



Facilitator Guide



Sector
Logistics

Sub-Sector
Warehousing (Storage and Packaging)

Occupation
Operations (Dispatch)

Reference ID: LSC/Q2314, Version 3.0
NSQF Level 3

Loading Supervisor



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This book is sponsored by

Logistics Sector Skill Council

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Shri Narendra Modi
Prime Minister of India

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



Acknowledgements

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

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 Loading Supervisor Qualification Pack (QP). It provides learners with the necessary knowledge to major warehousing activities, such as loading, unloading and shipping, getting knowledge on Inventory management, Stock control methods, people management, material handling and ergonomics. Its decision-making orientation provides a real-world approach focusing on large and small warehouse industry. The book elaborates how Individuals in this position to manage general physical activities in order to load, unload, sort and move products and materials by hand or using basic material handling equipment, How to take control of warehouse operations in case of emergency situations.

Symbols Used



Time



Role Play



Activity



Notes



Objectives



Do



Ask



Explain



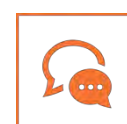
Elaborate



Field Visit



Practical



Say



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Resources

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	The book on New Employability Skills is available at the following location:	
	https://eskillindia.org/NewEmployability	
	Scan the QR code below to access the ebook	







1. Introduction to Loading Supervisor

Unit 1.1 - Logistics and Supply Chain Management

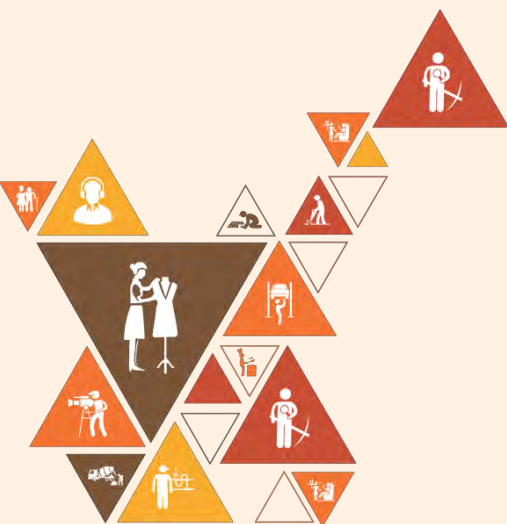
Unit 1.2 - Sub sectors in Logistics Space - Key Activities

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 Loading Supervisor 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 Loading Supervisor and it's 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 loading supervisor.
- Explain various activities a loading supervisor carries inside a warehouse.
- Explain how Associate co-ordinates with other peer group for smooth warehouse functioning.
- Explain how to fill in the various documents of daily activities such as Pick list, BOM (Bill of Material), Incoming truck schedules, Inventory track sheets, etc.

Ask



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

Notes for Facilitation



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

Do



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

UNIT 1.5: Equipment used in a Warehouse

Unit Objectives



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

1. Discuss the classification of warehouse equipment
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

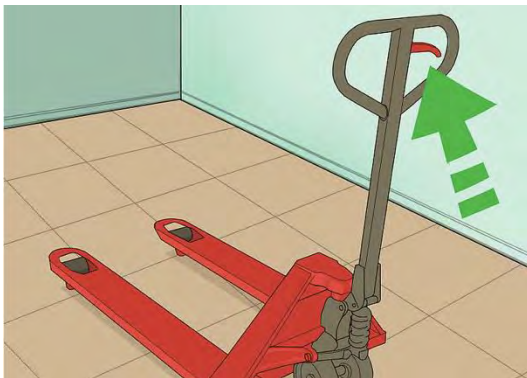


- The importance of different types of Material Handling Equipment.
- Identify different types of material handling equipment used in a warehouse.

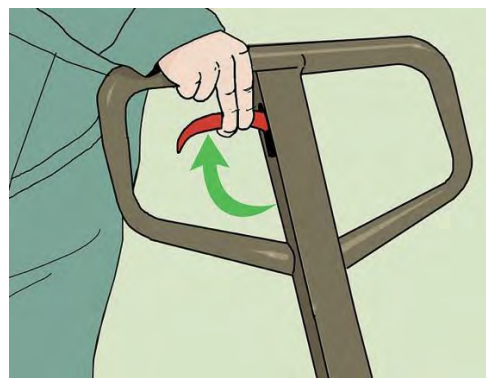
Demonstrate



✓ Steps to use Hand Pallet Truck

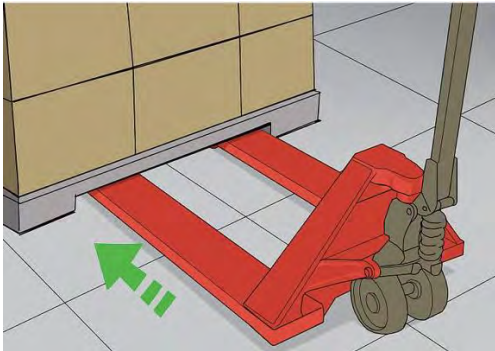


Step 1: Find the release lever



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

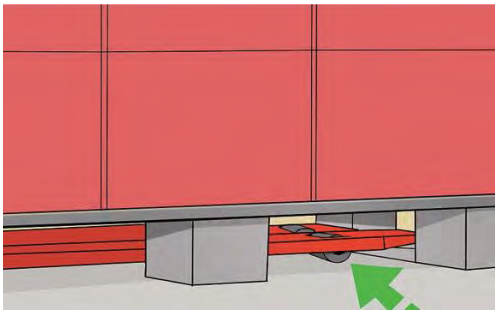
Demonstrate



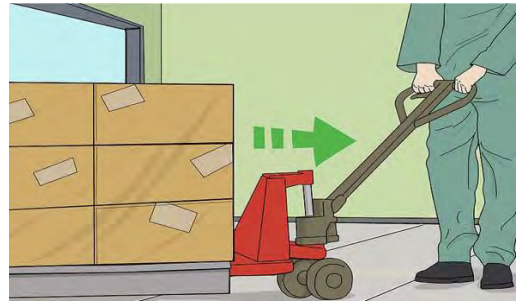
Step 3: Put the prongs underneath the pallet



Step 4: Use the handle to jack up the pallet



Step 5: Check to make sure the location of jack

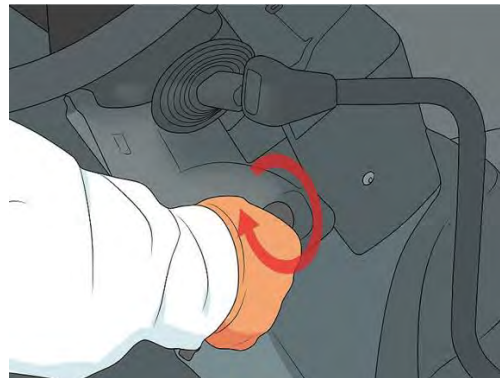


Step 6: Move the pallet jack

✓ Steps to operate Forklifts

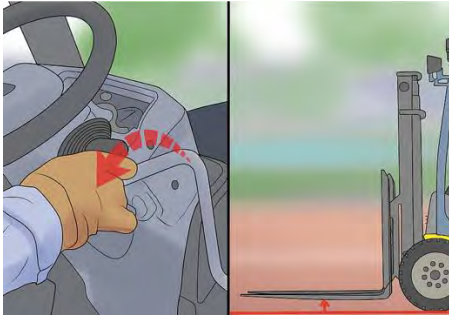


Step 1: Climb and Buckle the seat belt



Step 2: Turn Key to start

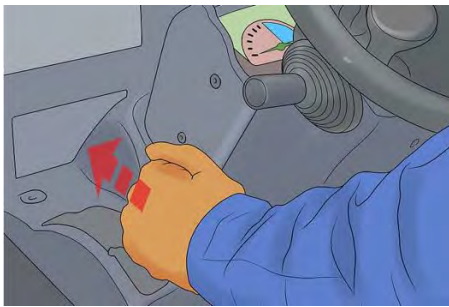
Demonstrate



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



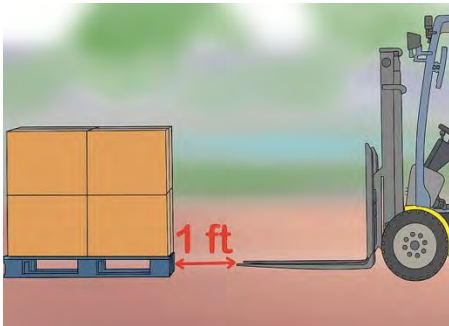
Step 4: Depress the break pedal before releasing emergency break.



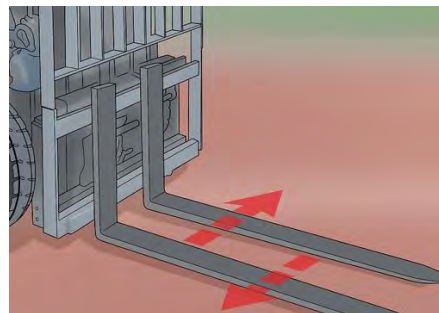
Step 5: Use shifter to change the direction



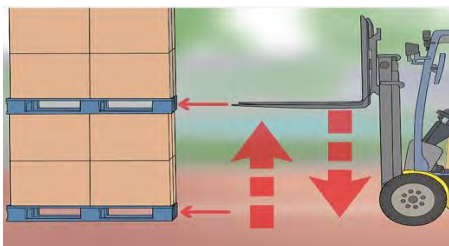
Step 6: Honk Horn when passing through busy areas.



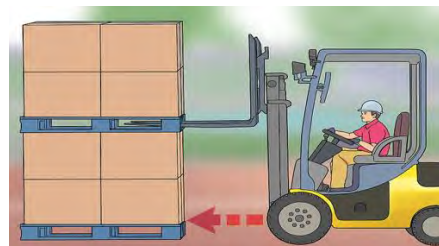
Step 7: Stop Forklift 1ft from load



Step 8: Adjust the width of tines

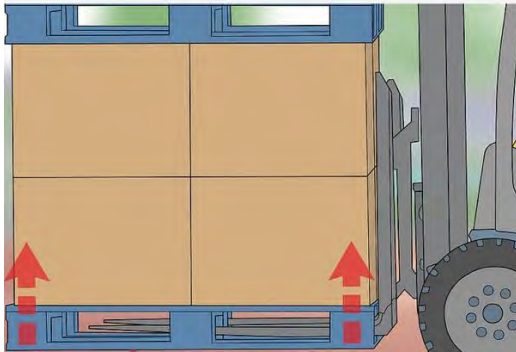


Step 9: Raise or lower forks to match openings

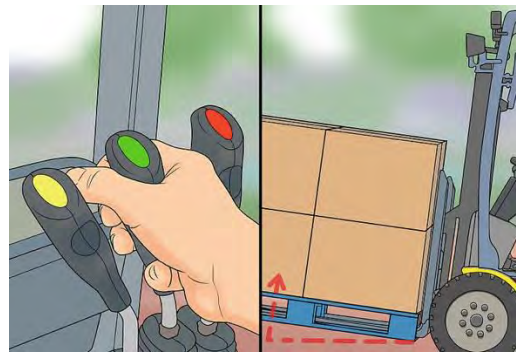


Step 10: Drive forward until fork is completely inserted in the pallet.

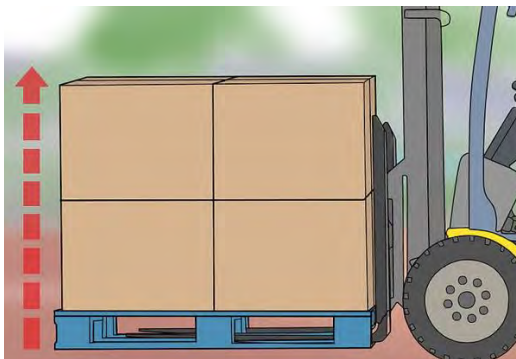
Demonstrate



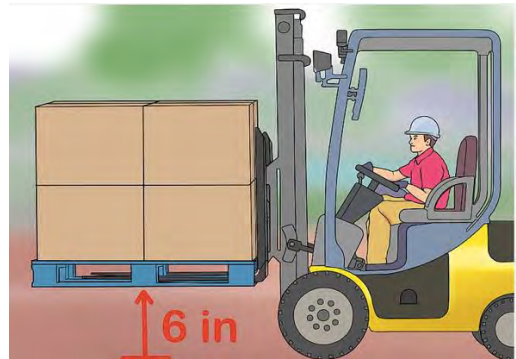
Step 11: Lift the load at-least 4 inches off ground



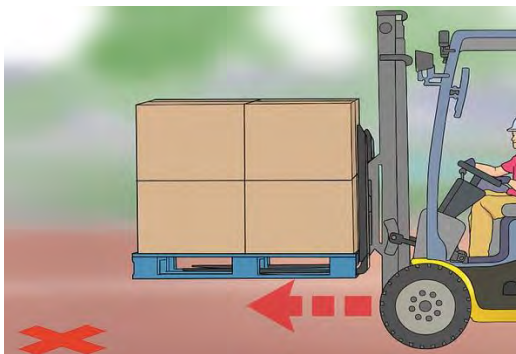
Step 12: Tilt the mast back until load is stable



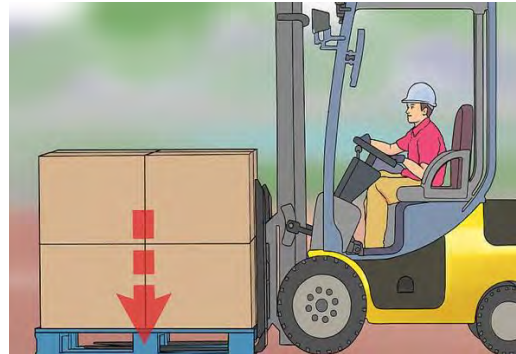
Step 13: Position the mast in vertical position



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

UNIT 1.6: Documentation in Warehousing

Unit Objectives

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

1. Explain the importance of Documentation in Warehousing.
2. Detail 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

Answers to the Exercise in PHB

Answers

Multiple Choice Questions:

1 – B, 2 – C, 3 – D, 4 - D

Fill in the Blanks:

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

True or False:

1. 1 – T, 2 – T, 3 – F, 4 - F



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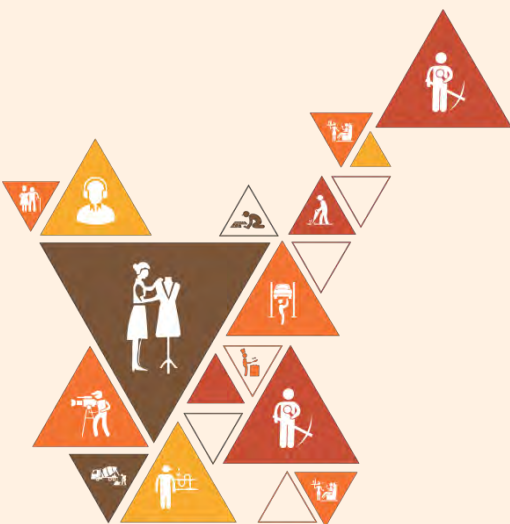


2. Preparation for Supervising Operations

Unit 2.1 - Supervising Operations

Unit 2.2 - Scheduling and Documentation

Unit 2.3 – Allocation of Work



LSC/N2324

Key Learning Outcomes



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

1. Detail the various steps to be performed while preparing for supervising operations.
2. List the various reports prepared for loading.
3. Assign and Schedule Loaders to different loading docks
4. Coordinate with Transport Consolidator/ Coordinator for loading schedule

UNIT 2.1: Supervising Operations

Unit Objectives

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

1. Describe the various steps to be taken while preparing to supervise operations.
2. Coordinate with Transport Consolidator/ Coordinator for loading schedule.

Resources to be Used

- Participant Handbook, Teaching board, Computer, Barcode scanner Sample documents like Picklist, BOM, Transportation/Truck Schedules, Inventory record sheet. Product labels & Signages Sample SOP documents Do's and Don'ts in following SOP MHE – Forklift, Stackers, reach trucks, HOPT, BOPT etc.

Do

- Make the students understand the various fundamental processes carried out at operations.
- Make the students understand the various stages of dispatch and receipt process.
- Make a note of the important and relevant points shared by students.
- Discuss the relevant points shared by students and clarify their doubts.

Ask

- Ask the students about Preparing for upcoming deliveries
- Ask the students of the activities carried out during Loading of the goods.
- Ask the students of the activities carried out in Condition check and documentation.

Explain/Elaborate

- Explain how to Schedule times in conjunction with the transportation service.
- Explain the activities carried out in Consolidating and sorting of goods.
- Explain Coordinating with Transportation.

Notes for Facilitation

- Identify the understanding of the students on using WMS.
- Conduct quiz to know of the understanding of students on receipt and dispatch process.

UNIT 2.2: Scheduling and Documentation

Unit Objectives

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

1. Describe day to day activities of Loading Supervisor
2. Prepare documentations for loading.
3. Prioritize and execute tasks within the scheduled time limits

Resources to be Used

Participant Handbook, Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc
Pallets, Totes, Storage Bins, Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Shrink wraps, Dunnage Storage racks, etc. Basic 5S charts/examples

Ask

- Ask the students about the methods to streamline the loading/unloading process
- Ask the students about their knowing of overseeing loading and unloading activities.
- Ask the students how they would inspect loading/unloading, staging, inbound and outbound areas.

Say

- The loading supervisor needs to obtain the day's work schedule, incoming truck schedules, work orders, checklist and bill of lading from the warehouse supervisor. The tracking sheets for outbound goods also needs to be obtained from the warehouse supervisor.
- A bill of lading is a document issued by a carrier to acknowledge receipt of cargo for shipment. Although the term historically related only to carriage by sea, a bill of lading may today be used for any type of carriage of goods.
- A work order (WO) is a written set of instructions for work to be done on EXISTING (already purchased) inventory. That work may be to ship the inventory to buyer, or to bundle multiple items into one sellable unit, then repack it, or just to warehouse it. Sometimes people refer to a work order as a "transfer order"

Explain

- Explain the various coordination to be done with Warehouse Supervisor on a daily basis.
- Elaborate on effective Space utilization.
- Explain the various documents involved in Loading.

UNIT 2.3: Allocation of Work

Unit Objectives

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

1. Assign work force to different loading docks
2. Prepare roster and review shift change
3. Allocate loaders and unloaders according to work order.

Resources to be Used

Teaching board, Computer, Barcode scanner Sample documents like Picklist, BOM, Transportation/Truck Schedules, Inventory record sheet. Product labels & Signages Sample SOP documents Do's and Don'ts in following SOP MHE – Forklift, Stackers, reach trucks, HOPT, BOPT etc.

Do

- Make the students prepare a roster according to tips.
- 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 Shift Hand Over process.
- Ask the students about the handover meetings.

Explain

- Explain the importance of roster.
- Describe how to prepare a shift roster.
- Explain the shift hand over process.
- Describe about hand over meetings.

Demonstrate



- How to prepare shift roster

Notes for Facilitation



- Conduct quiz to check on students understanding of picking process.
- Identify the students understanding of various types of picking.

Answers to the Exercise in PHB



Answers

Multiple Choice Questions:

1 – D, 2 – C, 3 – A, 4 – B, 5 – B



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MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



N•S•D•C
National
Skill Development
Corporation

Transforming the skill landscape



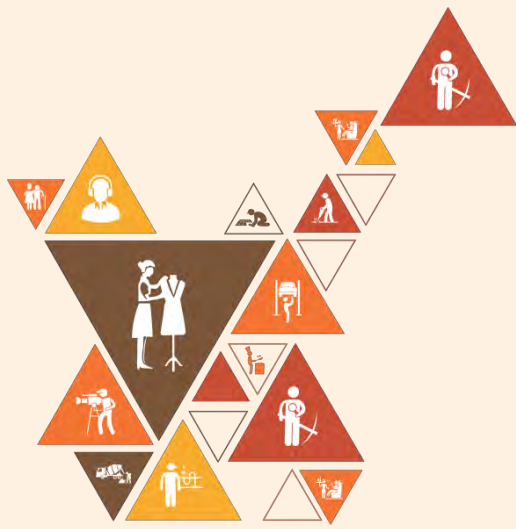
3. Loading and Unloading

Unit 3.1 - MHE and PPE required for Loading and Unloading Process

Unit 3.2 - Managing Unloading Process

Unit 3.3 - Managing Loading Process

Unit 3.4 – Overseeing and Managing Exceptions during Unloading, Loading Process



LSC/N2325

Key Learning Outcomes



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

1. Detail the process of overseeing loading and unloading activities
2. Explain the condition, quantity and quality of all the picked goods against work/customer Orders
3. Decide in which order the goods to be arranged inside the container according to the Quantity or Weight
4. Describe the methods to streamline the loading/unloading process.
5. Check the condition of material handling equipment (MHE), storage racks and PPE during rounds

UNIT 3.1: MHE and PPE required for Loading and Unloading Process

Unit Objectives

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

1. Identify the MHE equipment used for loading/unloading for various types of Goods
2. Identify the PPE to be used for loading/unloading.
3. Demonstrate usage of Hand Pallet Truck and Chain Pulley Block.

Resources to be Used

- Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc Pallets, Totes, Storage Bins, Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Shrink wraps, Dunnage Storage racks, etc. Basic 5S charts/examples

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 and 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 activities carried in warehouse with regards to loading and unloading of goods.
- Ask the students about the PPE to be used for loading and Unloading of Goods.

Explain



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

Say

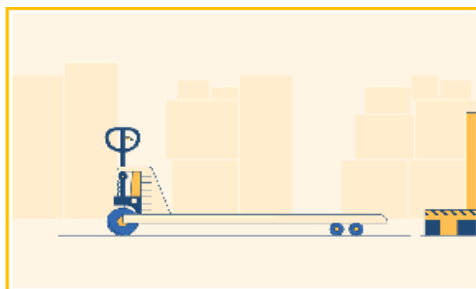


- Hand Operated Pallet Truck (HOPT) is the most common type of material handling equipment found in majority of the industry. It is used to only move loads on pallets within the warehouse but it does not lift the pallet for rack storage.

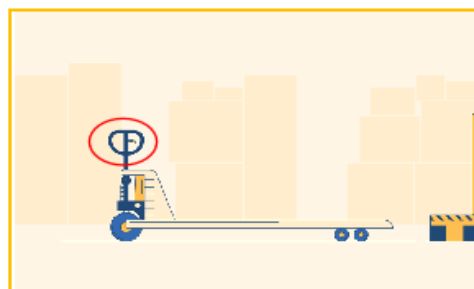
Demonstrate



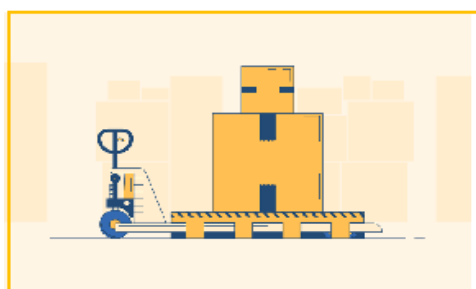
- Demonstrate the working of Hand Operated Pallet Truck



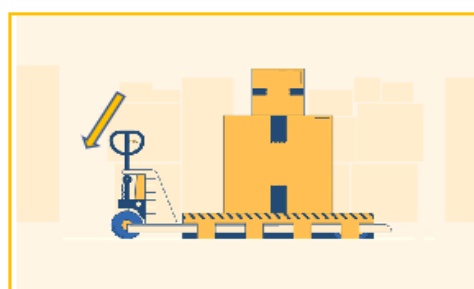
Step 1: Inspect the HPT before use. Ensure it is fully functional. Take it close to the Pallet. Check that the load to be lifted on the Pallet is within the capacity of the HPT.



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



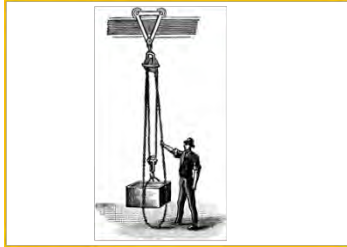
Step 3: Once the prongs have been completely lowered, insert them completely underneath the pallet which needs to be moved.



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. 3.1.1. Steps to use Hand Pallet Truck

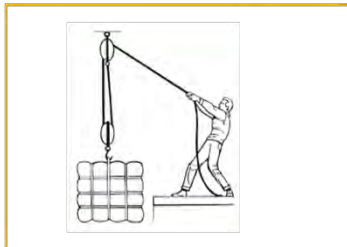
Demonstrate the working of Chain Pulley Block



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. 3.1.2. 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 loading and 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"> • Hand pallet truck
		<ul style="list-style-type: none"> • Empty and Loaded Pallets
		<ul style="list-style-type: none"> • Personal Protective Equipment (PPEs)
Usage of Battery-Operated Pallet Trolley	4 hours	<ul style="list-style-type: none"> • Battery Operated pallet truck
		<ul style="list-style-type: none"> • Empty and Loaded Pallets
		<ul style="list-style-type: none"> • Personal Protective Equipment (PPEs)
Usage of Chain Pulley Block	3 hours	<ul style="list-style-type: none"> • Chain Pulley Block
		<ul style="list-style-type: none"> • Loaded Pallets or Heavy Blocks
		<ul style="list-style-type: none"> • Personal Protective Equipment (PPEs)

UNIT 3.2: Managing Unloading Process

Unit Objectives

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

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

Resources to be Used

- Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc Pallets, Totes, Storage Bins, Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Shrink wraps, Dunnage Storage racks, etc. Basic 5S charts/examples

Do

- Make the students speak on the various steps involved in 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 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
- 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 Unloading Operation	8 hours	<ul style="list-style-type: none"> • Hand pallet truck, BOPT
		<ul style="list-style-type: none"> • Empty Pallets
		<ul style="list-style-type: none"> • Personal Protective Equipment (PPEs)
		<ul style="list-style-type: none"> • Empty Truck to be loaded

UNIT 3.3: Managing Loading Process

Unit Objectives

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

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

Resources to be Used

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

Do

- Make the students speak about the various steps involved in the loading process.
- Make the students to speak the importance of each step involved in the loading process.
- Take note of the important and relevant points given by each student.
- Discuss the important points given by the students.

Ask

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

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.

Explain

- Explain about the loading process.
- Explain the various steps involved in the loading process and elaborate on the importance of each step.

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 an empty truck at the unloading Bay
- Get a Set of loaded Cartons to be loaded
- Get a Set of loaded Pallets to be loaded
- Perform all the steps in loading 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 – Cartons	8 hours	<ul style="list-style-type: none"> • Hand pallet truck, BOPT
		<ul style="list-style-type: none"> • Empty Pallets
		<ul style="list-style-type: none"> • Personal Protective Equipment (PPEs)
		<ul style="list-style-type: none"> • Empty Truck to be loaded
Mastering Loading Operation - Palletized Cargo	8 hours	<ul style="list-style-type: none"> • Forklift, Hand pallet truck, BOPT
		<ul style="list-style-type: none"> • Empty Pallets
		<ul style="list-style-type: none"> • Personal Protective Equipment (PPEs)
		<ul style="list-style-type: none"> • Empty Truck to be loaded

UNIT 3.4: Overseeing and Managing Exceptions during Unloading and Loading Process

Unit Objectives

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

1. Explain the procedure for handling exception during unloading/loading process
2. Detail the process of overseeing loading and unloading activities
3. Explain the condition, quantity and quality of all the picked goods against work/customer orders
4. Describe the methods to streamline the loading/unloading process
5. Decide in which order the goods to be arranged inside the container according to the Quantity or Weight

Resources to be Used

- Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc Pallets, Totes, Storage Bins, Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Shrink wraps, Dunnage Storage racks, etc. Basic 5S charts/examples

Do

- Make the students speak on their understanding of exceptions from the loading and unloading process.
- Take note of the important and relevant points shared by the students.
- Discuss the important points shared by the students.

Ask

- Ask the students to give their idea of exceptions involved in the loading and unloading process.
- Ask the students about overseeing the loading/ 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.
- Explain the various steps involved in overseeing loading/ unloading process

Notes for Facilitation

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



Activity

- Conduct Skill Practice Activity
- Ask all the students to assemble together

Skill Practice	Time	Resources
Exception Management during Loading and Unloading	8 hours	<ul style="list-style-type: none"> • Forklift, Hand pallet truck, BOPT
		<ul style="list-style-type: none"> • Empty Pallets
		<ul style="list-style-type: none"> • Personal Protective Equipment (PPEs)
		<ul style="list-style-type: none"> • Empty and loaded Truck

- 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

Answers to the Exercise in PHB

Answers

Multiple Choice Questions:

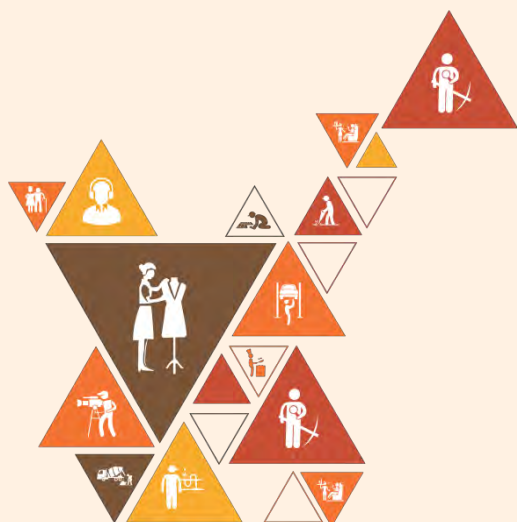
1 – D, 2 –B, 3 – C, 4 – D, 5 - A



4. Inspection and Reporting

Unit 4.1 - Inspecting work areas and equipment

Unit 4.2 - Reporting to management



Key Learning Outcomes



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

1. Discuss how meetings are conducted and explain work to be done for the next day
2. Explain how to monitor loading equipment shortage (HOPT's, BOPT's, loading conveyor etc)
3. List the various forms required by management.
4. Elaborate on the reporting structure of the organization
5. Inspect information update status for damaged/missing goods

UNIT 4.1: Inspecting work areas and equipment

Unit Objectives

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

1. Discuss the importance of Inspecting work areas and equipment.
2. Explain how to monitor loading equipment shortage (HOPT's, BOPT's, loading conveyor etc.)
3. Inspect information update status for damaged/missing goods

Resources to be Used

- Computer, Sample reports & documents like Inventory, sheet, Requisition forms, Incident reports, Housekeeping equipment, and materials. Caution boards, Do's and Don'ts charts

Say

- Quality is crucial during manufacturing and Supply Chain, whether examining the quality of material from the suppliers, testing the quality during the production line or checking the quality before it is delivered to the final customer.
- The loading supervisor must continually inspect all areas of the warehouse, identify unsafe operating conditions and properly correct them for safe operation. Tools and equipment should be checked, cleaned and repaired regularly, and damaged or worn tools should not be used.
- Loading supervisor needs to take note of the pending tasks/shipments that did not arrive during the workday. He/ she needs to conduct sundown meeting with workers and explain work to be done for the next day. and allocation of operators for next day.

Ask

- Ask the students about their idea of inspection and monitoring.
- Ask the students about their idea of types of inspection.

Explain

- Explain the types of inspection and Information.
- Explain the importance of inspecting the work area.
- Explain the damage reporting process.
- Discuss how to monitor equipment.

Notes for Facilitation

- With the help of students enact how to inspect.

UNIT 4.2: Reporting to management

Unit Objectives

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

1. Report various exceptions and handle the same
2. Elaborate on the reporting structure of the organization

Resources to be Used

- Computer, Sample reports & documents like Inventory, sheet, Requisition forms, Incident reports, Housekeeping equipment, and materials. Caution boards, Do's and Don'ts charts

Do

- Make the students speak about the reporting structure of the organization.
- Make the students discuss the parameters in reporting exceptions.
- Take note of the important and relevant points.
- Discuss the relevant points shared by the students.

Ask

- Ask the students to explain the daily reporting process.

Explain

- Explain the process to report exceptions.
- Explain the structure for reporting to management.
- Explain the daily reporting process of loading supervisor.

Notes for Facilitation

- Conduct quiz to know the students understanding on various reporting 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
- Perform all the steps as listed in the PH

Skill Practice	Time	Resources
Perform various Reporting of Exceptions	6 hours	<ul style="list-style-type: none"> • Projector
		<ul style="list-style-type: none"> • Identify all the exceptions that can occur and document the same
Practice the daily reporting	6 hours	<ul style="list-style-type: none"> • Projector
		<ul style="list-style-type: none"> • Update the daily work report and report to management.

Answers to the Exercise in PHB

Answers

Fill in the Blanks:

- 1 – warehouse supervisor, damage report,
- 2 – Work order/ customer order,
- 3 – suspicious looking,
- 4 – senior authorities.
- 5 – customer experience and manufacturing process



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N • S • D • C
National
Skill Development
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Transforming the skill landscape



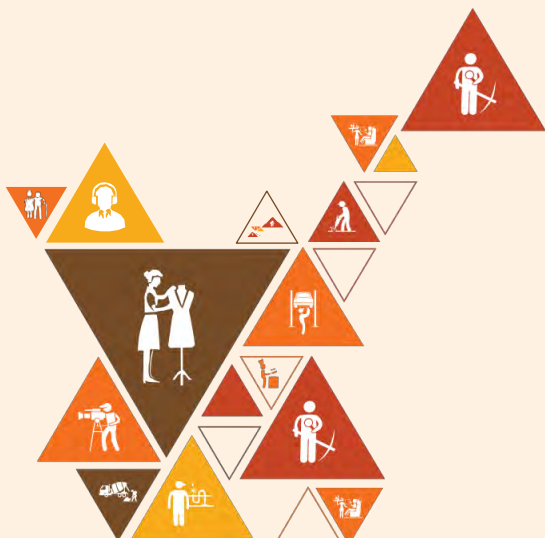
5. Compliance to Health, Safety and Security norms

Unit 5.1 - Implementing Safety in Warehouse

Unit 5.2 - Handling Dangerous and Hazardous Goods

Unit 5.3 - 5S Concept

Unit 5.4 - Managing Breach of Safety, Accidents and Emergency Situations



LSC/N2331

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. Demonstrate the procedure 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 5.1: 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 to be taken
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"> Forklift/Reach Stackers
		<ul style="list-style-type: none"> Hand pallet truck
		<ul style="list-style-type: none"> Racks
		<ul style="list-style-type: none"> Loaded Pallets
		<ul style="list-style-type: none"> Personal Protective Equipment (PPEs)
Safety Procedures to be observed in a Warehouse - Fire Safety and Charging Station	6 hours	<ul style="list-style-type: none"> Forklift/Reach Stackers
		<ul style="list-style-type: none"> Hand pallet truck
		<ul style="list-style-type: none"> Racks
		<ul style="list-style-type: none"> Fire Equipments
		<ul style="list-style-type: none"> Personal Protective Equipment (PPEs)
Safety Procedures to be observed in a Warehouse - Conveyors and Docks	6 hours	<ul style="list-style-type: none"> Forklift/Reach Stackers
		<ul style="list-style-type: none"> Hand pallet truck
		<ul style="list-style-type: none"> Conveyors
		<ul style="list-style-type: none"> Warehouse Dock Area
		<ul style="list-style-type: none"> Personal Protective Equipment (PPEs)
Inspection of Work Area	2 hours	<ul style="list-style-type: none"> Forklift/Reach Stackers
		<ul style="list-style-type: none"> Hand pallet truck
		<ul style="list-style-type: none"> Conveyors
		<ul style="list-style-type: none"> Warehouse Dock Area
		<ul style="list-style-type: none"> Personal Protective Equipment (PPEs)

UNIT 5.2: Handling Dangerous and Hazardous Goods

Unit Objectives

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

1. Classify the hazardous materials.
2. Explain the concept of safety data sheet.
3. Describe the various do's and don'ts in handling hazardous chemicals

Resources to be Used

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

Do

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

Ask

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

Say

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



Fig 5.2.1 Dangerous goods

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

Explain



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

Notes for Facilitation



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

Activity



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

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

UNIT 5.3: 5S Concept

Unit Objectives

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

1. Explain the concept of 5S at workplace.

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 5.4: 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

Answers to the Exercise in PHB

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-T , 2-F , 3- F , 4-F



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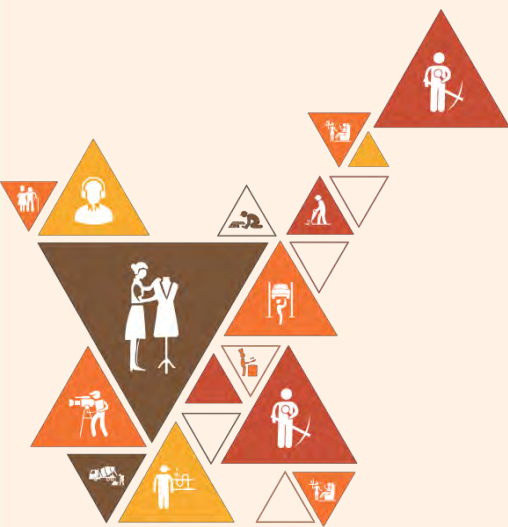


6. Annexures

Annexure 1: Training delivery plan

Annexure 2: Assessment criteria

Annexure 3: QR Codes



Annexure 1: Training Delivery Plan

Training Delivery Plan			
Program Name	Loading Supervisor		
Qualification Pack Name & Reference ID.	Loading Supervisor, LSC/Q2314		
Version No.	3.0	Version Update Date	27/01/2022
Pre-requisites to Training	Grade 9 or Grade 8 with one year of (NTC/ NAC) after 8th or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience		
Training Outcomes	Upon completion of this course, the learners should be able to: <ul style="list-style-type: none"> • Detail the various functions of Loading Supervisor • Demonstrate the various steps involved in preparation of supervising operations • Discuss the process of inspection and reporting as per SOP • Detail the various activities to be performed at the end of day • Detail the Health, Safety and Security measures in during loading of goods 		

Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
1. Introduction to loading supervisor	Introduction to loading supervisor	Introduction to Loading Supervisor		Lecture	Teaching board, computer, projector, video player or TV	2
	Introduction to Logistics Management	Define Logistics Management		Lecture		2
	Introduction to Warehousing	Explain the important flows in Supply Chain Management		Lecture		2
	Introduction to Warehousing	Detail the various sub-sectors and the opportunities in them		Lecture		2
	Introduction to Warehousing	Explain the role a Warehouse in Supply Chain		Lecture		2

	Introduction to Warehousing	List the various activities carried inside a warehouse		Lecture		2
	Warehouse Organization Structure - Roles and Responsibilities	Explain the various job roles which exist inside a Warehouse		Lecture		2
	Equipment used in a Warehouse	Explain the classification of Equipment used in the Warehouse		Lecture		2
	Warehouse Organization Structure - Roles and Responsibilities	Describe the roles and responsibility of a loader unloader		Lecture		2
	Equipment used in a Warehouse	Identify different types of Material, Storage and Safety Handling Equipment and its uses		Practical		5
	Documentation in Warehousing	Understand the importance of Documentation in Warehousing.		Lecture		2
	Documentation in Warehousing	Explain the various documents being used in Warehousing Operations.		Practical		5
LSC/N2324: Preparation for Supervising Operations	Preparing for Supervising	Prepare various steps to be performed for supervising operations	LSC/N2324	Practical	Teaching board, computer, projector, video player or TV	5
	Preparing for Supervising	Demonstrate condition check and documentation		Practical		5
	Coordinating with Transportation	Explain the schedule times in conjunction with		Lecture		5

		the transportation service				
	Scheduling activities	Detail scheduling activities in warehouse		Lecture		5
	Scheduling activities	Analyze Space utilization in warehouse		Practical		5
	Scheduling activities	Demonstrate how scheduling activities to be performed		On the job training		5
	Documents involved in Loading	Identify the various document involved in loading		Practical		5
	Documents involved in Loading	Explain the various document involved in loading		Lecture		5
	Documents involved in Loading	Identify the various document involved in loading		Practical		5
	Preparing roster	Perform paper Rosters or Excel to an Automated Rostering System		Practical		5
	Preparing roster	Detail preparing roster and the tips for preparing roster		Lecture		5
	Preparing roster	Identify the process of preparing roster and the tips for preparing roster		On the training		5
	Shift Hand Over	Perform effective shift handover in warehouse		On the training		5
LSC/N2325: Oversee loading and unloading activities	Material Handling Equipment	Explain various types of material handling equipment in warehouse	LSC/N2325	Lecture	Teaching board, computer, projector,	5

	Material Handling Equipment	Identify the MHE used for loading/unloading for various types of goods		Practical	video player or TV	8
	PPE	Detail personal protection equipment in warehouse and its uses		Lecture		5
	PPE	Identify the PPE to be used for loading/unloading.		Practical		8
	PPE	Demonstrate how to use Personal protective equipment		On the job training Practical		5 2
	Material Handling Equipment	Demonstrate usage of hand pallet truck and chain pulley block.		Practical		8
	Unloading process	Perform unloading process in warehouse		Practical		8
	Unloading process	Explain importance and details of every step		Lecture		5
	Loading process	Demonstrate the various steps in loading process in warehouse		Practical		8
	Loading process	Explain importance and details of every step involved in loading process		Lecture		5
	Loading process	Identify the various process of loading		On the job training Practical		5 2
	Expectation management	Discuss expectation management in warehouse		Practical		8

	Overseeing loading and unloading	Perform overseeing of Unloading and Loading		Practical		8
LSC/N2326: Inspection and Reporting	Types of inspection and Information	Discuss the types of inspection and information	LSC/N2326	Lecture	Teaching board, computer, projector, video player or TV	5
	Types of inspection and Information	Identify some of the quality parameters that the warehouse may verify		Practical		8
	Types of inspection and Information	Perform the inspection of the material at the warehouse		Practical		8
	Inspection of Work Area	Analyze the importance of Inspecting work areas and equipment		Practical		8
	Inspection of Work Area	Explain some general unsafe working environment		Lecture		5
	Inspection of Work Area	Identify the importance of inspecting work area		On the job training Practical		5 2
	Reporting Damages	Inspect information update status for damaged/missing goods		Practical		8
	Monitoring equipment	Demonstrate how to monitor loading equipment shortage (HOPT's, BOPT's, loading conveyor etc.)		Practical		8
	Reporting Exceptions	Report various exceptions and handle the same		Practical		8
	Reporting to management	Elaborate on the reporting structure of the organization		Lecture		5

	Reporting to management	Report various exceptions and handle the same		On the job training Practical		5 2
	Daily reporting	Detail daily reporting in warehouse		Lecture		5
	Daily reporting	Prepare daily reports in warehouse		Practical		8
LSC/N2331: Compliance to Health, Safety & Security norms	Safety and its Criticality	Discuss the criticality of safety	LSC/N2331	Lecture	Teaching board, computer, projector, video player or TV	2
	Safety and its Criticality	Identify some safety Rules in a Warehouse		Practical		8
	Safety Procedures to be observed in a Warehouse	Describe the various safety precautions to be undertaken		Lecture Practical		3 5
	Safety Procedures to be observed in a Warehouse	Explain the importance of training to warehouse team.		Lecture Practical		5 3
	Handling Procedures for Dangerous Goods	Classify the hazardous materials		Practical		8
	5S at Workplace	Explain the concept of 5S at workplace		Lecture		5
	Protocol in case of Emergency Situations	Perform the steps to be taken in case of any accident		Practical		8
	Protocol in case of Emergency Situations	Prepare the documentation to be followed in case of any accident		Practical		8
	Protocol in case of Emergency Situations	Explain the details on evacuation plan and safe assembly point		Lecture		5

Annexure 2: Assessment Criteria

Assessment Criteria	
Job Role	Loading Supervisor
Qualification Pack	LSC/Q2314, 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

Preparation for supervising operations

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect information lists and tracking documents</i>	12	40	-	-
PC1. obtain the day's work schedule, incoming truck schedules, work orders, checklist and bill of lading from the warehouse supervisor	4	10	-	-
PC2. obtain tracking sheets for outbound goods from the warehouse supervisor.	4	10	-	-

PC3. understand manpower, machine availability, priorities and deadlines (if any) from the warehouse supervisor	2	10	-	-
PC4. coordinate with transport coordinator/consolidator for loading schedules	2	10	-	-
<i>Allocate work to loaders/unloaders</i>	8	40	-	-
PC5. based on the work schedule, assign loaders and unloaders to different loading docks.	2	10	-	-
PC6. briefly explain the nature of the goods to be loaded or unloaded and the work plan along with the targets.	2	10	-	-
PC7. conduct handover meeting when shift change happens to update the new workers on the status of activities.	2	10	-	-
PC8. ensure periodic reviews to maintain productivity	2	10	-	-
NOS Total	20	80	-	-

Oversee Loading and Unloading Activities

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inspect the work areas</i>	3	12	-	-
PC1. perform continuous inspections of loading/unloading, staging, inbound and outbound areas	1	4	-	-
PC2. have any spills or breakage cleaned up by the loader before starting any work.	1	4	-	-
PC3. visual inspection of truck to be loaded (particularly during monsoon like leakage from roof, open spaces in the truck platform, through there could be water entry etc.)	-	-	-	-
PC4. identify unsafe conditions or work practices and correct them.	1	4	-	-

<i>Check inbound and outbound goods</i>	5	20	-	-
PC5. check the condition, quantity and quality of all the unloaded goods in the staging area against the bill of lading.	1	4	-	-
PC6. keep aside any extra goods or goods that do not meet the requirements to be quarantined. send the rest for storage in the warehouse.	1	4	-	-
PC7. check the condition, quantity and quality of all the picked goods against work/customer orders.	1	4	-	-
PC8. keep aside any extra goods or goods that do not meet requirements to be quarantined.	1	4	-	-
PC9. request for replacement items from the warehouse supervisor and ensure that the order is ready before loading	1	4	-	-
<i>Monitor loading and unloading activity</i>	6	24	-	-
PC10. ensure all the required Personal Protective Equipment (PPE) are being used by the workers.	1	4	-	-
PC11. inform dispatcher/security guard regarding when a particular truck is expected to come in or go out and which bay each truck is to be parked at.	1	4	-	-

Update status, perform inspection and reporting

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Update loading/unloading status</i>	6	14	-	-
PC1. take note of the pending tasks/shipments that did not arrive during the workday	2	6	-	-
PC2. conduct sun down meeting with workers and explain work to be done for the next day	4	8	-	-
<i>Inspect work areas and equipment</i>	8	28	-	-
PC3 . make sure the quarantined items are moved by the housekeeping staff to the quarantine area for rework or for disposal.	2	6	-	-

PC4 . perform a safety inspection of loading/unloading, staging and inbound/outbound areas in the warehouse	2	10	-	-
PC5. monitor loading equipment shortage (HOPTs, BOPTs, loading conveyor etc.)	-	-	-	-
PC6. check on the condition of equipment and PPE	2	6	-	-
PC7. ensure that all the work areas are clean and equipment is in working order	2	6	-	-
<i>Report to management</i>	16	28	-	-
PC8. report any suspicious looking carton / object to the warehouse supervisor. any repeated excess carton to a particular transporter / customer need to be reported (pilferage angle).	-	-	-	-
PC9. escalate to warehouse supervisor on receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments.	2	6	-	-
PC10. notify warehouse supervisor regarding any concerns faced during the day and obtain rescheduled loading plans if required	2	6	-	-
PC11. provide daily report to warehouse supervisor regarding shipments that did not arrive, condition of equipment, damage if any, delays, inability to meet an order, etc	8	4	-	-






Maintain health, safety and security measures in loading/unloading goods

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health, safety and security measures during all activities</i>	30	70	-	-
PC1. comply with safety regulations and procedures in case of fire hazards, biohazards, etc.	3	7	-	-
PC2. wear all safety equipment including protective gear, helmets etc.	3	7	-	-

PC3. follow organization procedures with respect to security, materials handling and accidents	3	7	-	-
PC4. recognize and report unsafe conditions or activities.	3	7	-	-
PC5. adhere to security regulations of the company	3	7	-	-
PC6. in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	3	7	-	-
PC7. identify reasons for occurrence of incident	3	7	-	-
PC8. capture reasons and response/action taken into incident report/note to manager	3	7	-	-
PC9. report any deviations from standard protocol along with reasons (if any)	3	7	-	-
PC10. visually inspect the activity area and equipment for appropriate and safe condition.	3	7	-	-
NOS Total	30	70	-	-

Annexure 3: QR codes

S.No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR code(s)
1	Chapter 1- Introduction to loading supervisor	Unit 1.1- Supply chain management	What is Supply Chain Management	https://www.youtube.com/watch?v=I ZPO5RclZEo	2	 Supply Chain Management
2	Chapter 1- Introduction to loading supervisor	Unit 1.1- Supply chain management	What is Logistics Management	https://www.youtube.com/watch?v=4- QU7WiVxh8	2	 Logistics management
3	Chapter-2 Preparation for Supervising Operations	Unit 2.1 Coordinating with Transportation	Schedule times in conjunction with the transportation service:	https://youtu.be/tp5_Op94xq0	32	 WMS
4	Chapter-2 Preparation for Supervising Operations	Unit 2.2 Scheduling activities	Coordinating with Warehouse Supervisor:	https://youtu.be/HuBH6Hf5zdg	35	 Warehouse Loader
5	Chapter-3 Loading and Unloading	Unit 3.1 - MHE and PPE required for Loading and Unloading Process	Material Handling Equipment	https://youtu.be/BBWPIByOEfl	45	 Material Handling
6	Chapter-3 Loading and Unloading	Unit 3.2 - Managing Unloading Process	Unloading Process	https://youtu.be/nz69i6l7SzI	50	 Unloading Process

7	Chapter-3 Loading and Unloading	Unit 3.3 - Managing Loading Process	Loading Process	https://youtu.be/ct2__RRFkWk	54	 Loading Process
8	Chapter-4 Inspection and Reporting	Unit 4.1 - Inspecting work areas and equipment	Types of inspection and Information checklists	https://youtu.be/PlvhGxUGk5w	65	 Safety Inspection And Checklist
9	Chapter-4 Inspection and Reporting	Unit 4.1 - Inspecting work areas and equipment	Inspection of Work Area	https://youtu.be/sTMDBAV8FU0	65	 Safety Hazards
10	Chapter-4 Inspection and Reporting	Unit 4.2 - Reporting to management	Reporting Exceptions	https://youtu.be/nojIArDFPFs	72	 Damaged Product Handling
11	Chapter-5 Compliance to Health, Safety and Security Norms	Unit 5.1- Implementing Safety in the Warehouse	Safety and its Criticality	https://www.youtube.com/watch?v=kcM9u4heDVk	79	 Warehouse material handling





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