



# Facilitator Guide



Sector  
Logistics

Sub-Sector  
Land Transportation

Occupation  
Storage

Reference ID: LSC/Q1110, Version 3.0  
NSQF Level: 2

## Loader /Unloader



Scan the QR code to access the eBook

**This book is sponsored by**

Logistics Sector Skill Council

Logistics Sector Skill Council Contact Details:

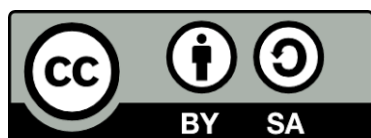
Address: No. 480 A, 7th floor Khivraj Complex 2,

Anna Salai, Nandanam, Chennai – 600 035

Email: reena@lsc-india.com

Phone: 044 4851 4607

Under Creative Commons License: CC-BY -SA



This license lets others remix, tweak, and build upon your work even for commercial purposes, as long as they credit you and license their new creations under the identical terms. This license is often compared to “copyleft” free and open-source software licenses. All new works based on yours will carry the same license, so any derivatives will also allow commercial use. This is the license used by Wikipedia and is recommended for materials that would benefit from incorporating content from Wikipedia and similarly licensed projects.





**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 a Loader/ Unloader

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.

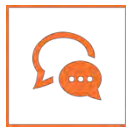
## About this Guide

This Facilitator Guide is designed to facilitate training to the Loader Unloader Qualification Pack (QP). It provides learners with the necessary knowledge to major warehousing activities, such as loading, unloading. 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 manage general physical activities in order to load, unload, materials by hand or using basic material handling equipment, How to take control of warehouse operations in case of emergency situations. The handbook is divided into 7 NOSs. NOSs are Occupational Standards which have been endorsed and agreed to by the Industry Leaders for various roles. The NOSs are based on the educational, training and other criteria required to perform the job/role of a Loader Unloader.

## Symbols Used



Resources



Say



Activity



Notes



Objectives



Do



Ask



Explain



Elaborate



Facilitation Notes



Learning Outcomes



Demonstrate



Exercise



Team Activity

# Table of Contents

S. No	Modules and Units	Page No
<b>1.</b>	<b>Introduction to Loader Unloader</b>	<b>1</b>
	Unit 1.1 - Logistics and Supply Chain Management	3
	Unit 1.2 - Sub sectors in Logistics Space - Key Activities	4
	Unit 1.3 - Introduction to Warehousing	5
	Unit 1.4 - Warehouse Organization Structure - Roles and Responsibilities	6
	Unit 1.5 - Equipment used in a Warehouse	7
	Unit 1.6 - Documentation in Warehousing	12
<b>2.</b>	<b>Preparation for Unloading (LSC/N1104)</b>	<b>15</b>
	Unit 2.1 – MHE and PPE required for Unloading Process	17
	Unit 2.2 – Getting the Basic Right – MHE and PPE	21
	Unit 2.3 – Steps before Unloading Process	27
<b>3.</b>	<b>Unloading (LSC/N1105)</b>	<b>30</b>
	Unit 3.1 – Steps in Unloading Process	32
	Unit 3.2 – Exceptions in Unloading	34
<b>4.</b>	<b>Post Unloading Activities (LSC/N1106)</b>	<b>37</b>
	Unit 4.1 - Housekeeping Activities	39
	Unit 4.2 - Reporting to Management	40
<b>5.</b>	<b>Preparation for Loading (LSC/N1107)</b>	<b>42</b>
	Unit 5.1 – MHE and PPE required for loading Process	44
	Unit 5.2 – Steps before loading Process	48
<b>6.</b>	<b>Loading (LSC/N1108)</b>	<b>51</b>
	Unit 6.1 – Steps in loading Process	53
	Unit 6.2 – Exceptions in loading	55
<b>7.</b>	<b>Post Loading Activities (LSC/N1109)</b>	<b>58</b>
	Unit 7.1 – Housekeeping Activities	60
	Unit 7.2 - Reporting	62
<b>8.</b>	<b>Compliance to Health, Safety and Security norms</b>	<b>65</b>
	Unit 8.1 - Implementing Safety in Warehouse	67
	Unit 8.2 - Handling Dangerous and Hazardous Goods	70
	Unit 8.3 - 5S Concept	73
	Unit 8.4 - Managing Breach of Safety, Accidents and Emergency Situations	75
<b>9.</b>	<b>Annexures</b>	<b>77</b>
	Annexure I: Training Delivery Plan	79
	Annexure II: Assessment criteria	88
	Annexure III: QR Codes	95
<b>10.</b>	<b>Employability Skills - 30 hours (DGT/VSQ/N0101)</b>	
	The book on New Employability Skills is available at the following location:	
	<a href="https://eskillindia.org/NewEmployability">https://eskillindia.org/NewEmployability</a>	
	Scan the QR code below to access the ebook	











# 1. Introduction to Loader Unloader

Unit 1.1 - Logistics and Supply Chain Management

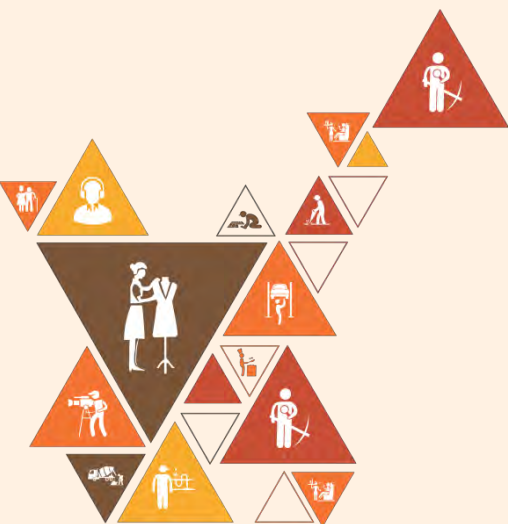
Unit 1.2 - Sub sectors in Logistics Space - Key Activities

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:**

1. Describe supply chain and logistics management.
2. Detail the various sub sectors in the field of logistics.
3. Elaborate the role and importance of the warehouse.
4. Explain various job roles in warehousing.
5. Define the job role of a loader unloader and its interface with other job roles.
6. Identify the various equipment used in warehouses.
7. Describe the various documents used in warehouse operations.

## 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 has 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 loader unloader
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 loader unloader

### Ask

- Ask the students about the roles and responsibilities of a supervisory team and functional team.
- Ask the students the importance of having a loader unloader in a warehouse.

### Notes for Facilitation

- Emphasize on the criticality of the role of loader unloader . How he contributes to the warehousing and thus to the Nation.

### Do

- Make the students take note of the Warehouse Structure and various positions.
- Give note of the roles and responsibilities of a loader unloader.

## 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

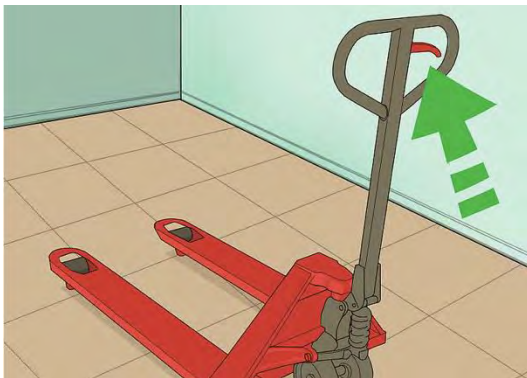


- The importance of different types of Material Handling Equipment.
- Identify different types of material handling equipment used in a warehouse.

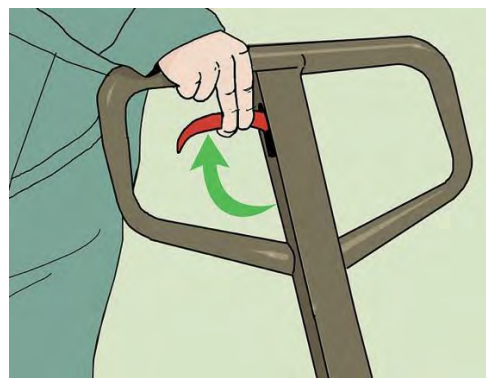
### Demonstrate



#### ✓ Steps to use Hand Pallet Truck



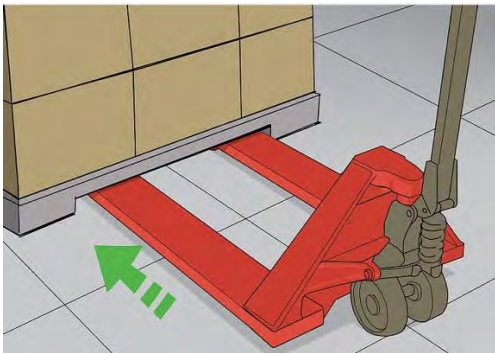
Step 1: Find the release lever



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



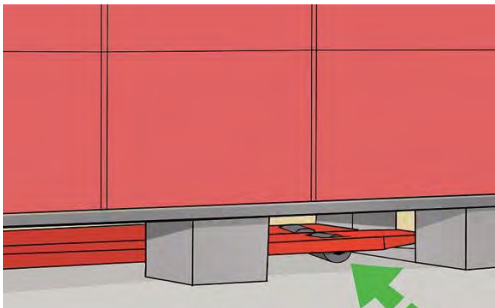
## Demonstrate



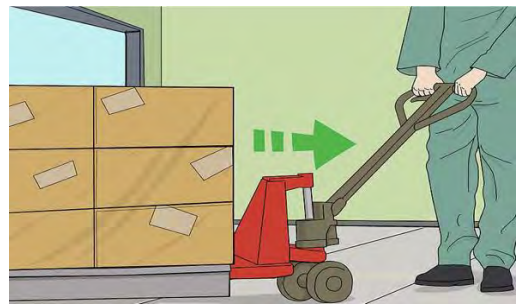
Step 3: Put the prongs underneath the pallet



Step 4: Use the handle to jack up the pallet



Step 5: Check to make sure the location of jack

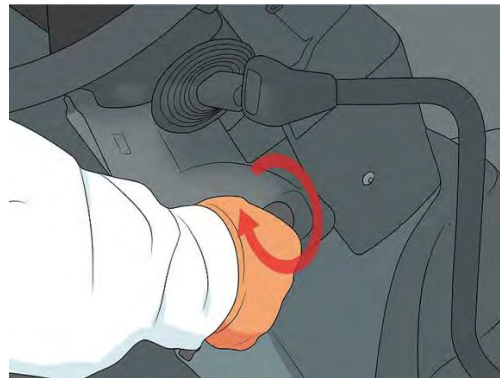


Step 6: Move the pallet jack

### ✓ Steps to operate Forklifts

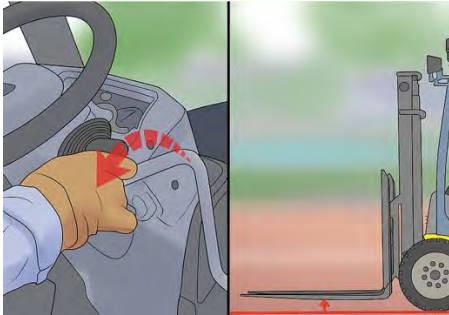


Step 1: Climb and Buckle the seat belt



Step 2: Turn Key to start

## Demonstrate



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



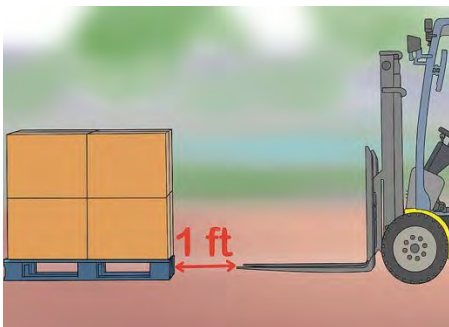
Step 4: Depress the break pedal before releasing emergency break.



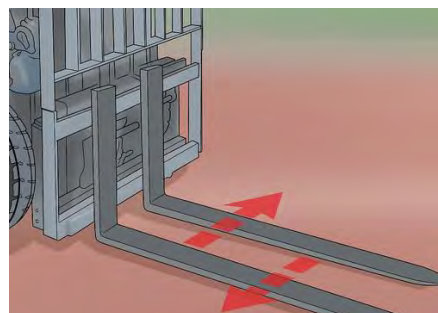
Step 5: Use shifter to change the direction



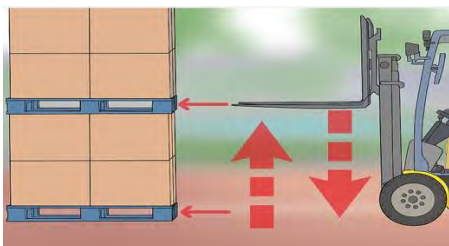
Step 6: Honk Horn when passing through busy areas.



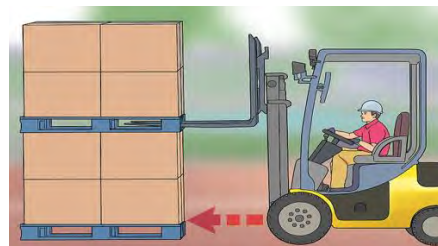
Step 7: Stop Forklift 1ft from load



Step 8: Adjust the width of tines

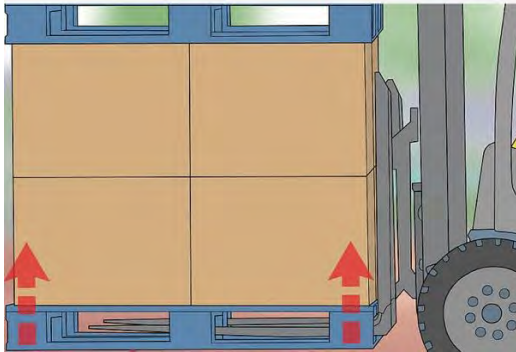


Step 9: Raise or lower forks to match openings

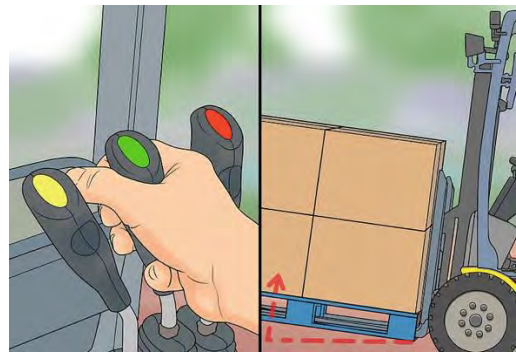


Step 10: Drive forward until fork is completely inserted in the pallet.

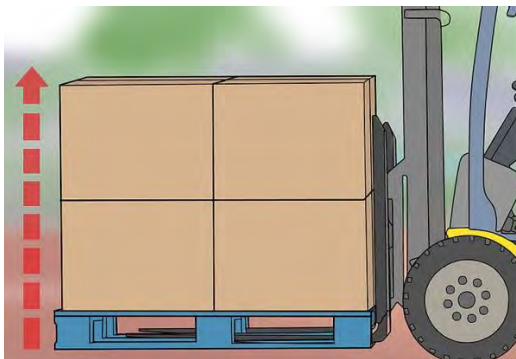
## Demonstrate



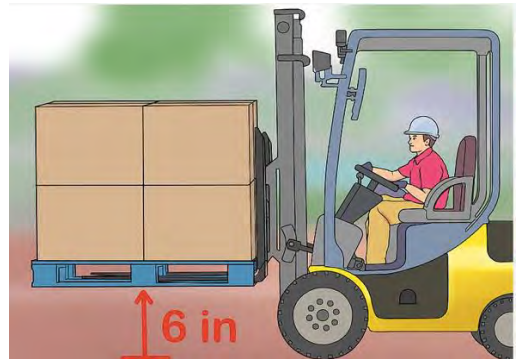
Step 11: Lift the load at-least 4 inches off ground



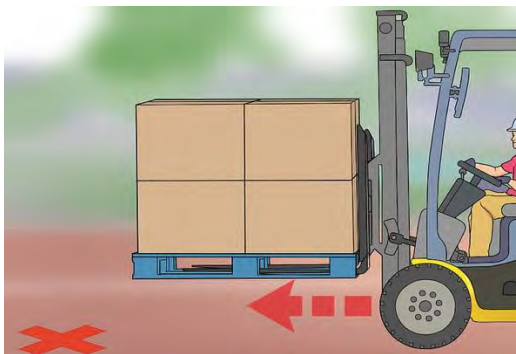
Step 12: Tilt the mast back until load is stable



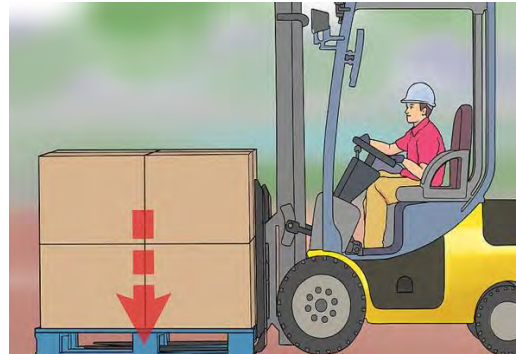
Step 13: Position the mast in vertical position



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 equipments*



## 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"> <li>• Various types of MHE</li> </ul>
		<ul style="list-style-type: none"> <li>• Various types of Storage Systems</li> </ul>
		<ul style="list-style-type: none"> <li>• Various types of Safety Equipment's</li> </ul>

## 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





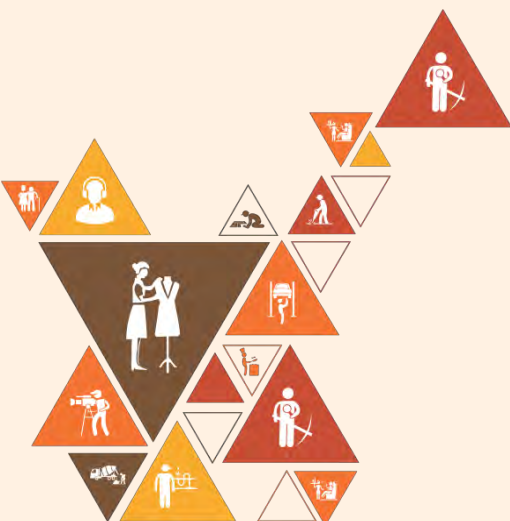


## 2. Preparation for Unloading

Unit 2.1 – MHE and PPE required for Unloading Process

Unit 2.2 – Getting the Basic Right – MHE and PPE

Unit 2.3 – Steps before Unloading Process



## Key Learning Outcomes

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

1. Identify the MHE equipment used for unloading for various types of goods.
2. Identify the PPE to be used for unloading.
3. Demonstrate usage of hand pallet trolley, ropes/chains to secure product/crate.
4. List the various information to be collected before unloading
5. Discuss the steps to be undertaken before unloading of goods

## UNIT 2.1: MHE and PPE required for Unloading Process

### Unit Objectives

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

1. Identify the MHE equipment used for unloading for various types of goods.
2. Identify the PPE to be used for unloading.
3. Demonstrate usage of hand pallet truck and chain pulley block

### Resources to be Used

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

### Do

- Make the students speak about different types of Material Handling Equipment.
- Make the students to speak about the application of each Material Handling Equipment used in warehouse.
- Make the students speak about the PPE to be used for unloading of goods.
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points once all students.

### Ask

- Ask the students to use a Hand Pallet Truck for demonstration of loading and unloading of goods.
- Ask the students about the PPE to be used for unloading of Goods.
- Ask the students to identify the MHE's
- Ask the students to identify the PPE's

## Explain/Elaborate



- Explain the applications of various MHE used at the warehouse for unloading purpose.
- Explain the students the usage of PPE while unloading of goods.
- Explain the students about the Hand Operated Pallet Truck.

## Say

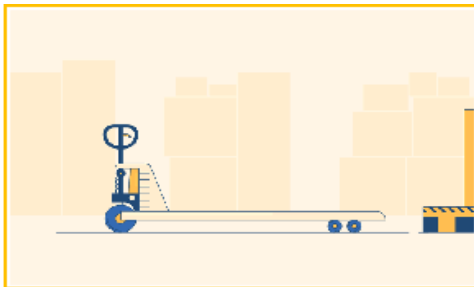


- Hand Operated Pallet Truck (HOPT) is the most common type of material handling equipment found in majority of the industry. It is used to only move loads on pallets within the warehouse but it does not lift the pallet for rack storage.

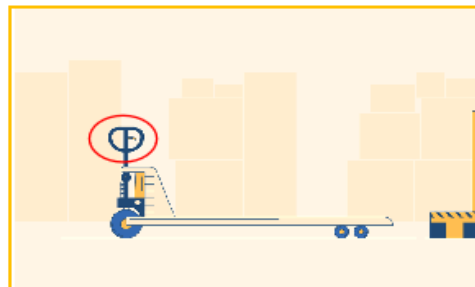
## Demonstrate



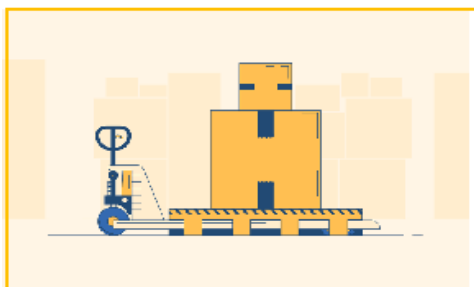
- Demonstrate the working of Hand Operated Pallet Truck



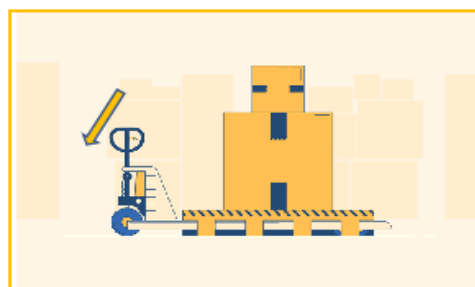
**Step 1:** Inspect the HPT before use. Ensure it is fully functional. Take it close to the Pallet. Check that the load to be lifted on the Pallet is within the capacity of the HPT.



**Step 2:** Stand behind the pallet jack with the hands on the metal steering handle. Press the lever to lower the prongs.



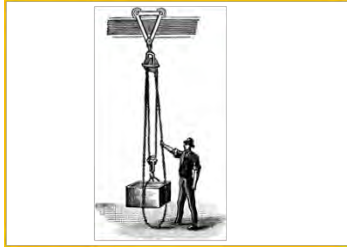
**Step 3:** Once the prongs have been completely lowered, insert them completely underneath the pallet which needs to be moved.



**Step 4:** Once the prongs are positioned underneath the pallet, pull the metal handle and the entire center. Feel some resistance and notice the prongs slowly lift up the pallet. Repeat this several times till prongs are high enough off the floor to move the pallet.

Fig. 3.1.3. Steps to use Hand Pallet Truck

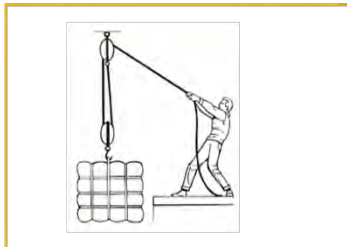
### Demonstrate the working of Chain Pulley Block



**Step 1: Prior to Operations.** Ensure Chain Pulley is well lubricated and functional. Verify that the load is well supported and balanced before proceeding.



**Step 2: Attaching the Load.** Attach the lower hook to the load. The load should be seated in the bowl of the hook and should not bear against the tip of the hook or latch.



**Step 3: Lifting the Load.** Pull the hand chain clockwise to lift the load.



**Step 4: Lowering the load.** Pull the chain counterclockwise to lower the load.



*Fig. 3.1.4. Steps to use Chain Pulley*

### Notes for Facilitation

- Conduct quiz to know the students understanding of various applications and usage of MHE.
- Conduct quiz to know the students understanding about the various PPE used for unloading of goods.
- Conduct practical to know of the students understanding about the usage of HOPT and Chain Pulley Block.

## 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
- Get a few Pallets loaded and empty
- Explain how to use HPT in lifting this Load
- Explain how to move the HPT in the warehousing carrying this load
- Explain how to use BOPT in lifting this Load
- Explain how to move the BOPT in the warehousing carrying this load
- Get a few Pallets which are heavily loaded
- Explain how to use CPB in lifting this Load
- 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
Usage of Hand Pallet Trolley	4 hours	<ul style="list-style-type: none"> <li>• Hand pallet truck</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty and Loaded Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>
Usage of Battery Operated Pallet Trolley	4 hours	<ul style="list-style-type: none"> <li>• Battery Operated pallet truck</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty and Loaded Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>
Usage of Chain Pulley Block	3 hours	<ul style="list-style-type: none"> <li>• Chain Pulley Block</li> </ul>
		<ul style="list-style-type: none"> <li>• Loaded Pallets or Heavy Blocks</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>

## UNIT 2.2: Getting the Basic Right – MHE and PPE

### Unit Objectives



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

1. List the key MHE used in Warehousing Processes
2. Describe the types of MHE to be used for various types of Products
3. Describe the Application of Personal Protection Equipment (PPE)

### Resources to be Used



- Participant Handbook, White Board, Projector, Computer, marker, stationery, Hand Pallet Truck, Forklift etc.

### Ask



- Ask the students about various MHE that can be used to carry out various applications at a warehouse.
- Ask the students about their knowing of the PPE's to be used in a warehouse.
- Ask the students how they would select the particular type of material handling equipment considering various parameters like load, storage type, package type, heights etc.

### Say



- Hand Operated Pallet Truck (HOPT) is the most common type of material handling equipment found in majority of the industry. It is used to only move loads on pallets within the warehouse, but it does not lift the pallet for rack storages.
- Battery Operated Pallet Truck (BOPT) offers a huge advantage over hand pallet truck with its quick and effortless loading and transporting features, the compact design with easy move in the most confined space and narrow aisle such as small warehouses.
- Stackers are used to place or retrieve pallets or materials form the storage system.
- Forklift is a powered industrial truck used to lift and move materials short distances. There are two types of forklift available in the market, one is the diesel operated forklifts and battery operated forklifts. An important aspect of forklift operation is that most have rear-wheel steering, which increases maneuverability in tight cornering situations

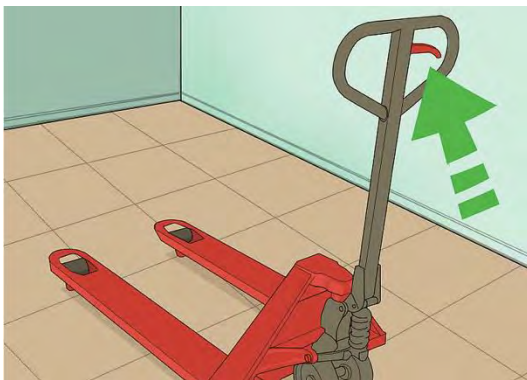


## Explain

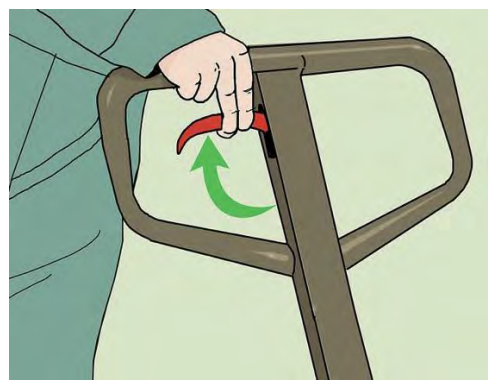
- Explain with applications the use of various Material Handling Equipment used at the warehouse.
- Elaborate on the use of Material Handling Equipment for different kinds of products.
- Explain about use of PPE's while working at warehouse.
- Explain the use of special PPE's while handling different products.
- Elaborate on the importance of working at warehouse with wearing PPE's.

## Demonstrate

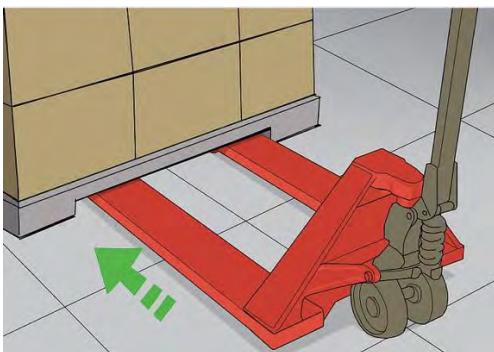
### ✓ Steps to use Hand Pallet Truck



Step 1: Find the release lever



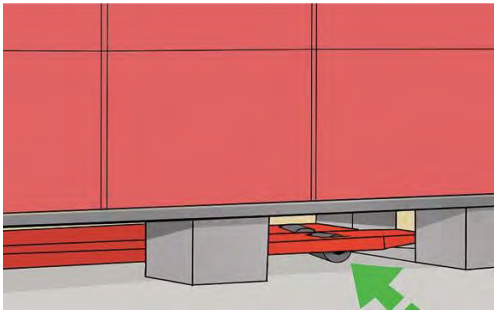
Step 2: Push inward on the drop lever to lower the prongs



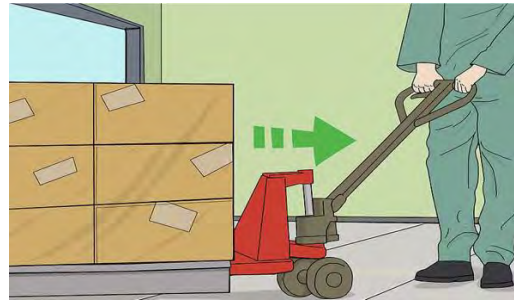
Step 3: Put the prongs underneath the pallet



Step 4: Use the handle to jack up the pallet



Step 5: Check to make sure the location of jack

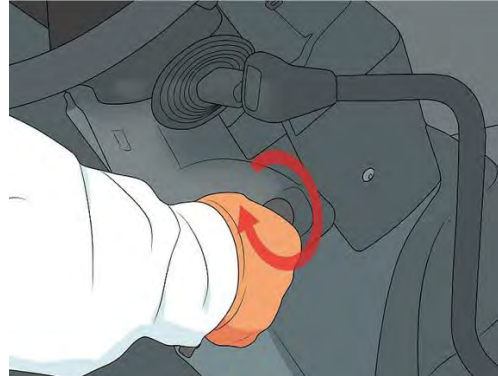


Step 6: Move the pallet jack

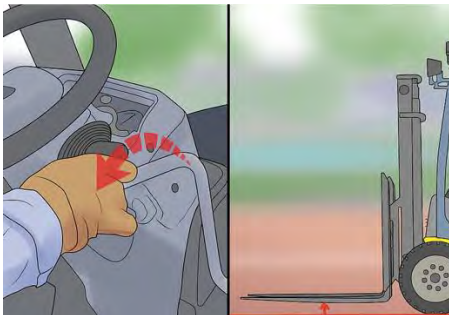
### ✓ Steps to operate Forklifts



Step 1: Climb and Buckle the seat belt



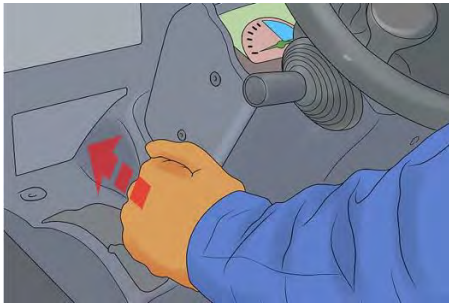
Step 2: Turn Key to start



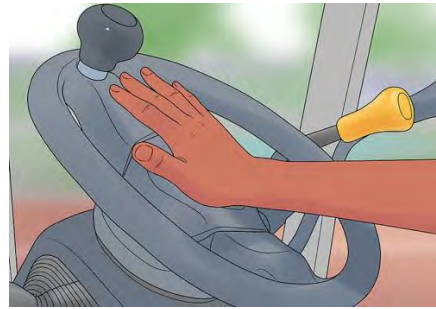
Step 3: Lift the fork by 2-4 inches using lever



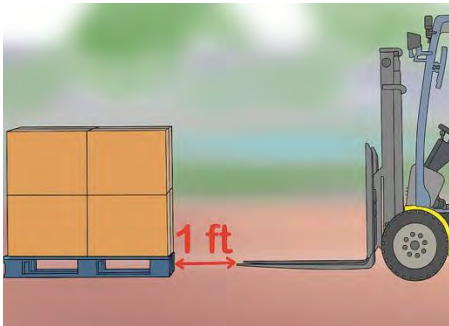
Step 4: Depress the brake pedal before releasing emergency break.



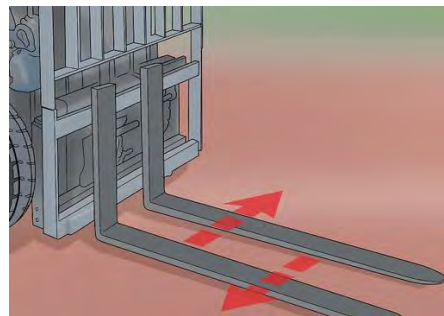
Step 5: Use shifter to change the direction



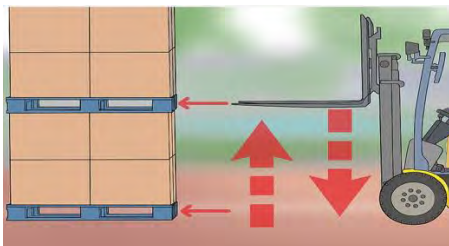
Step 6: Honk Horn when passing through busy areas.



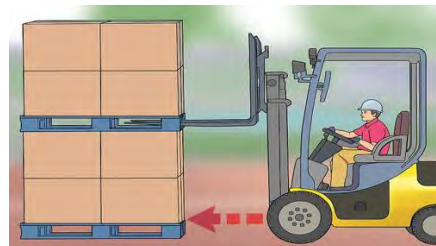
Step 7: Stop Forklift 1ft from load



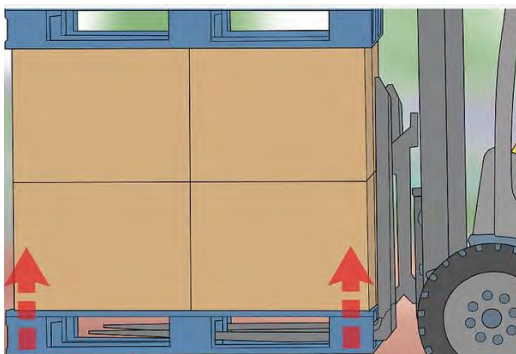
Step 8: Adjust the width of tines



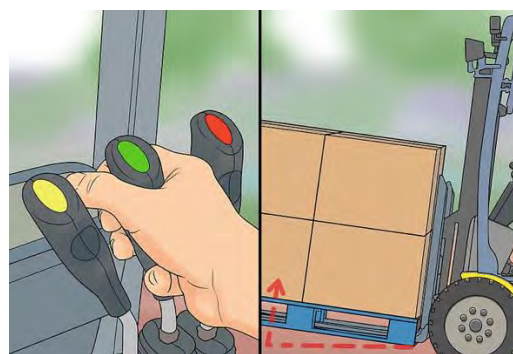
Step 9: Raise or lower forks to match openings



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

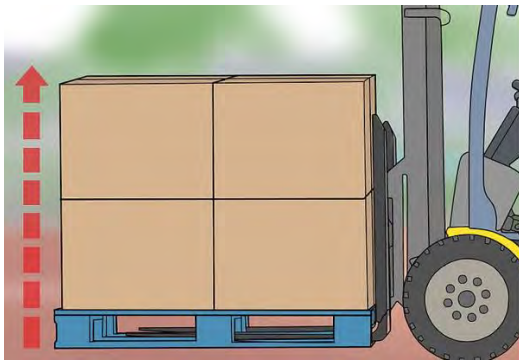


Step 11: Lift the load at-least 4 inches off ground

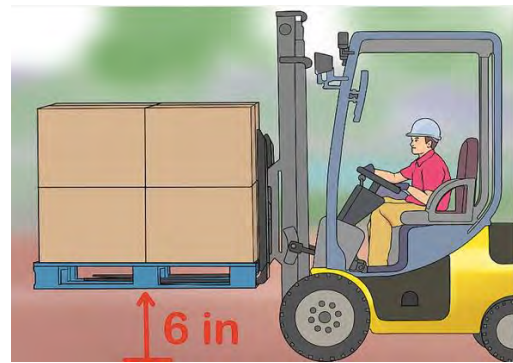


Step 12: Tilt the mast back until load is stable

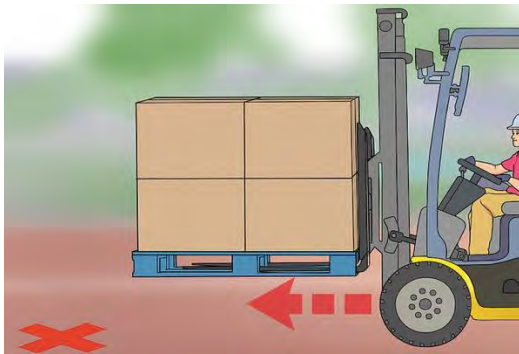




Step 13: Position the mast in vertical position



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

*Fig. 2.2.1 Steps to use various MHE*

## Notes for Facilitation

- Test the student's practical knowledge on the Material handling equipment to know their understanding.
- Conduct quiz to know the understanding of PPE and MHE.

## 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
- Let the students operate MHE

- Let the students wear the appropriate PPE and operate
- Discuss the problems faced by them during the activity
- Keep practicing with them till they perform the activity perfectly

Skill Practice	Time	Resources
Operate Basic MHE	5 hours	<ul style="list-style-type: none"> <li>• Hand pallet truck, BOPT</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>
Wear and Operate using PPE	5 hours	<ul style="list-style-type: none"> <li>• Hand pallet truck, BOPT</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>

## UNIT 2.3: Steps before Unloading Process

### Unit Objectives



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

1. Describe the various steps to be performed before unloading of goods

### Resources to be Used



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

### Do



- Make the students speak on their understanding of unloading process
- Make the students speak on the steps to be performed before the unloading process
- 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 about the different information to be collected before the unloading process
- Ask the students about the vehicle unloading plan

### Say



- It is important to select the appropriate PPE and MHE depending upon the material to be unloaded

### Explain



- Explain the importance of preparing for unloading process
- Explain the various information to be collected before the unloading process

### Notes for Facilitation



- Conduct quiz to check on students understanding on the steps to be performed before the unloading process

## 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
- Arrange for sample Pick Lists
- Perform all the steps in as explained in the PH guide
- 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
Perform the steps before unloading process	8 hours	<ul style="list-style-type: none"> <li>• Hand pallet truck, BOPT</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>
		<ul style="list-style-type: none"> <li>• Vehicle loading plan, count sheet</li> </ul>

## Exercise



### Answers

#### **Multiple Choice Questions:**

1 – C, 2 – C, 3 – C, 4 - A

#### **Fill in the Blanks:**

1 – Automated, 2 – Picker to Goods, 3 – Bin Card, 4 – Order Picker.

#### **True or False:**

1 –T , 2 –T, 3 – T, 4 - F







**Skill India**  
कौशल भारत-कुशल भारत



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



N•S•D•C  
National  
Skill Development  
Corporation

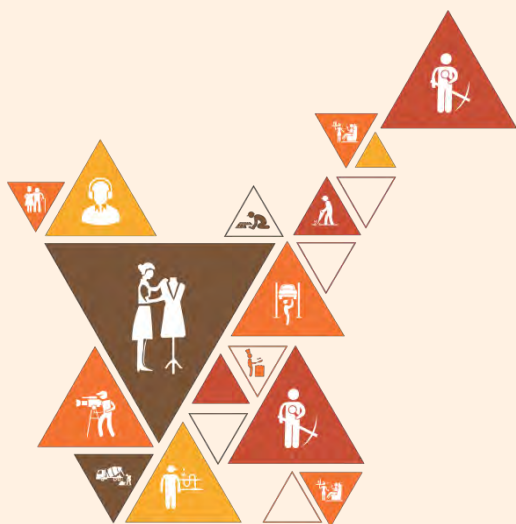
Transforming the skill landscape



## 3. Unloading

Unit 3.1 – Steps in Unloading Process

Unit 3.2 – Exceptions in Unloading



LSC/N1105

## Key Learning Outcomes



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

1. List the various information to be collected before unloading
2. Choose the appropriate MHE based on the goods to be unloaded
3. Choose the appropriate PPE
4. Discuss the steps to be undertaken before unloading of goods
5. Comply with safety, security and organizations procedures and guidelines

## UNIT 3.1: Steps in Unloading Process

### Unit Objectives

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

1. Detail the various steps to be performed in unloading process as per SOP

### Resources to be Used

- White Board, Projector, Computer, Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs), markers and stationery, etc.

### Do

- Make the students speak about different steps to be followed in the unloading process
- Make the student speak about the gate inward register
- Make the students speak about the staging area
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points once all students.

### Ask

- Ask the students about their understanding of the various steps involved in the unloading process. Ask the students of the importance of each step involved in the unloading process

### Say

- Unloading is the start of the warehouse operations. It brings in the cargo to be stored, processed and further dispatched. Being the step one of the cycle, it is essential that it is done in the right manner. The scope of unloading activities starts from parking of the incoming vehicle, unloading, staging, quality check, scanning, put away to the right location and finally updating of the records in the system to generate the GRN.

## Explain



- Explain about the various steps involved in unloading of goods.
- Explain the importance of each step involved in the unloading process.

## Notes for Facilitation



- Conduct quiz to know the students understanding of the various steps involved in the unloading process.

## 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
- Park a truck loaded with Pallets at the unloading Bay
- Get a few empty Pallets

Skill Practice	Time	Resources
Mastering Unloading Operation	8 hours	<ul style="list-style-type: none"> <li>• Hand pallet truck, BOPT</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Truck to be loaded</li> </ul>

- Perform all the steps in unloading process 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

## UNIT 3.2: Managing Exceptions during Unloading Process

### Unit Objectives

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

1. Explain the procedure for handling exception during unloading process

### Resources to be Used

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

### Do

- Make the students speak on their understanding of exceptions from the unloading process
- 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 give their idea of exceptions involved in the unloading process.

### Explain

- Explain the students of the various exceptions in the loading and unloading process at various stages and how it should be acted upon.

### Notes for Facilitation

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

## 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 exceptions 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
Exception Management during Unloading	8 hours	<ul style="list-style-type: none"> <li>• Forklift, Hand pallet truck, BOPT</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty and loaded Truck</li> </ul>

## Exercise



### Answers

#### Multiple Choice Questions:

1 – D, 2 –B, 3 – C, 4 - D

#### Fill in the Blanks:

1 – Gate Inward Register, 2 – MSDS, 3 – Drum Clamp, 4 – Belts and Harness

#### True or False:

1 –F , 2 –T, 3 – F, 4 - T







**Skill India**  
कौशल भारत - कुशल भारत



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



N • S • D • C  
National  
Skill Development  
Corporation

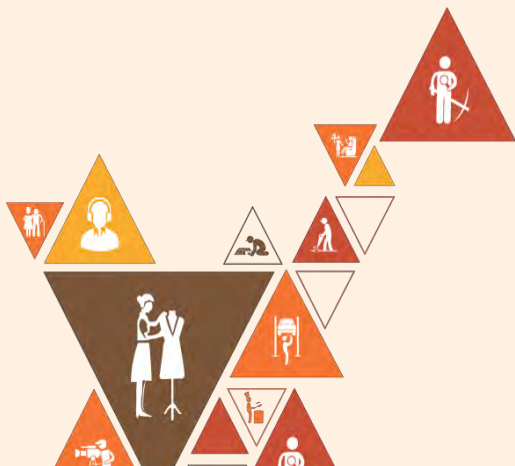
Transforming the skill landscape



## 4. Post Unloading Activities

Unit 4.1 – Housekeeping Activities

Unit 4.2 - Reporting



LSC/N1106

## Key Learning Outcomes



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

1. Discuss the various housekeeping activities to be performed
2. Choose right PPE as per the cleaning requirement
3. Explain the process of reporting to supervisor on quarantined items, replacement items, damages, delays in outbound, condition of PPE, MHE etc.
4. Explain the escalation matrix for reporting deviation

## UNIT 4.1: Housekeeping Activities

### Unit Objectives

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

1. Detail the various housekeeping activities to be performed post unloading

### Resources to be Used

- Participant Handbook, SOP, Teaching board, computer, projector, worksheets, PPE, Housekeeping utilities

### Do

- Make the students do the housekeeping activities post unloading
- Take note of the important and relevant points.
- Discuss the relevant points shared by the students.

### Say

- Housekeeping is not just cleanliness. It also means ensuring a safe work environment for the people working. Good housekeeping means so much more in case of a warehouse

### Ask

- Ask the students about cleaning of PPE's
- Ask the students about cleaning of MHE's
- Ask the students about cleaning of staging area

### Demonstrate

- Demonstrate the correct housekeeping techniques
- Demonstrate the way to clean PPE's and MHE's

### Notes for Facilitation

- Ensure that the student understands the housekeeping activities

## UNIT 4.2: Reporting to Management

### Unit Objectives

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

1. Explain the process of reporting to supervisor on quarantined items, replacement items, damages, delays in outbound, condition of PPE, MHE etc.
2. Explain the escalation matrix for reporting deviation

### Resources to be Used

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

### Do

- Make the students speak of the various reports to be submitted post unloading activities
- Make the students discuss the concept of escalation matrix to report deviation
- Take note of the important and relevant points.
- Discuss the relevant points shared by the students.

### Ask

- Ask the students to list the reports to be submitted to management post unloading

### Explain

- Explain the process of managing deviations
- Explain the importance of escalation matrix.
- Explain about what one should do when they find a deviation

### Notes for Facilitation

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





**Skill India**  
कौशल भारत-कुशल भारत



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



N•S•D•C  
National  
Skill Development  
Corporation

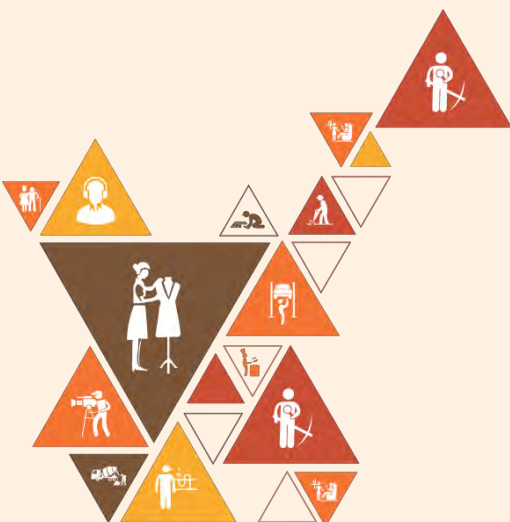
Transforming the skill landscape



## 5. Preparation for Loading

Unit 5.1 – MHE and PPE required for loading Process

Unit 5.2 – Steps before loading Process



LSC/N1107

## Key Learning Outcomes



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

1. List the various information to be collected before loading
2. Choose the appropriate MHE based on the goods to be loaded
3. Choose the appropriate PPE
4. Discuss the steps to be undertaken before loading of goods
5. Comply with safety, security and organizations procedures and guidelines

## UNIT 5.1: MHE and PPE required for loading Process

### Unit Objectives

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

1. Identify the MHE equipment used for loading for various types of goods.
2. Identify the PPE to be used for loading.
3. Demonstrate usage of hand pallet truck and chain pulley block

### Resources to be Used

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

### Do

- Make the students speak about different types of Material Handling Equipment.
- Make the students to speak about the application of each Material Handling Equipment used in warehouse.
- Make the students speak about the PPE to be used for loading of goods.
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points once all students.

### Ask

- Ask the students to use a Hand Pallet Truck for demonstration of loading of goods.
- Ask the students about the PPE to be used for loading of Goods.
- Ask the students to identify the MHE's
- Ask the students to identify the PPE's



## Explain/Elaborate



- Explain the applications of various MHE used at the warehouse for loading purpose.
- Explain the students the usage of PPE while loading of goods.
- Explain the students about the Hand Operated Pallet Truck.

## Say

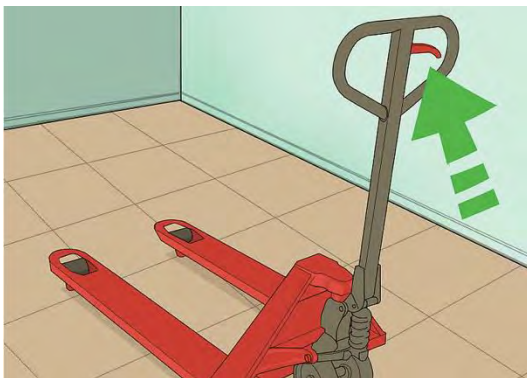


- Battery Operated Pallet Truck (BOPT) offers a huge advantage over hand pallet truck with its quick and effortless loading and transporting features, the compact design with easy move in the most confined space and narrow aisle such as small warehouses.

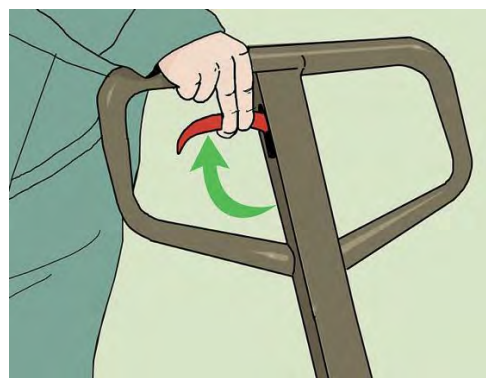
## Demonstrate



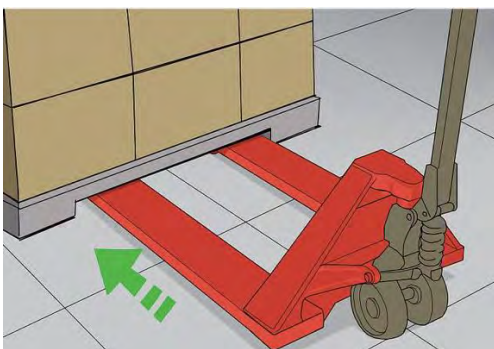
### ✓ Steps to use Hand Pallet Truck



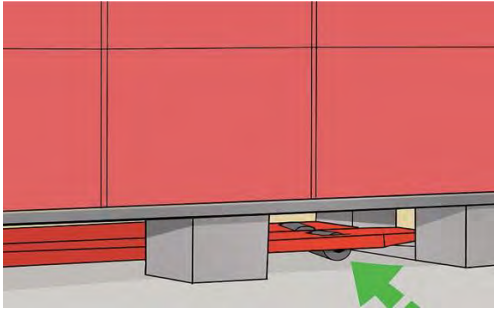
Step 1: Find the release lever



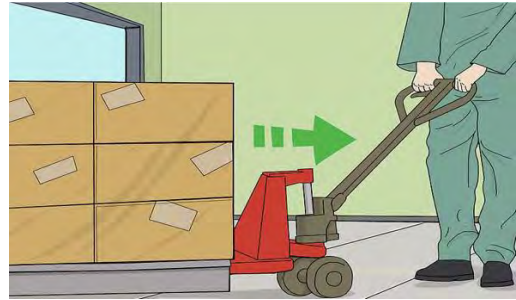
Step 2: Push inward on the drop lever to lower the prongs



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

## Notes for Facilitation



- Conduct quiz to know the students understanding of various applications and usage of MHE.
- Conduct quiz to know the students understanding about the various PPE used for loading of goods.
- Conduct practical to know of the students understanding about the usage of HOPT and Chain Pulley Block.

## 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
- Get a few Pallets loaded and empty
- Explain how to use HPT in lifting this Load
- Explain how to move the HPT in the warehousing carrying this load
- Explain how to use BOPT in lifting this Load
- Explain how to move the BOPT in the warehousing carrying this load
- Get a few Pallets which are heavily loaded
- Explain how to use CPB in lifting this Load
- 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
Usage of Hand Pallet Trolley	4 hours	<ul style="list-style-type: none"> <li>Hand pallet truck</li> </ul>
		<ul style="list-style-type: none"> <li>Empty and Loaded Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>Personal Protective Equipment (PPEs)</li> </ul>
Usage of Battery Operated Pallet Trolley	4 hours	<ul style="list-style-type: none"> <li>Battery Operated pallet truck</li> </ul>
		<ul style="list-style-type: none"> <li>Empty and Loaded Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>Personal Protective Equipment (PPEs)</li> </ul>
Usage of Chain Pulley Block	3 hours	<ul style="list-style-type: none"> <li>Chain Pulley Block</li> </ul>
		<ul style="list-style-type: none"> <li>Loaded Pallets or Heavy Blocks</li> </ul>
		<ul style="list-style-type: none"> <li>Personal Protective Equipment (PPEs)</li> </ul>

## UNIT 5.2: Steps before loading Process

### Unit Objectives

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

1. Describe the various steps to be performed before loading of goods

### Resources to be Used

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

### Do

- Make the students speak on their understanding of loading process
- Make the students speak on the steps to be performed before the loading process
- 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 about the different information to be collected before the loading process
- Ask the students about the vehicle loading plan

### Say

- It is important to select the appropriate PPE and MHE depending upon the material to be loaded

### Explain

- Explain the importance of preparing for loading process
- Explain the various information to be collected before the loading process

## Notes for Facilitation

- Conduct quiz to check on students understanding on the steps to be performed before the loading process

## 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
- Arrange for sample Pick Lists
- Perform all the steps in as explained in the PH guide
- 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
Perform the steps before loading process	8 hours	<ul style="list-style-type: none"> <li>• Hand pallet truck, BOPT</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>
		<ul style="list-style-type: none"> <li>• Vehicle loading plan, count sheet</li> </ul>

## Exercise

### Answers

#### **Multiple Choice Questions:**

1 – C, 2 – C, 3 – C, 4 – A

#### **Fill in the Blanks:**

1 – Automated, 2 – Picker to Goods, 3 – Bin Card, 4 – Order Picker.

#### **True or False:**

1 – T, 2 – T, 3 – T, 4 – F





**Skill India**  
कौशल भारत - कुशल भारत



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



N • S • D • C  
National  
Skill Development  
Corporation

Transforming the skill landscape



## 6. Moving Goods

Unit 6.1 – Steps in loading Process

Unit 6.2 – Exceptions in loading

## Key Learning Outcomes

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

1. List the various information to be collected before loading
2. Choose the appropriate MHE based on the goods to be loaded
3. Choose the appropriate PPE
4. Discuss the steps to be undertaken before unloading of goods
5. Comply with safety, security and organizations procedures and guidelines



## UNIT 6.1: Steps in Loading Process

### Unit Objectives

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

1. Detail the various steps to be performed in loading process as per SOP

### Resources to be Used

- White Board, Projector, Computer, Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs), markers and stationery, etc.

### Do

- Make the students speak about different steps to be followed in the loading process
- Make the student speak about the gate inward register
- Make the students speak about the staging area
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points once all students.

### Ask

- Ask the students about their understanding of the various steps involved in the loading process.  
Ask the students of the importance of each step involved in the loading process

### Say

Loading process is the reverse of unloading process. It is the dispatch of the material from the warehouse to the final customer or production units.

Loading is critical as it defines the service level to the final customer. Proper loading also ensures that there is no damage to the cargo during transit. As loading involves movement of the material outside the warehouse, it is mandatory that it is done correctly and there is no excess or short dispatches of inventory.

## Explain



- Explain about the various steps involved in loading of goods.
- Explain the importance of each step involved in the loading process.

## Notes for Facilitation



- Conduct quiz to know the students understanding of the various steps involved in the loading process.

## 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
- Park a truck loaded with Pallets at the unloading Bay
- Get a few empty Pallets
- Perform all the steps in unloading process 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
Mastering loading Operation	8 hours	<ul style="list-style-type: none"> <li>• Hand pallet truck, BOPT</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Truck to be loaded</li> </ul>

## UNIT 6.2: Managing Exceptions during Loading Process

### Unit Objectives

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

1. Explain the procedure for handling exception during loading process

### Resources to be Used

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

### Do

- Make the students speak on their understanding of exceptions from the loading process
- 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 give their idea of exceptions involved in the loading process.

### Explain

- Explain the students of the various exceptions in the loading process at various stages and how it should be acted upon.

### Notes for Facilitation

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

## 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 exceptions 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
Exception Management during loading	8 hours	<ul style="list-style-type: none"> <li>• Forklift, Hand pallet truck, BOPT</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>• Personal Protective Equipment (PPEs)</li> </ul>
		<ul style="list-style-type: none"> <li>• Empty and loaded Truck</li> </ul>

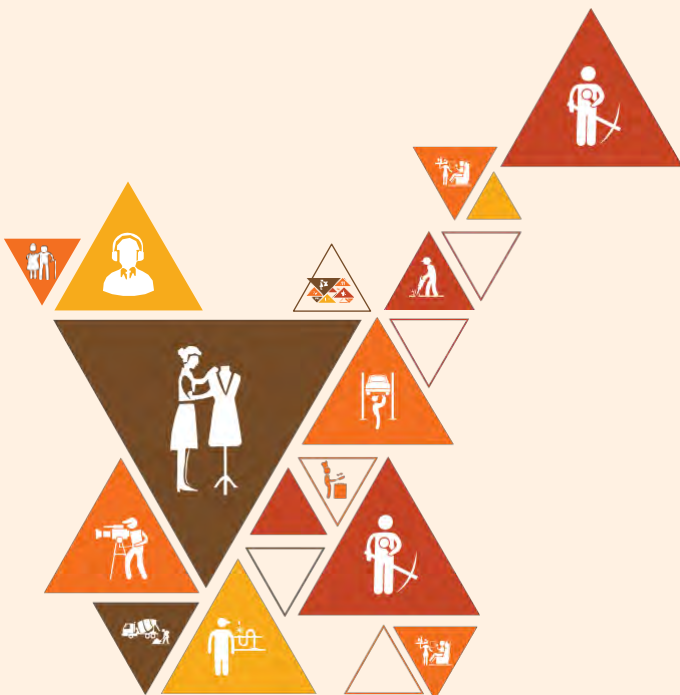




## 7. Post Loading Activities

Unit 7.1 – Housekeeping Activities

Unit 7.2 - Reporting



## Key Learning Outcomes



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

1. Discuss the various housekeeping activities to be performed
2. Choose right PPE as per the cleaning requirement
3. Explain the process of reporting to supervisor on quarantined items, replacement items, damages, delays in outbound, condition of PPE, MHE etc.
4. Explain the escalation matrix for reporting deviation



## UNIT 7.1: Housekeeping Activities

### Unit Objectives

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

1. Detail the various housekeeping activities to be performed post loading

### Resources to be Used

- Participant Handbook, SOP, Teaching board, computer, projector, worksheets, PPE, Housekeeping utilities

### Do

- Make the students do the housekeeping activities post unloading
- Take note of the important and relevant points.
- Discuss the relevant points shared by the students.

### Say

- Housekeeping is not just cleanliness. It also means ensuring a safe work environment for the people working. Good housekeeping means so much more in case of a warehouse

### Ask

- Ask the students about cleaning of PPE's
- Ask the students about cleaning of MHE's
- Ask the students about cleaning of staging area

## Demonstrate

- Demonstrate the correct housekeeping techniques
- Demonstrate the way to clean PPE's and MHE's

## Notes for Facilitation

- Ensure that the student understands the housekeeping activities

## UNIT 7.2: Reporting to Management

### Unit Objectives



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

1. Explain the process of reporting to supervisor on quarantined items, replacement items, damages, delays in outbound, condition of PPE, MHE etc.
2. Explain the escalation matrix for reporting deviation

### Resources to be Used



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

### Do



- Make the students speak of the various reports to be submitted post loading activities
- Make the students discuss the concept of escalation matrix to report deviation
- Take note of the important and relevant points.
- Discuss the relevant points shared by the students.

### Ask



- Ask the students to list the reports to be submitted to management post loading

### Explain



- Explain the process of managing deviations
- Explain the importance of escalation matrix.
- Explain about what one should do when the find a deviation

## Notes for Facilitation

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





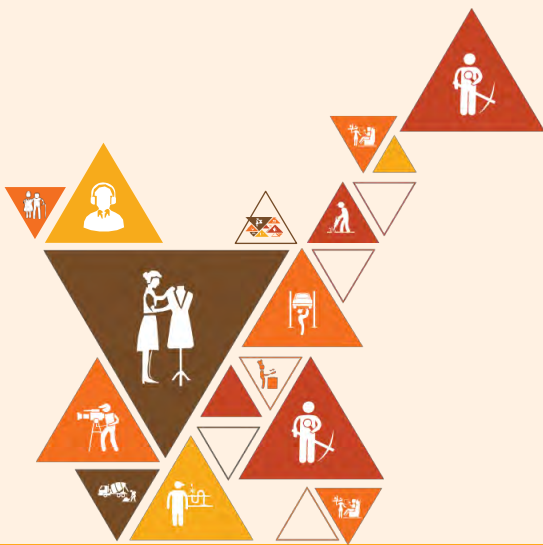
## 8. Compliance to Health, Safety and Security norms

Unit 8.1 - Implementing Safety in Warehouse

Unit 8.2 - Handling Dangerous and Hazardous Goods

Unit 8.3 - 5S Concept

Unit 8.4 - 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 8.1: 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 Training 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 work place.
- 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 work place.
- 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"> <li>Forklift/Reach Stackers</li> </ul>
		<ul style="list-style-type: none"> <li>Hand pallet truck</li> </ul>
		<ul style="list-style-type: none"> <li>Racks</li> </ul>
		<ul style="list-style-type: none"> <li>Loaded Pallets</li> </ul>
		<ul style="list-style-type: none"> <li>Personal Protective Equipment (PPEs)</li> </ul>
Safety Procedures to be observed in a Warehouse - Fire Safety and Charging Station	6 hours	<ul style="list-style-type: none"> <li>Forklift/Reach Stackers</li> </ul>
		<ul style="list-style-type: none"> <li>Hand pallet truck</li> </ul>
		<ul style="list-style-type: none"> <li>Racks</li> </ul>
		<ul style="list-style-type: none"> <li>Fire Equipments</li> </ul>
		<ul style="list-style-type: none"> <li>Personal Protective Equipment (PPEs)</li> </ul>
Safety Procedures to be observed in a Warehouse - Conveyors and Docks	6 hours	<ul style="list-style-type: none"> <li>Forklift/Reach Stackers</li> </ul>
		<ul style="list-style-type: none"> <li>Hand pallet truck</li> </ul>
		<ul style="list-style-type: none"> <li>Conveyors</li> </ul>
		<ul style="list-style-type: none"> <li>Warehouse Dock Area</li> </ul>
		<ul style="list-style-type: none"> <li>Personal Protective Equipment (PPEs)</li> </ul>
Inspection of Work Area	2 hours	<ul style="list-style-type: none"> <li>Forklift/Reach Stackers</li> </ul>
		<ul style="list-style-type: none"> <li>Hand pallet truck</li> </ul>
		<ul style="list-style-type: none"> <li>Conveyors</li> </ul>
		<ul style="list-style-type: none"> <li>Warehouse Dock Area</li> </ul>
		<ul style="list-style-type: none"> <li>Personal Protective Equipment (PPEs)</li> </ul>

## UNIT 8.2: 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"> <li>Forklift/Reach Stackers</li> </ul>
		<ul style="list-style-type: none"> <li>Hand pallet truck</li> </ul>
		<ul style="list-style-type: none"> <li>Hazardous Goods Storage Area</li> </ul>
		<ul style="list-style-type: none"> <li>Warehouse Dock Area</li> </ul>
		<ul style="list-style-type: none"> <li>Personal Protective Equipment (PPEs)</li> </ul>

## UNIT 8.3: 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 8.4: 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



**Skill India**  
कौशल भारत-कुशल भारत



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



N S D C  
National  
Skill Development  
Corporation

Transforming the skill landscape

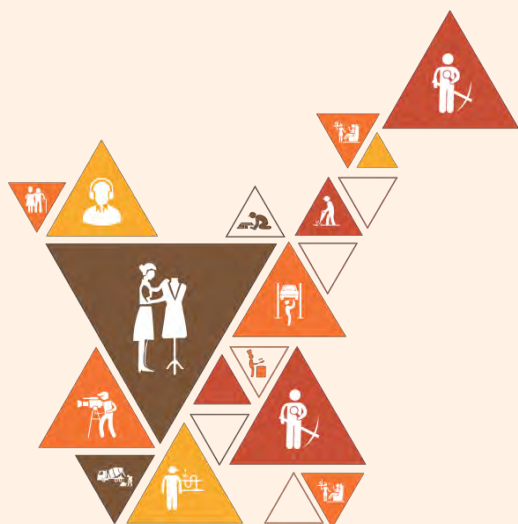


## 9. Annexures

Annexure 1: Training delivery plan

Annexure 2: Assessment Criteria

Annexure 3: QR Codes



## Annexure 1: Training delivery plan

Training Delivery Plan			
<b>Program Name</b>	Loader/ Unloader		
<b>Qualification Pack Name &amp; Reference ID.</b>	LSC/Q1110, v3.0		
<b>Version No.</b>	3.0	<b>Version Update Date</b>	27/01/2022
<b>Pre-requisites to Training</b>	No formal education prescribed or May require ability to read and write for some qualifications + 1 year relevant experience may be desirable.		
<b>Training Outcomes</b>	<p><b>Upon completion of this course, the learners should be able to:</b></p> <ul style="list-style-type: none"> <li>• Perform unloading of goods as per standard operating procedure Perform the necessary tasks post unloading of goods</li> <li>• Perform loading activities as per standard operating procedure</li> <li>• Perform the necessary tasks post loading of goods</li> <li>• Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms</li> </ul>		

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
1	<b>Introduction to loader unloader</b>	Introduction to Supply Chain Management	Define Supply Chain Management Define Logistics Management Explain the important flows in Supply Chain Management		Lecture	Teaching board, computer, projector, video player or TV	4
		Introduction to Logistics Management	Detail the various sub-sectors and the opportunities in them		Lecture	Teaching board, computer, projector, video player or TV	4
		Introduction to Warehousing	Explain the role a Warehouse in Supply Chain		Lecture	Teaching board, computer, projector, video player or TV	4

			List the various activities carried inside a warehouse				
		Warehouse Organization Structure - Roles and Responsibilities	Understand the various job roles which exist inside a Warehouse		Lecture	Teaching board, computer, projector, video player or TV	4
		Warehouse Organization Structure - Roles and Responsibilities	Describe the roles and responsibility of a loader unloader		Lecture	Teaching board, computer, projector, video player or TV	4
		Warehouse Organization Structure - Roles and Responsibilities	Explain his interface with other job roles		Practical	Teaching board, computer, projector, video player or TV	2
		Equipment used in a Warehouse	Explain the classification of Equipment used in the Warehouse		Practical	Teaching board, computer, projector, video player or TV	2
		Equipment used in a Warehouse	Identify different types of Material, Storage and Safety Handling Equipment and its uses		Practical	Teaching board, computer, projector, video player or TV	2
		Documentation in Warehousing	Analyze the importance of Documentation in Warehousing.		Practical	Teaching board, computer, projector, video player or TV	2
		Documentation in Warehousing	Explain the various documents being used in Warehousing		Practical	Teaching board, computer, projector, video player or TV	2

			Operations.				
2	<b>Preparation for Unloading</b>	Understanding unloading process	Understand the fundamental process in any warehouse. Understand the steps to be performed before unloading	LSC/N1104	Lecture	Teaching board, computer, projector, video player or TV	1
		Understanding unloading process	Perform the steps to be performed before unloading process	LSC/N1104	Practical		6
		Understanding MHE in Warehousing	Identify the type of MHE to be used for different types of goods	LSC/N1104 , PC5, KB5	Lecture	Teaching board, computer, projector, video player or TV	1
		Understanding MHE used	Operate Basic MHE	LSC/N1104 , PC5, KB5	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc.,	8
		Understanding PPE in Warehousing	Identify the type of PPE to be used for different types of goods/procedures.	LSC/N1104 , PC6, PC7	Lecture	Teaching board, computer, projector, video player or TV	1
		Understanding PPE in Warehousing	Wear and Operate using PPE	LSC/N1104 , PC6, PC7	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material,	8

						markers and stationery, etc..	
		Steps before unloading	Discuss the steps before unloading of goods	LSC/N1104 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12	Lecture		2
		Steps before unloading	Demonstrate the steps before unloading of goods	LSC/N1104 , PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12	Practical		8
3	<b>Unloading</b>	Understanding the unloading process	Discuss the process of unloading	LSC/N1105	Lecture Practical	Teaching board, computer, projector, video player or TV	2 4
		Understanding the unloading process	Demonstrate the process of unloading	LSC/N1105	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, reach stacker, pallet truck, etc.,	8
		Steps in Unloading	Describe the steps in unloading	LSC/N1105 , PC1, PC2, PC3, PC4, PC5	Lecture Practical	Teaching board, computer, projector, video player or TV	4 4
		Steps in Unloading	Demonstrate the steps in unloading	LSC/N1105 , PC1, PC2, PC3, PC4, PC5	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc.,	8
		Steps in Unloading	Describe the steps in unloading	LSC1105, PC6, PC7, PC8, PC9, PC10, PC11	Lecture Practical	Teaching board, computer, projector, video player or TV	2 5

		Steps in Unloading	Demonstrate the steps in unloading	LSC/N1105 , PC6, PC7, PC8, PC9, PC10, PC11	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc.,	8
		Exception Management in unloading	Describe various exceptions which could happen during unloading operations.	LSC/N1105 ,	Lecture OJT	Teaching board, computer, projector, video player or TV	2 5
		Exception management in unloading	Perform the various actions to be taken in case of each exception	LSC/N1105 ,	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc.,	8
4	<b>Post unloading activities</b>	Understanding the housekeeping activities	Discuss the various housekeeping activities post unloading	LSC/N1106 PC1, PC2, PC3, PC4, PC5	Lecture	Teaching board, computer, projector, video player or TV	2
		Understanding the housekeeping activities	Perform the various housekeeping activities post unloading	LSC/N1106 , PC1, PC2, PC3, PC4, PC5	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc.,	8
		Safe working environment	Describe the safe working environment	LSC/N1106 , KA7, KB4	Lecture	Teaching board, computer, projector, video player or TV	1
		Safe working environment	Demonstrate the safety steps	LSC/N1106 , KA7, KB4	Practical	Material Handling Equipment (MHEs) - Hand pallet truck, Pallets	8
		Reporting to management	Explain the reporting process	LSC/N1106 , PC6, PC7, PC8, PC9	Lecture	Teaching board, computer, projector, video player or TV	1
		Reporting to management	Report deviations as per SOP	LSC/N1106 , PC6, PC7, PC8, PC9	Practical	Sample reports	4

		Escalation matrix	Define escalation matrix	LSC/N1106 ,	Lecture	Teaching board, computer, projector, video player or TV	1
		Escalation matrix	Show a sample escalation matrix	LSC/N1106	Practical	Teaching board, computer, projector, video player or TV	5
5	<b>Preparation for loading</b>	Understanding loading process	Understand the fundamental process in any warehouse. Understand the steps to be performed before loading	LSC/N1107	Lecture	Teaching board, computer, projector, video player or TV	2
		Understanding loading process	Perform the steps to be performed before loading process	LSC/ N1107	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc.,	8
		Understanding MHE in Warehousing	Identify the type of MHE to be used for different types of goods	LSC/N1107 , KA1, KA2, KA3, KA4, KA5, KA7, KB2, KB14	Lecture	Teaching board, computer, projector, video player or TV	2
		Understanding MHE used	Operate Basic MHE	LSC/N1107 , KA1, KA2, KA3, KA4, KA5, KA7, KB2, KB14	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc..	8
		Understanding PPE in Warehousing	Identify the type of PPE to be used for different types of goods/procedures.	LSC/N1107 , KA1, KA2, KA3, KA4, KA5, KA7, KB2, KB14	OJT	Teaching board, computer, projector, video player or TV	5



		Understanding PPE in Warehousing	Wear and Operate using PPE	LSC/N1107 , KA1, KA2, KA3, KA4, KA5, KA7, KB2, KB14	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc.,	2
		Steps before loading	Discuss the steps before loading	LSC/N1107 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12	Lecture	Teaching board, computer, projector, video player or TV	5
		Steps before loading	Perform the steps before loading	LSC/N1107 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10, PC11, PC12	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc.,	2
6	<b>Moving Goods</b>	Understanding the loading process	Describe the loading process	LSC/N1108 ,	Lecture	Teaching board, computer, projector, video player or TV	2
		Understanding the loading process	Perform the loading process	LSC/N1108	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) PPE	5
		Steps in loading	Describe the steps in loading	LSC/N1108 , PC1, PC2, PC3, PC4, PC5, PC6	Lecture	Teaching board, computer, projector, video player or TV	4
		Steps in loading	Perform steps in loading	LSC/N1108 , PC1, PC2, PC3, PC4, PC5, PC6	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner,	5

						packing devices, packing material, markers and stationery, etc..	
		Steps in loading	Perform Loading process	LSC/N1108 , PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14	Lecture	Teaching board, computer, projector, video player or TV	2
		Steps in loading	Perform Loading process	LSC/N1108 , PC6, PC7, PC8, PC9, PC10, PC11, PC12, PC13, PC14	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc..	5
		Exception Management in loading	Describe various exceptions which could happen during loading and unloading operations.	LSC/N1108 ,	Lecture	Teaching board, computer, projector, video player or TV	2
		Exception management in loading	Perform the various actions to be taken in case of each exception	LSC/N1108 ,	OJT	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc..	5
7	<b>Post loading activities</b>	Understanding the housekeeping activities	Discuss the various housekeeping activities post	LSC/N1109 , PC1 PC2, PC3, PC4, PC5,	Lecture	Teaching board, computer, projector, video player or TV,	2

			loading				
		Understanding the housekeeping activities	Perform the various housekeeping activities post loading	LSC/N1109 , PC1 PC2, PC3, PC4, PC5,	Practical	Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs), housekeeping utilities	8
		Safe working environment	Describe the safe working environment	LSC/N1109 KA7, KB4	Lecture	Teaching board, computer, projector, video player or TV	1
		Safe working environment	Demonstrate the safety steps	LSC/N1109 KA7, KB4	Practical	Material Handling Equipment (MHEs) - Hand pallet truck, Pallets, PPEs	8
		Reporting to management	Discuss the important information to be reported	LSC/N1109 , PC6, PC7, PC8, PC9	Lecture	Teaching board, computer, projector, video player or TV	1
		Reporting to management	Demonstrate the process of reporting important information	LSC/N1109 ,C6, PC7, PC8, PC9	Practical	Sample reports	4
		Escalation matrix	Describe the escalation matrix for reporting deviations	LSC/N1109 ,SA4, SA5, SA6	Lecture	Teaching board, computer, projector, video player or TV	1
		Escalation matrix	Report deviations as per the escalation matrix	LSC/N1109 , SA4, SA5, SA6	OJT	Teaching board, computer, projector, video player or TV	5

## Annexure 2: Assessment Criteria

Assessment Criteria	
Job Role	Loader/Unloader
Qualification Pack	LSC/Q1110, v3.0
Sector Skill Council	Logistics Sector Skill Council

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 the proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on the 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 criterion
5	To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
6	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

### Preparing for Unload(LSC/N1104)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtaining information required for unloading</i>	9	31	-	-
<b>PC1.</b> obtain count sheet of inbound items from supervisor	2	8	-	-
<b>PC2.</b> understand the daily schedule, number of trucks to be unloaded and unloading targets from the supervisor.	3	7	-	-
<b>PC3.</b> find out when the trucks are expected to come in.	2	8	-	-

<b>PC4.</b> determine which gate or dock the required truck to unload from is to be parked at	2	8	-	-
<i>Gather required equipment, make space for unloading, inspection.</i>	<b>16</b>	<b>44</b>	-	-
<b>PC5.</b> assess Material Handling Equipment (MHE) needed for unloading	2	3	-	-
<b>PC6.</b> assess Personal Protective Equipment (PPE) required based on the goods being unloaded and the environment	2	3	-	-
<b>PC7.</b> collect and wear all the necessary PPE	2	8	-	-
<b>PC8.</b> move any remaining inbound items into the staging area to make space for incoming shipment in the inbound area.	2	8	-	-
<b>PC9.</b> move aside any goods yet to be loaded to make space for incoming goods in the inbound area	2	8	-	-
<b>PC10.</b> get any MHE required for unloading and keep it ready	2	3	-	-
<b>PC11.</b> perform a basic safety inspection of areas and MHE	2	3	-	-
<b>PC12.</b> ensure that the staging and inbound areas are clean. clean up any spills or breakages	2	8	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

### Perform Unloading(LSC/N1105)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Select, unload goods and segregate them.</i>	<b>9</b>	<b>36</b>	-	-
<b>PCI.</b> have the dispatcher check the driver's papers to confirm it is the right truck to unload	2	8	-	-
<b>PC2.</b> read labels and identify goods in the truck based on product codes.	2	8	-	-

<b>PC3.</b> unload goods of the same category carefully onto inbound area	2	8	-	-
<b>PC4.</b> check the condition of goods unloaded.	1	4	-	-
<b>PC5.</b> keep damaged goods aside	2	8	-	-
<i>Tally, verify and deliver goods</i>	<b>11</b>	<b>44</b>	-	-
<b>PC6.</b> tally segregated with the numbers of each item in the count sheet	2	8	-	-
<b>PC7.</b> have the goods unloaded verified and any forms required by driver to be filled out by dispatcher	1	4	-	-
<b>PC8.</b> load goods onto MHE.	2	8	-	-
<b>PC9.</b> move goods into the staging area specified by supervisor	2	8	-	-
<b>PC10.</b> unload goods from the MHE onto the staging area.	2	8	-	-
<b>PC11.</b> keep similar goods together for easy GRN and put away.	2	8	-	-
<b>NOS Total</b>	<b>20</b>	<b>80</b>	-	-

### Perform post Unloading activities(LSC/N1106)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carrying out Housekeeping</i>	<b>11</b>	<b>44</b>	-	-
<b>PC1.</b> move all the damaged goods to the quarantine area.	2	8	-	-
<b>PC2.</b> perform a quick safety inspection of the staging and inbound areas	3	12	-	-
<b>PC3.</b> clean up any spillage to ensure that the staging and inbound areas are clean	2	8	-	-
<b>PC4.</b> return any PPE used to the storage rack	2	8	-	-
<b>PC5.</b> store any MHE used in storage area.	2	8	-	-
<i>Reporting to Management</i>	<b>9</b>	<b>36</b>	-	-

<b>PC6.</b> notify supervisor on the number of quarantined items and the number of replacement items required.	3	12	-	-
<b>PC7.</b> report on the condition of PPE and MHE	2	8	-	-
<b>PC8.</b> provide feedback regarding damage if any, delays in inbound, orders which hadn't arrived, etc	2	8	-	-
<b>PC9.</b> complete any forms as required by management	2	8	-	-
<b>NOS Total</b>	<b>20</b>	<b>80</b>	-	-

### Preparing to load(LSC/N1107)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain information required for loading</i>	<b>10</b>	<b>30</b>	-	-
<b>PC1.</b> obtain pick list and order sheet for outbound items from supervisor.	2	8	-	-
<b>PC2.</b> understand the schedule and number of trucks to be loaded and loading targets from the supervisor.	3	7	-	-
<b>PC3.</b> find out when the trucks are expected to come in.	2	8	-	-
<b>PC4.</b> determine which gate or dock the required truck to load into is parked at.	3	7	-	-
<i>Gather equipment, make space for loading, inspection.</i>	<b>20</b>	<b>40</b>	-	-
<b>PC5.</b> assess Material Handling Equipment (MHE) needed for loading	2	3	-	-
<b>PC6.</b> assess Personal Protective Equipment (PPE) required based on the goods being loaded and the environment.	2	3	-	-
<b>PC7.</b> collect and wear all the necessary PPE	3	7	-	-
<b>PC8.</b> complete loading of any goods remaining in the outbound area.	3	7	-	-

<b>PC9.</b> move any delayed goods aside to make space for outgoing goods.	3	7	-	-
<b>PC10.</b> get any MHE required for loading and keep it ready.	2	3	-	-
<b>PC11.</b> perform a basic safety inspection of the areas and loading equipment	2	3	-	-
<b>PC12.</b> ensure that the staging and outbound areas are clean. clean up any spills or breakages.	3	7	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

### Moving goods(LSC/N1108)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform primary inspection</i>	<b>7</b>	<b>13</b>	-	-
<b>PC1.</b> check the condition of goods and tally items present with the numbers of each item in the pick list.	3	7	-	-
<b>PC2.</b> report to supervisor on damages, excess or shortage of required numbers.	2	3	-	-
<b>PC3.</b> receive replacement or missing goods and keep extra goods aside.	2	3	-	-
<i>Group, Move and verify Items</i>	<b>15</b>	<b>36</b>	-	-
<b>PC4.</b> group items into orders based on order sheet	2	8	-	-
<b>PC5.</b> get supervisor's sign off on quantity and condition to move goods	2	3	-	-
<b>PC6.</b> load items onto MHE.	2	3	-	-
<b>PC7.</b> move goods from staging area to outbound area near the truck.	3	7	-	-
<b>PC8.</b> unload goods from MHE.	2	7	-	-
<b>PC9.</b> have goods verified by dispatcher.	2	3	-	-



<b>PC10.</b> have the driver's papers checked by the dispatcher and confirm that it is the right truck to load into.	2	5	-	-
<i>Sort, load truck, arrange and perform final count</i>	<b>8</b>	<b>21</b>	-	-
<b>PC11.</b> sort all items based on size of packing case.	2	3	-	-
<b>PC12.</b> load goods into truck as per the shift schedule specified by management.	2	7	-	-
<b>PC13.</b> arrange goods in the truck to maximize truck space	2	3	-	-
<b>PC14.</b> perform final count with driver and get his signature, acknowledging receipt of goods.	2	8	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-


#### Prepare post loading activities(LSC/N1109)


Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Carrying out Housekeeping</i>	<b>16</b>	<b>39</b>	-	-
<b>PC1.</b> move items to quarantine area or staging area based on condition of remaining goods	3	7	-	-
<b>PC2.</b> perform a quick safety inspection of the staging and outbound areas	4	11	-	-
<b>PC3.</b> clean up any spillage or breakage to ensure staging and outbound areas are clean	3	7	-	-
<b>PC4.</b> return any PPE used to the storage rack.	3	7	-	-
<b>PC5.</b> store any MHE used in storage area.	3	7	-	-
<i>Reporting to management</i>	<b>14</b>	<b>31</b>	-	-
<b>PC6.</b> notify supervisor on the number of quarantined items and the number of replacement items required.	5	10	-	-

<b>PC7.</b> provide feedback regarding damage if any, delays in outbound, inability to meet an order, etc.	<b>3</b>	<b>7</b>	-	-
<b>PC8.</b> complete any forms as required by management.	<b>3</b>	<b>7</b>	-	-
<b>PC9.</b> report on the condition of PPE and MHE	<b>3</b>	<b>7</b>	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Annexure 3: QR Codes

S. NO	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
1	Chapter 3- Unloading	Unit 3. 1 – Steps in Unloading Process	3.1.1 Unloading Process	<a href="https://youtu.be/2NgAZ_aoSvg">https://youtu.be/2NgAZ_aoSvg</a>	49	 <p>Unloading process</p>
2	Chapter 3- Unloading	Unit 3. 1 – Steps in Unloading Process	3.2.1 Exceptions Management	<a href="https://youtu.be/fpzw8RnzmWw">https://youtu.be/fpzw8RnzmWw</a>	49	 <p>Scanning in Unloading process</p>
3	Chapter 4- Post Unloading Activities	Unit 4. 1 – House keeping Activities	4.1.1 House keeping	<a href="https://youtu.be/mOUvhsTJcRk">https://youtu.be/mOUvhsTJcRk</a>	53	 <p>Housekeeping</p>
4	Chapter 4- Post Unloading Activities	Unit 4. 1 – House keeping Activities	4.1.1 House keeping	<a href="https://youtu.be/CtZ9-KEP5SM">https://youtu.be/CtZ9-KEP5SM</a>	53	 <p>Escalation Matrix</p>
5	Chapter 5- Preparation for Loading	Unit 5.1 - MHE and PPE required for loading Process	5.1.1 Material Handling Equipment	<a href="https://youtu.be/y4oYbKosd14">https://youtu.be/y4oYbKosd14</a>	61	 <p>Do's and Don'ts in MHE</p>
6	Chapter 5- Preparation for Loading	Unit 5.1 - MHE and PPE required for loading Process	5.1.1 Material Handling Equipment	<a href="https://youtu.be/1uMf4Ky0nyM">https://youtu.be/1uMf4Ky0nyM</a>	61	 <p>Usage of MHE</p>

S. NO	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
7	Chapter 5- Preparation for Loading	Unit 5.1 - MHE and PPE required for loading Process	5.1.2 Personal Protection Equipment	<a href="https://youtu.be/kcM9u4heDVk">https://youtu.be/kcM9u4heDVk</a>	65	 PPE
8	Chapter 5- Preparation for Loading	Unit 5.1 - MHE and PPE required for loading Process	5.1.1 Material Handling Equipment	<a href="https://youtu.be/BBWPIByOEfl">https://youtu.be/BBWPIByOEfl</a>	65	 MHE
9	Chapter-6 Moving Goods	Unit 6.1 – Steps in loading Process	6.1.1 Loading Process	<a href="https://youtu.be/42aU9pRuMc">https://youtu.be/42aU9pRuMc</a>	72	 Loading process
10	Chapter-6 Moving Goods	Unit 6.1 – Steps in loading Process	6.1.1 Loading Process	<a href="https://youtu.be/skU8lvDqz94">https://youtu.be/skU8lvDqz94</a>	72	 Packing process in Loading
11	Chapter -7 Post loading Activities	Unit 7. 1 – Housekeeping Activities	7.1.1 House keeping	<a href="https://youtu.be/xA3Ggs0z4hA">https://youtu.be/xA3Ggs0z4hA</a>	81	 Housekeeping

S. NO	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
12	Chapter -7 Post loading Activities	Unit 7. 1 – Housekeeping Activities	7.1.1 House keeping	<a href="https://youtu.be/CtZ9-KEP5SM">https://youtu.be/CtZ9-KEP5SM</a>	81	 Escalation Matrix







**Skill India**  
कौशल भारत - कुशल भारत



सत्यमेव जयते  
GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



**N · S · D · C**  
National  
Skill Development  
Corporation

Transforming the skill landscape



**LSC**  
Logistics Skills Council



Scan the QR Code to access the eBook

**Address:** No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam,  
Chennai – 600 035

**Email:** reena@lsc-india.com

**Web:** www.lsc-india.com

**Phone:** 044 4851 4607