records and correct any errors with the source	-	25	-	-
PC9. receive source documents from various departments, public, agencies, etc. and verify accuracy of material, prior to input	-	6.25	-	-
PC10. transcribe selected data into a computer and scan source documents in accordance with specific program instructions and compare the same	13	49.5	-	-
PC11. obtain help or advice from supervisor if the problem is outside his/her area of competence or experience	-	12.5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. determine the cause of error message while entering data and make corrections	12.5	-	-	-
PC13. maintain files of source documents or other information relative to data entered	12.5	-	-	-
PC14. perform various related functions to maintain computer and other hardware	25	-	-	-
PC15. assist in (or perform) the filing and storage of security and back up data files	25	-	-	-
PC16. perform back-up or relief clerical duties as needed (i.e., switchboard, receptionist, fingerprinting, etc.)	-	12.5	-	-
NOS Total	88	212	-	-

SSC/N9001: Manage your work to meet requirements

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
	25	75	-	-
PC1. establish and agree your work requirements with appropriate people	-	6.25	-	-
PC2. keep the immediate work area clean and tidy	6.25	6.25	-	-
PC3. utilize time effectively	6.25	6.25	-	-
PC4. use resources correctly and efficiently	6.25	12.5	-	-
PC5. treat confidential information correctly	-	6.25	-	-
PC6. work in line with the organization's policies and procedures	-	12.5	-	-
PC7. work within the limits of the job role	-	6.25	-	-
PC8. obtain guidance from appropriate people, where necessary	-	6.25	-	-
PC9. ensure the work meets the agreed requirements	6.25	12.5	-	-
NOS Total	25	75	-	-






SSC/N9003: Maintain a healthy, safe and secure working environment

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure compliance</i>	20	40	-	-
PC1. comply with the organization's current health, safety and security policies and procedures	10	10	-	-
PC2. report any identified breaches in health, safety, and security policies and procedures to the designated person	-	10	-	-
PC3. identify and correct any hazards that you can deal with safely, competently and within the limits of your authority	10	10	-	-
PC4. report any hazards that you are not competent to deal with to the relevant person in line with organizational procedures and warn other people who may be affected	-	10	-	-
<i>Follow safety procedure</i>	10	30	-	-
PC5. follow the organization's emergency procedures promptly, calmly, and efficiently	10	10	-	-
PC6. identify and recommend opportunities for improving health, safety, and security to the designated person	-	10	-	-
PC7. complete any health and safety records legibly and accurately	-	10	-	-
NOS Total	30	70	-	-

Annexure 3 – QR Codes

S. NO	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
1	Chapter 1- Introduction to Data Feeder	Unit 1.1- Logistics and Supply Chain Management	1.1.1 Supply Chain and Logistics Management	https://www.youtube.com/watch?v=4-QU7WiVxh8	27	 Logistics Management
2	Chapter 1- Introduction to Data Feeder	Unit 1.1- Logistics and Supply Chain Management	1.1.1 Supply Chain and Logistics Management	https://www.youtube.com/watch?v=IZPO5RclZEo	27	 Supply Chain Management
3	Chapter 2- Preparation for Operations	Unit 2.2 – Pick list , labels and signage	2.2.1 Pick List	https://youtu.be/tYYYlfkkjVQ	42	 Warehouse Labels & Signs
4	Chapter 2- Preparation for Operations	Unit 2.2 – Pick list , labels and signage	2.2.1 Pick List	https://youtu.be/8n8PhwtwpLk	42	 Print Pick List
5	Chapter 3- Documentation and Quality Control	Unit 3.2 - Inventory check and documentation	3.2.1 The methods of managing Inventory Accuracy	https://youtu.be/He2zvhLANI8	62	 Improve Inventory Accuracy

S. NO	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
6	Chapter 3- Documentation and Quality Control	Unit 3.3: Types of Reports	3.3.3 Reporting Process	https://youtu.be/hluW3rjk2Es	62	 Warehouse Activity Report
7	Chapter 4- Data entry services	Unit 4.2 - Customer Management	4.2.1 Customer Management	https://youtu.be/XTJnL66wLnY	71	 Customer Management
8	Chapter 5- Manage your work	Unit 5.1 – Various Compliances	5.1.1 Regulatory Compliance	https://youtu.be/vYoybkc8g0	78	 Various Compliances
9	Chapter 6- Compliance to health and safety	Unit 6.1 - Implementing Safety in the Warehouse	6.1.1 Safety and its Criticality	https://www.youtube.com/watch?v=J3-5DPWQlj8	105	 Safety
10	Chapter 6- Compliance to health and safety	Unit 6.1 - Implementing Safety in the Warehouse	6.1.1 Safety and its Criticality	https://www.youtube.com/watch?v=kcM9u4heDVk	105	 PPE





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