

# Facilitator Guide



Sector  
Logistics

Sub-Sector  
Warehousing (Storage and Packaging)

Occupation  
Operations (Receiving)

Reference ID: LSC/Q2112, Version 3.0,  
NSQF Level 3

## Receiving Assistant



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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 Facilitators Guide thus contributing towards skilling based on the Qualification Pack (QP) & National Occupation Standards for a Receiving Assistant

We thank the subject matter experts who have helped us in developing the content of this Facilitator Guide.

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 has been designed to enable training for the “Receiving Assistant” Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s.

After reading this guide, one would be able to teach all the requirements and various processes to be broadly followed by a Receiving Assistant. Additionally; one will be able to share insights about certain specific activities that need to be performed by an Assistant from the perspective of the management.

Key Learning Objectives for the definite NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

## Symbols Used



Steps



Role Play



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Summary



Demonstrate



Exercise



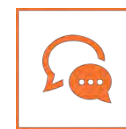
Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity

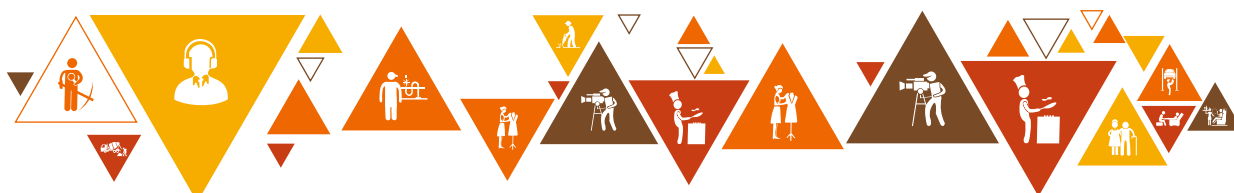
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# 1. Introduction to Receiving Assistant

Unit 1.1 - Logistics and Supply Chain Management

Unit 1.2 – About the Course

Unit 1.3 - Introduction to Warehousing

Unit 1.4 – Warehouse Equipment and Layouts

Unit 1.5 – Documentation in Warehousing

Unit 1.6 – Roles and Responsibilities of a Receiving Assistant



## Key Learning Outcomes



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

1. Classify the components of supply chain and logistics sector
2. Detail the various sub-sectors and the opportunities in them
3. Explain job roles in warehousing
4. Detail your job role as Receiving Assistant and its interface with other job roles
5. Explain various activities in a warehouse
6. Describe the various MHEs and equipment used in warehouses
7. Discuss the documentation requirements in warehousing operations
8. Identify various activities in a warehouse
9. Perform your job role as Receiving Assistant
10. Identify the various MHEs and equipment used in warehouses
11. Prepare necessary documents for warehousing operations

## Unit 1.1 – Logistics and Supply Chain Management

### Unit Objectives

**At the end of this unit, participant 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

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

### Do

- Ask the students about Supply Chain Management and engage them in a discussion
- Make the students discuss the things we need to remember in Supply Chain.
- Make a note of the important and relevant points shared by students
- Discuss the important points once all students have spoken

### Ask

- The participants to form pairs of their choice.
- Let them interact with their chosen co-participant for 10 minutes and get to know each other well.
- Let each participant introduce his co-participant with whom he paired up.
- Then ask each participant whether his introduction through his friend covered all points or whether he needs to add to the list on his presentation.
- Let the Facilitator end this activity by introducing himself.
- This exercise is aimed at Team building as a fun activity and getting to know each other well.
- Ask the participants about their expectations and takeaways after the course completion

## Elaborate



- What is Supply Chain Management?
- What is Logistics Management?
- The components of Supply chain management
- The different flows in supply chain management

## Notes for Facilitation



- Ensure that the participants get to know each other and the facilitator well and ensure it acts as a good foundation for Team building.
- Explain the 3 Flows product, cash & Information in a Supply chain.
- Explain the In Bound, In-Plant and Outbound areas of a Supply chain
- Explain the extended supply chain when we include Tier 2, Tier 3 etc. suppliers.
- Discuss with each participant and try and understand each learner's individual ability of learning

## UNIT 1.2 – About the Course

### Unit Objectives

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

1. Explain the importance of the Receiving Assistant
2. Describe the organizational structure
3. Elucidate the main objectives of this course

### Resources to be Used

- Teaching board, computer, projector, video player or TV
- Available objects such as a duster, pen, notebook, etc.
- Sheets carrying time schedules, plan for visits, important details of the course calendar
- PowerPoint presentations

### Explain/Elaborate

- The importance and positioning of a Receiving assistant in the warehouse operations.
- The several positions in a warehouse hierarchy and the pattern of growth in the current job role

### Notes for Facilitation

- You could ask the students about the expectations from the course.
- Invite students to participate. List the expectations on the whiteboard.
- Give the students a brief overview of what all will be covered in the program.
- Provide information on what are they going to learn in the next 30 days
- Supply the time schedule about the learning they are going to cater periodically
- Inform about the discipline to be followed in the class, timings they have to maintain
- Share important dates, plan of visits, assessments, labs, practical classes and explain the calendar in detail as when and what is planned.
- Discuss in brief about the Receiving Operations and Receiving assistant

## Unit 1.3 – Introduction to Warehousing

### Unit Objectives

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

1. Explain the importance of warehouse in supply chain
2. Describe the various activities carried out in a warehouse
3. Identify the significance of policy and procedures

### Resources to be Used

- Available objects such as a duster, pen, notebook, etc.
- Teaching board or whiteboard
- Sheets carrying time schedules, plan for visits, important details of the course calendar
- PowerPoint presentations

### Ask

- Ask the students the three important flows in Supply Chain Management
- Ask the students about the activities carried out inside the warehouse

### Explain

- What is the need for a warehouse?
- Introduction to Warehouse Operations and Warehouse management systems
- Elaborate - A Warehouse is a place used for storage or collecting of goods, so as to make things available as and when required. There can be different types of goods stored inside a warehouse such as FG-Finished goods, WIP-Work in progress goods, RM-Raw materials etc.
- Explain the Product Supply chain with examples
- What are the different activities of a warehouse and performed in what order?

## Notes for Facilitation

- You could ask the students what they know about the Warehouse industry in India.
- Ask students about, what is their idea about Warehouse activities
- Give students some time to think about how the Warehouse industry has changed in the last ten years.
- Set the context and ask them to describe the industry trends in the Warehouse industry.
- Identify the knowledge of students on the various types of Warehouse operations.



## UNIT 1.4 - Warehouse Equipment and Layouts

### Unit Objectives

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

1. Detail on the different types of storage systems in a warehouse
2. Detail on various MHE equipment used in a warehouse
3. Explain the concept of Warehouse layouts

### Resources to be Used

- Teaching board, computer, projector, video player or TV

### Explain

- What are the different types of warehousing equipment?
- The several types of storage settings and equipment
- The several types of MHE used for moving and packaging
- The several types of Safety equipment important to a warehouse
- What are the several warehouse layouts and the utility of space in a warehouse

### Field Visit

Take the group of Learners to a Warehouse and explain them the layouts, systems, MHE and facilities of a Warehouse

### Notes for Facilitation

- Explain the Warehousing activities, the different storage types and equipment through the use of material
- Give the students a brief overview of what will be covered in the program
- Introduce them briefly to different MHE equipment and their importance in a warehouse
- Guide them through the warehouse trip and introduce them to several equipment, systems and the facility

## UNIT 1.5 – 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 used in warehousing operations.

### Resources to be Used

- Teaching board, computer, projector, video player or TV, document samples

### Explain

- What is the purpose of documentation in warehouse operations?
- What are the different types of documentations used in a warehouse?

### Demonstrate

- Display the different kinds of documents to be used in a warehouse
- Demonstrate the use and procedure to fill the documents

### Notes for Facilitation

- Explain the Warehousing activities, the documents according to be used in these activities
- Give the students a brief overview of what will be covered in the program
- Introduce briefly about different documents required for MHE equipment and their importance in a warehouse

## UNIT 1.6 - Roles and Responsibilities of a Receiving Assistant

### Unit Objectives

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

1. Detail several job roles of a Receiving Assistant
2. Elaborate the responsibilities of a Receiving Assistant

### Resources to be Used

Teaching board, computer, projector, video player or TV

### Say

- Receiving Assistants are also known as receiving clerks. Individuals in this role are responsible for completing the paperwork and receiving inbound consignments, checking them against invoices, identifying missing or defective items and processing returns with the distributor
- Be open to learning and understand the expectation of the course
- Gain knowledge about your position in the organizational flow and your supervisors
- Receiving assistant helps increase in Productivity
- A successful Receiving Clerk should have a strong eye for detail, be good with numbers, and have the ability to multitask.
  1. There are four main roles and responsibilities of a Receiving Assistant Prepare for Receiving Consignments
  2. Receiving Operations
  3. Post Receiving Activities
  4. Maintain Health, Safety and Security Measures

## Notes for Facilitation

- You could ask the students what they know about the need for a Receiving assistant
- Give students some tips for how to become a successful receiving assistant
- Give the students a brief overview of the different aspects of a receiving assistant's role
- Introduce briefly about different receiving equipment and activities during warehouse trip and their responsibility at a warehouse

## Summary

The basics of Supply chain management is discussed at the ground level and the importance of Logistics linkage in managing an efficient supply chain. Three main flows of supply chain management are clearly explained in this chapter. The participant will be able to understand the main roles of the individual as a Receiving Assistant with the set targets. This chapter also discusses the necessity of a Warehouse and different activities carried inside the warehouse.

## Team Activity

- Take a trip to the warehouse
- Divide the group of learners into teams and ask them to observe the activities carried out in a warehouse and receiving operations
- Ask them to make notes of their observation and present their understanding of receiving operations to the class
- Ask them to specifically observe the receiving assistant and interact with them in their free time

## Answers to Exercise in PHB

### Multiple Choice Questions

1. B. Plan – Source – Make – Deliver – Return
2. C. Earth moving
3. B. Unload Vehicle
4. D. None of the above

### Fill in the Blanks

1. Three important flows in logistics management:
  - Product flow / Service Flow
  - Information Flow

- Finance/Money Flow

2. Information

3. Warehouse Supervisor

4. Types of goods stored inside a warehouse

There can be different types of goods stored inside a warehouse such as FG-Finished goods, WIP-Work in progress goods, RM-Raw materials etc.

5. an Inbound

6. Binning/ Unloading

#### **True or False**

1. (True)
2. (False)

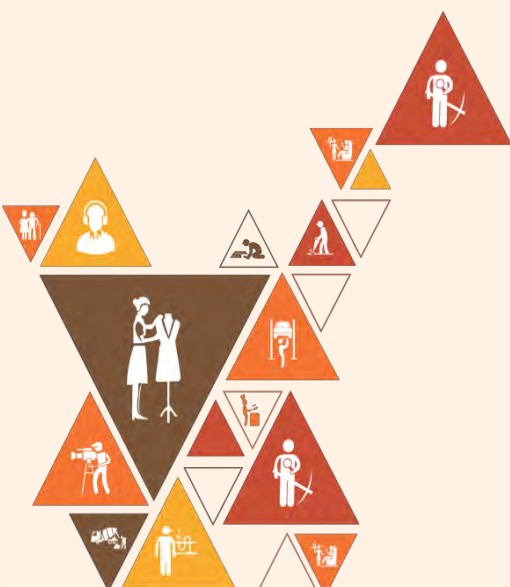


## 2. Prepare to Receive Consignment

Unit 2.1 – Introduction to Receiving Operations

Unit 2.2 – Prepare Receiving Area

Unit 2.3 – Prepare Receiving Equipment



## Key Learning Outcomes



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

1. Detail the activities listed in a typical work schedule
2. Differentiate the different types of goods and their corresponding checklists
3. Explain priorities and special conditions encountered in a warehouse
4. Describe the different types of PPE to be used in warehouse
5. Explain the usage of equipment and forms used in receiving operations
6. Detail the usage of barcode scanners, densimeters and other equipment used in warehouse
7. Describe safe work condition requirements
8. Perform the activities listed in a typical work schedule
9. Demonstrate the different types of goods and their corresponding checklists
10. Identify the priorities and special conditions encountered in a warehouse
11. Demonstrate the different types of PPE to be used in warehouse
12. Demonstrate the usage of equipment and forms used in receiving operations
13. Elaborate the usage of barcode scanners, densimeters and other equipment used in warehouse
14. Identify safe work condition requirements



## Unit 2.1 – Introduction to Receiving Operations

### Unit Objectives

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

1. Explain Receiving Process
2. Detail on the types of Goods and checklists to be handled while receiving

### Resources to be Used

- Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.

### Ask

- What do they understand by receiving?
- What is the flow of a receiving process
- What have they learnt during their warehouse visits in the previous module?

### Explain

- The concept and need for receiving in warehousing
- How the activity flow of a warehouse starts with the receiving process
- Briefly, how Unloading of the material has to be done effectively as a part of this process to ensure zero breakages, during the process
- The Process of Receiving and a typical day of work in the life of a receiving assistant
- The overall scope of this module on Receiving processes.

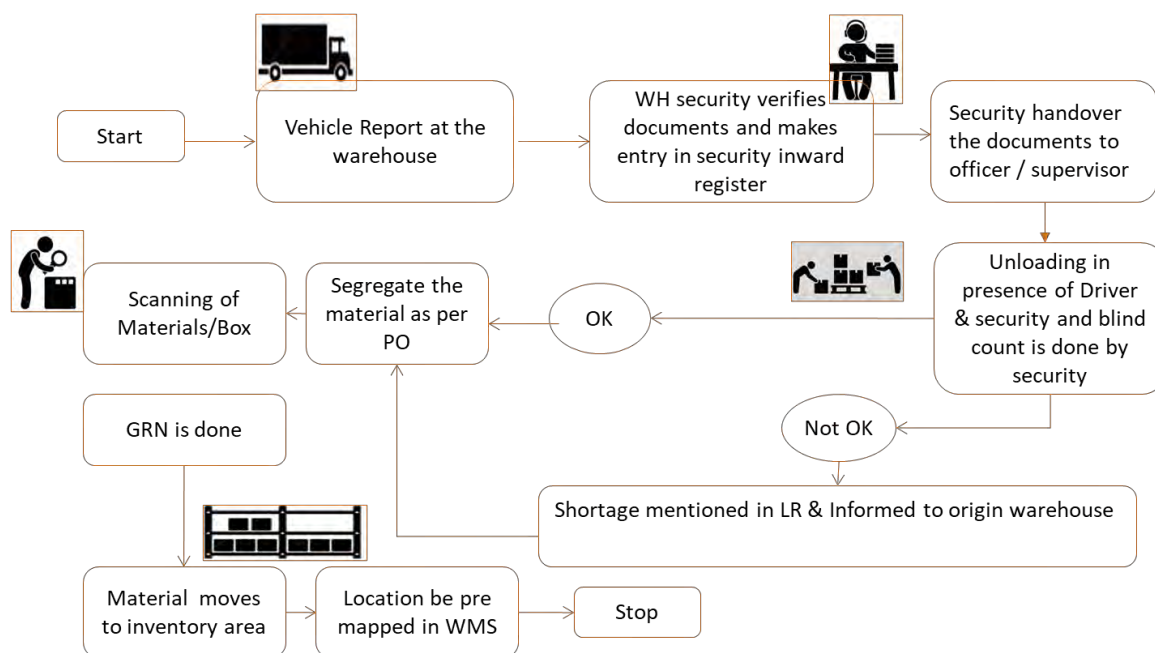


Fig. 2.1.1.1. Receipt Process – Work Schedule for a day

## Role Play



Explain the learners the importance of working with fellow colleagues to carry out receiving operations

Tell them the different job roles each colleague carries out in the warehouse for receiving

Ask the learners to display their understanding of working as a team through role plays on following scenarios

- Receiving Assistant and Data Entry Operator
- Receiving assistant and Security Personnel
- Receiving assistant and Lorry driver

## Elaborate



Following are a few systems or processes that help to achieve efficient Receiving:

- Dock to stock time
- Receiving error reporting
- Dock utilization
- Supplier shipping problems
- Cross-Docking

## Notes for Facilitation

- Guide the learners through the receiving operations step by step
- Try and gauge their understanding of the process
- Explain that each warehouse has its own protocol for receiving, unloading and moving products and they will have to work according to SOP's
- Ask them to keep in mind the product being received before selecting the procedure for receiving
- Explain the role of the supervisor in this process and tell them that the supervisor will guide them in this process.
- Demonstrate the importance of safe working conditions

## Unit 2.2 – Prepare the Packaging Area

### Unit Objectives

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

1. Detail the process of preparing the Receiving area
2. Prepare for required housekeeping

### Resources to be used

- Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
- SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter, housekeeping material and equipment etc.

### Ask

- What according to the participants is preparing the receiving area?
- What kind of inspections are necessary for carrying out smooth receiving operations?
- How to understand housekeeping needs for the receiving area?

### Explain/Elaborate

- The several guidelines for preparing the receiving area
- The use of MHE like forklift etc. for receiving and unloading operations and how cleaning and preparing the area will improve operations
- The importance of understanding the different kinds of goods, this will guide in the preparations of the area
- The guidelines to prepare for Housekeeping

## Demonstrate



- Gather the learners and demonstrate the receiving process and several process that we discussed the previous session like cross docking, etc.
- Carry out housekeeping activities and demonstrate the process of preparing an area for receiving

## Notes for Facilitation



- Explain the importance of each step of receiving while demonstrating the process
- Let the learners practice housekeeping techniques to learn the importance
- Encourage them to ask questions about the tasks and the materials
- Assist them in mastering the preparation tasks for the receiving area so that they know its importance

## Unit 2.3 – Prepare Receiving Equipment

### Unit Objectives

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

1. Detail the different types of Receiving Equipment used in a Warehouse
2. Illustrate equipment used according to the type of goods
3. Explain the guidelines to keep in mind to Prepare for Receiving

### Resources to be Used

- Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
- SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter, housekeeping material and equipment etc.

### Explain/Elaborate

- The different types of receiving equipment used in a warehouse
- The emphasis on robotics, barcode scanners etc. and how they simplify work
- The use of MHE equipment in receiving goods
- The choice of MHE equipment according to the type of goods
- The importance of docks and their purpose

### Demonstrate

- The process of Preparing for receiving according the SOP or guidelines of the process
- The several MHE and Receiving Equipment used for the process of receiving

### Task

- Ask the participants to carry out pre- receiving inspections on the machines and the receiving area using the inspection guidelines and checklist if any
- Make the participants practice the use of equipment like scanners, barcode scanners, densimeters etc for receiving process

## Notes for Facilitation

- Explain to the learners that every warehouse has their own machines and operating systems, learn these systems and operations from your supervisor
- Explain the safety precautions and pre inspections to be carried out using sample checklists and SOP's to give the learners an idea
- Demonstrate an understanding of receiving equipment / machines and their usage

## Summary

In this chapter we discussed the process to prepare for receiving of goods. A receiving assistant needs to be aware about the several receiving pre-requisites, techniques, equipment and machines and we discussed about these in detail. Personal Protective equipments are the important tool for a warehouse operation, this will ease the work and maintain safety in operations. We have discussed the process of receiving, the different employees to work with for effective receiving processes, and processes that make work easy. Different forms of receiving technologies used in the warehouse operations are explained in this unit. We have highlighted in great detail the need for receiving operations and benefits.

## Answers to Exercise in PHB

### Multiple Choice Questions

1. Arrange the process of receiving in the right order
  - a. Vehicle report to warehouse (a)
  - b. Segregate material (d)
  - c. Unload material (c)
  - d. Verify documents (b)
  - e. Scanning of material (e)

2. B. Packaging operator

3. B. Dock Utilization

### Fill in the Blanks

1. receiving operations
2. Data Entry Operator
3. Dock to stock time
4. Housekeeping



## 5. Densimeter

### Explain

1. Any two receiving equipment used at a warehouse
  - Robots
  - Bar code scanners
  - Densimeters
  - Dock Levers
2. Illustrate the process of Receiving
  - Refer figure 2.1.1 in Unit 2.1



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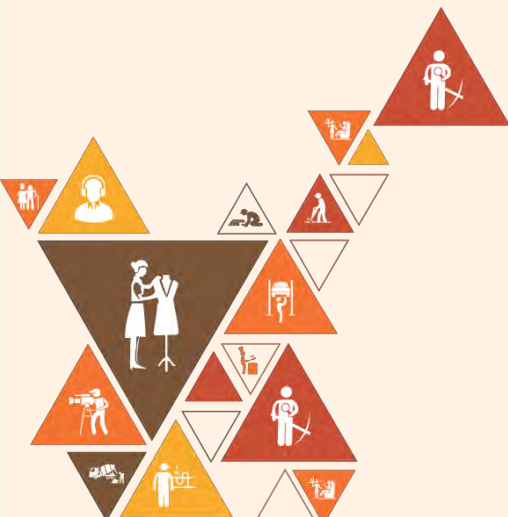


## 3. Receiving

Unit 3.1 – Receiving Consignments

Unit 3.2 – Segregate Goods: Storage and Transfer

Unit 3.3 – Resolve Discrepancies



## Key Learning Outcomes



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

1. Explain Describe the usage of IT system for receiving and managing consignment
2. Explain consignment inspection procedure
3. Detail damaged goods quarantine process
4. Discuss documentations involved in consignment receiving
5. Detail binning and staging in warehouse
6. Discuss consignment segregation and aggregation based on transport location
7. Demonstrate usage of IT system for receiving and managing consignment
8. Inspect consignments as per standard operating procedure
9. Demonstrate the quarantine process for damaged goods
10. Demonstrate consignment inspection process using testing equipment
11. Demonstrate usage of barcode and allied equipment for managing inventory
12. Record non-conformities and damages in consignment
13. Prepare damage claim forms, missing goods forms and other documentation

## UNIT 3.1: Receiving Consignments

### Unit Objectives

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

1. Identify the steps involved in receiving consignment
2. Elaborate the IT systems used in Receiving process
3. Discuss the guidelines and SOP for receiving goods
4. Detail the documents required while receiving goods

### Resources to be Used

- Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.

### Ask

- The students what do they know about the process of receiving consignments
- What are the steps to be followed while receiving consignments?

### Explain/Elaborate

- The steps involved in the process of receiving consignments
- How to effectively inspect received goods
- How to identify items/ goods and tag them using barcode scanners
- How to log in received material in the WMS systems
- The importance of a WMS system in receiving processes

## Demonstrate



- Gather the learners and demonstrate the use of WMS, ERP and TMS
- Walk them through the process of receiving using the Steps – Inspection, followed by tagging and Logging in details in the WMS
- Introduce them to the documentation necessary for the receiving process and demonstrate how to fill these documents

## Activity



Divide the learners into groups of two and ask to carry out the following activities:

- Tagging goods and uploading the details in WMS
- Filling documents important for receiving goods

## Notes for Facilitation



- Guide the participants through each step of receiving
- Let them perform the steps till they achieve perfection
- Explain the guidelines for receiving consignments in detail and guide the learners through the whole process
- WMS is extremely important system for warehouse management, receiving processes are made far easy through this technique. Guide participants through the process
- Follow the SOP for receiving process while training

## UNIT 3.2: Segregate Goods: Unloading, Storage and Transfer

### Unit Objectives

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

1. Explain the Unloading process
2. Discuss and demonstrate the Binning process for storage
3. Explain the unexpected challenges during Receiving process

### Resources to be Used

- Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
- SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.

### Explain/Elaborate

- The process of Unloading and the steps involved in this process
- The process of Binning and its importance in the process of receiving consignments
- What is a Bin card and its importance in the process
- Introduce the learners to the exceptions that can occur at work and how to handle these situations

### Demonstrate

- Gather the learners and demonstrate the process of Unloading
- Demonstrate the steps and ask the learners to observe closely the whole process.
- The process of creating a Bin card and its objective
- The process of creating Bin location names for seamless operations

## Activity



- Ask the learners to divide in groups of two
- Each group will be assisted by one supervisor to perform the process of Unloading
- The same group can then move to the Binning process and demonstrate their skills in binning and creating location names

## Notes for Facilitation



- Explain the process one step at a time
- Show the learners the docks, bins, bin locations and tags
- Explain that each firm has a separate way of handling process and it depends on their SOP
- Explain them the exceptions that can happen on the job and how to handle them

## Summary



In this chapter we discussed the process of Packaging goods. A goods packaging machine operator needs to be aware about the several steps in the process of packaging, the use of several packaging materials and machines. The operator should also be aware about the process of getting optimum use out of a machine and the warehouse area for good packaging. Important concepts such as integrity and ethics are discussed in this chapter. There are a set of code of conduct and etiquettes which needs to be followed and practiced by all the employees. Any violations of ethics and code of conduct should be properly dealt with and escalated to the seniors as per the matrix set by the organization.



## UNIT 3.3: Resolve Discrepancies

### Unit Objectives

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

1. Describe the process to handle shortage, damages or breakages in the warehouse.
2. Detail the various documents required for handling discrepancies

### Resources to be Used

- Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
- SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.

### Say

- Warehouse is an action-packed place. Despite all precautions there are still some chances of shortage, damage or breakage during warehouse operations, especially during receiving operations like unloading or binning.
- The receiving assistant is supposed to report immediately to the warehouse supervisor and fill in a damage report along with supervisor on immediate basis
- There are several guidelines that you need to follow in this process to ensure a smooth operation

### Demonstrate

- The guidelines to follow to manage discrepancies
- The documents to be filled in case of damage or loss of goods

## Notes for Facilitation

- Make learners aware of the emergency number to call at the time of a workplace accident or mishap.
- Make them practice the unloading and binning process regularly to avoid chaotic situations.
- Ask them to keep an updated reporting and inspection schedule

## Summary

In this chapter we discussed the process of Receiving goods. A Receiving assistant needs to be aware about the several steps in the process of receiving. They should be thorough with the process and steps of Unloading process and Binning process. The assistant has to be very sharp in order to note down any discrepancies, shortages or damages of products so that they can effectively resolve issues. The receiving operator should be aware of the WMS process and should know how to update data as well as read data through scanning bar codes etc. The operator should also be aware about the process of getting optimum use out of a machine and the warehouse area.

## Answers to Exercise in PHB

### Multiple Choice Questions

1. B. Unload Vehicle
2. B. Issuance of Lorry Receipt
3. D. Product Description
4. D. Goods receipt checklist
5. C. Refuse to unload and bring to the notice of WH in charge

### True or False

1. (True)
2. (True)
3. (False)
4. (True)
5. (True)

### Fill in the Blanks

1. Gate inward register.
2. MSDS
3. Forklift drum handler.
4. WMS





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MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



N S D C  
National  
Skill Development  
Corporation

Transforming the skill landscape

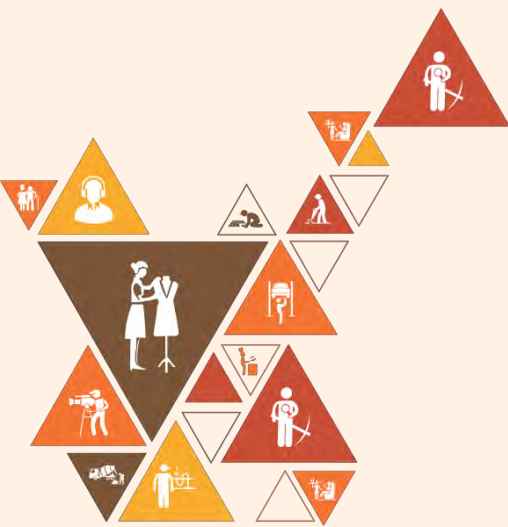


## 4. Post Receiving Activities

Unit 4.1 – Update Information in IT Systems

Unit 4.2 – Report to Management

Unit 4.3 – Clean up Post Receiving



LSC/N2114

## Key Learning Outcomes

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

1. Describe physical data and system entries comparison process
2. Detail the information requirements for invoice preparation
3. Discuss end of day reports and status update requirements for manager
4. Detail safe and clean working environment requirements in work area and receiving area
5. Inspect information update status for damaged/missing goods
6. Prepare end of day reports and status update requirements for manager
7. Identify safe and clean working environment requirements in work area and receiving area

## UNIT 4.1: Update Information in IT systems

### Unit Objectives

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

1. Describe the process of updating the IT system for record
2. Detail the information requirements for invoice preparation

### Resources to be Used

- Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.

### Ask

- Now that they have learnt about the use of IT Systems and their importance, please elaborate on that
- Ask them the requirement of WMS
- Ask them their role as a receiving assistant and responsibilities related to the IT systems

### Say

- The Receiving assistant is responsible for managing the complete cycle of movement of material from unloading from inbound vehicle till loading onto outbound vehicle
- They manage movement, material and method and make sure warehouse productivity targets are met.
- The foremost important job of an assistant is to perform cycle counting and update the systems in time with physical data
- the assistant needs to get help from the *warehouse executive - (Data Entry Operator)* to finish the tasks

## Elaborate



- The key deliverables of a receiving assistant
- The tasks to be performed with the assistance of the DEO

## Activity



- Ask the learners to divide in groups of two
- Provide them with access to IT systems and ask them to create invoices for the material received
- Provide them with sample GRN, Checklists etc. and ask them to create invoices

## Notes for Facilitation



- Show them the importance of using IT Systems in a warehouse
- Recall the importance of WMS
- Show them the formats of invoices and explain it to the learners so that they have an ease in creating

## UNIT 4.2: Report to Management

### Unit Objectives

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

1. Prepare reports on daily activities done in the warehouse.
2. Discuss the importance of reporting and maintaining daily activity sheet.

### Resources to be Used

- Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
- SOP, standard forms, stationery, markers, ERP, computer, printers, etc

### Explain/Elaborate

- The importance of daily reporting
- That the daily reporting is essential for steady progress and handling warehouse work conditions
- How to complete the daily activity form

DAILY WORK REPORT										
NAME OF WAREHOUSE:										
NAME OF ASSOCIATE:						DATE:				
S.NO	DATE	NAME OF TASK	COMPLETED			PENDING				SIGNATURE

Fig. 4.2.1 Daily work report

- Elaborate and showcase the guidelines essential for reporting on a daily basis on matters of delay, damage or missing shipment



## Demonstrate

- Demonstrate the steps to be followed during the reporting process
- Filling the daily work report

## UNIT 4.3: Clean Up: Post Receiving

### Unit Objectives

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

1. Discuss the importance of cleanliness in receiving area and warehouse.
2. Explain the procedure for maintaining proper housekeeping post receiving goods.

### Resources to be Used

- Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser
- SOP, standard forms, stationery, markers, ERP, computer, printers, etc

### Explain/Elaborate

- The importance of Housekeeping
- The steps to be followed when doing housekeeping for the receiving area
- The importance of keeping the following areas clean and the steps involved in the process:
  - Docks
  - Aisles
  - Product slots
  - Staging Area
  - Bins and Binning Area

### Demonstrate

- The process of housekeeping at :
  - a. Docks
  - b. Aisles
  - c. Product slots
  - d. Staging Area
  - e. Bins and Binning Area

## Notes for Facilitation

- Discuss the Post housekeeping activities and their importance
- Highlight the importance of PPE in housekeeping and the correct usage of it
- Display the materials used for housekeeping and their advantages
- Guide the learners through pre-cleaning, cleaning and post cleaning activities

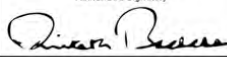
## Summary

In this chapter we discussed the post shift activities of a receiving assistant. A receiving assistant has to carry out all these activities with great skill, as these activities determine the next day's workload and process. A receiving assistant needs to be aware about the several steps in creating a report, updating the IT Systems and maintaining hygiene for the safety of the staff.

## Answers to Exercise in PHB

1. Major deliverables of a Receiving assistant
  - Unloading the incoming material from vehicles.
  - Staging, checking and scanning the inbound material.
  - Physical movement of stocks from receiving area to put-away location. Binning of material.
  - Stacking / storing of stocks as per set norms.
  - Operating the MHE for whole gamut of warehouse activities.
  - Loading of the outbound material into vehicle.
  - Daily cycle count of material and periodic physical count of material.
  - Ensure cleanliness & hygiene in entire warehouse (Including open space, rack, material cleaning).
  - Managing and reporting all exceptions.
  - Updating immediate supervisors on daily basis.

## 2. Invoice

TAX INVOICE					
<b>ABC ENTERPRISES</b> 123 B 20/8 XXXXXX PUSA ROAD, NEW DELHI-110005 <b>GSTIN No 07APAFD8245XXXX</b>					
Bill to	Place of Supply		INVOICE No.	Dated	
<b>RK Electrical Works</b>	<b>RK Electrical Works</b>				
A-10 Rajouri Garden, New Delhi GSTIN No-07BBUPS5252XXXX	A-10 Rajouri Garden, New Delhi		DD-TI-01	1-Jul-17	
Description of Goods	HSN CODE	QTY	Units	RATE	Amount
LED LIGHTS	8501	50	pcs	200	10000
Bulbs	8501	5	Dozens	3000	15000
<b>Total</b>					<b>25000</b>
Less Discount 20%					5000
<b>Taxable Value</b>					<b>20000</b>
<b>ADD CGST 6%</b>				6%	1200
<b>ADD SGST 6%</b>				6%	1200
<b>Total</b>					<b>22400.00</b>
Amount Chargeable (in words) <b>Rupees Twenty Two Thousand Four Hundred only</b> Company's PAN: AAKFD6723D Note-Please make cheques in favor of "DD Enterprises"					
			For ABC ENTERPRISES Authorised Signatory 		

3. A. Preventing any fire hazards
4. A. Track Consignment

## True or False

1. (True)
2. (True)
3. (True)
4. (False)



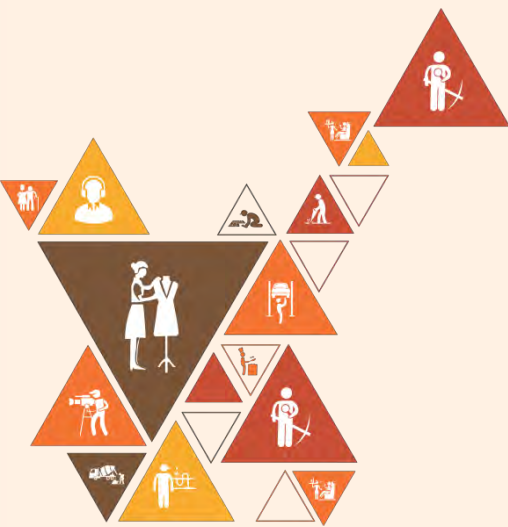
## 5. Compliance to Health, Safety & Security Norms

Unit 5.1 – PPE for Receiving Assistant

Unit 5.2 – Implement Safety in Warehouse

Unit 5.3 – Handling Hazardous Goods

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



## Key Learning Outcomes

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

1. Discuss the health, safety and security norms to be followed in receiving consignments
2. Detail fire safety regulation
3. Discuss fire and bio hazards handling procedures
4. Detail the data safety regulations
5. Discuss documentation procedures for health, safety and security violations
6. Explain the escalation matrix for reporting deviation
7. Demonstrate the usage of PPEs in work environment
8. Identify unsafe working conditions and practices
9. Demonstrate the health, safety and security norms to be followed in receiving consignments



## Unit 5.1 – PPE for Receiving Assistant

### Unit Objectives

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

1. Explain PPE Requirements for a packaging machine operator
2. PPE needs based on product and environment

### Resources to be Used

- PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing material, instructional material, safety guidelines, safety signs markers and stationery, computer, projector etc

### Say

- The essential factors for the smooth operation of every warehouse are health and safety.
- There are several health and safety issues to be concerned with if you are working in a warehouse and each staff member should be provided with a health and safety trainings which covers all of the main topics one should be concerned with.
- It is the responsibility of a Packaging operator that his fellow colleagues are using all the necessary PPE's- Personal Protective Equipment for safe working.
- Packaging Operator needs to ensure and maintain a safe environment by adhering to compliance with standard safety and operating procedures, processing and follow up of all Hazard Reports, needs to instruct personnel in the use and care of PPE and ensure compliance with, compliance with WHMIS and other legislation as it pertains to areas of responsibility
- Keep update on accident / incident investigation reporting and follow up

### Explain/Elaborate

- The importance of PPE gear and the different elements / types of the PPE gear
- Elaborate on the aspect of returning PPE gear post usage
- PPE gear used for handling different kinds of products in a warehouse
- The precautions while handling bulk cargo

## Activity

Display all the necessary PPE-Personal Protective Equipment in the classroom and ask the students to identify the following as per the usage or necessities;

- While working in heights
- While passing or walking through the aisle space where heavy materials are stored in high racks
- While handling chemicals by hand
- Safety precaution for leg safety

## Notes for Facilitation

- A person (Warehouse Picker, Forklift driver, Warehouse employee, Guest from other industry etc.) whoever is entering into the warehouse floor/operation area (Storage location, Handling machine, equipment etc.) must wear Personal Protective Equipment all the time for his/her own safety.
- Usage of PPE is much important considering the safe workplace procedures, training and supervision to encourage people to work safely and responsibly



## UNIT 5.2: Implementing Safety in the 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 undertaken.
3. Explain the importance of training to warehouse team.

### Say



- An evacuation plan lays out how to exit a warehouse safely during an emergency time. Every member of the warehouse and visitors should be familiar with several ways to leave the warehouse and know a safe meeting place outside the building. In simple terms 'Emergency evacuation plan is the immediate and urgent movement of people away from the threat or actual occurrence of a hazard'.
- Certain areas have been designated as 'Safe assembly points' in a warehouse. It is advisable that all the warehouse colleagues should assemble at the specified assembly points in case of an emergency. This is useful for the responsible personnel (departmental safety officers/ fire wardens/supervisors etc.) to know the where-about of their colleagues in the event of any disaster or accidents. The specific assembly points should have been indicated in the fire escape routes maps posted at the area.
- First aid mock drills will test the efficiency of the emergency response procedures required in a non-emergency situation and to educate the warehouse employee to react quickly during the critical emergency times. This could be of any types like fatal injuries to a co-worker, snake bite mock drill, fire accidents etc

### Explain/Elaborate



- The concept of safety
- Safety procedures to be observed in a warehouse. These can be MHE safety, Vehicle safety, Safety from trips and falls, safety while lifting heavy goods
- Fire safety and its importance – how critical it is in warehouse operations
- Safety of charging stations, conveyers, docks etc.
- Importance of training staff in safety and PPE
- The warehouse must continually inspect all areas of the warehouse, identify unsafe operating conditions and properly correct them for safe operation.

## Activity

Try to organize a 'Safety Mock drill' by carrying out the following procedures

- Give a warning to the students by blowing a whistle or siren about the mock drill
- Mark a safe assembly point outside the class room and make the students to assemble in the specified area till the next clearance command is received
- Make a report of the late arrivals, any accident happened, any challenges in arriving at the safe assembly point
- Perform some sample fire put offs using a fire extinguisher or using a sand or water bucket to put off the fire
- Perform some sample 'First aid' mock drill for any hand or leg accident by using proper medical equipment

## Unit 5.3 –Handling Hazardous Goods

### Unit Objectives

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

1. Inspect activity area for appropriate & safe condition.
2. Examine the SOP for dangerous & hazardous goods

### Resources to be Used

- PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing material, instructional material, safety guidelines, safety signs markers and stationery, computer, projector etc

### Say

- Ensure Compliance to all the Health, Safety & Security Norms as below
- Associates to recognize unsafe conditions and safety practices at the workplace and report it to the concerned authority
- Associates to inspect the activity area and equipment for appropriate and safe condition
- Associates to check if stacking is done at defined height and is not on the walkway
- Associates to check if the walkway is free from grease/ oil
- Associates to check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places participate in fire drills
- Associates to check if standard material handling procedure is being followed
- Associates to check if hold ladders, platforms and handrails to be in a sound and safe condition
- Associates to check if all the safety and security related tags, labels and signage are placed in the cargo
- Associates to check if loading instrument is certified and operational
- Associates to implement 5S at workplace
- Associates to check if cargo has passed security checks and report in case of any violation

## Notes for Facilitation

- Begin the class by giving them an overview on inspection of Workplace for appropriate & Safe Condition.
- Detail what are Dangerous & Hazardous Goods.
- Introduce the participants to MSDS (Material Safety Data Sheet) & the PPE & SOP's to be adhered to while handling such goods.
- Lastly reinforce the compliance to Health, Safety & Security norms by saying

## 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. Explain the Standard Protocol in case of Emergencies/Accidents/Breach of safety

### Resources to be Used

- PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing material, instructional material, safety guidelines, safety signs markers and stationery, computer, projector etc

### Say

A few examples of Breach of Health, Safety & Security norms for a better understanding of the concept.

1. Loss of keys.
2. Strange or suspicious persons.
3. Broken or malfunctioning equipment.
4. Loss of property, goods or materials.
5. Damaged property or fittings.
6. Lack of suitable signage when required.
7. Lack of training on health and safety issues

### Notes for Facilitation

- What are Accidents & Incidents?
- What is an Emergency?
- What is a breach of safety?
- What is the SOP for investigation & Reporting?
- How is an Emergency Response Plan designed?
- What is a Command Centre, and how does it make other teams/Departments inclusive?

## Answers to Exercise in PHB

### Multiple Choice Questions

1. D. Regular inspection and maintenance of forklifts
2. C. Price of the chemical
3. D. Not holding a sunrise or sunset huddle meeting

### Fill in the Blanks

1. Slips and Falls
2. Charging Stations
3. Strongly dealt including terminating services if required.

### True and False.

1. (True)
2. (False)
3. (False)

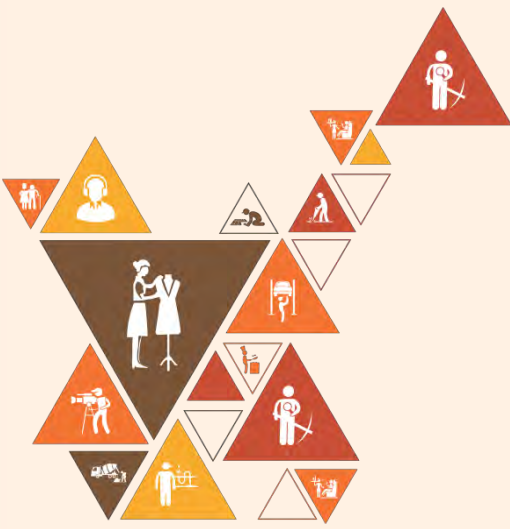


## 6. Annexures

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>	Certificate Course in Receiving Assistant		
<b>Qualification Pack Name &amp; Ref. ID</b>	Receiving Assistant,LSC/Q2112		
<b>Version No.</b>	3.0	<b>Version Update Date</b>	27/01/2022
<b>Pre-requisites to Training (if any)</b>	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		
<b>Training Outcomes</b>	<ul style="list-style-type: none"> <li>• Detail the various functions of Receiving assistant</li> <li>• Demonstrate the various steps involved in preparation of receiving consignments</li> <li>• Discuss the process of receiving inbound consignments</li> <li>• Detail the various activities to be performed at the end of day</li> <li>• Detail the Health, Safety and Security measures in receiving consignments</li> </ul>		

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
1	Introduction to Receiving Assistant	Logistics and Supply Chain management	Explain supply chain management & logistics.		Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2
		Logistics and Supply Chain management	Explain the important flows in a supply chain		Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2
		About the Course	Explain the importance of the Receiving Assistant		Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2



						t Board, Marker, Board eraser	
		About the Course	Describe the organizational structure		Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2
		About the Course	Elucidate the main objectives of this course		Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2
		Introduction to Warehousing	Explain the importance of warehouse in supply chain		Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2
		Introduction to Warehousing	Describe the various activities carried out in a warehouse		Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2
		Introduction to Warehousing	Identify the significance of policy and procedures		Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2
		Warehousing Equipment and Layouts	Explain the different types of storage systems in a warehouse		Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2
		Warehousing Equipment and Layouts	Explain the various MHE equipment used in a warehouse		Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	2
		Documentatio n in Warehousing	Explain the importance of		Lecture	Charts, Models, Video presentation, Flip	2

			documentat ion in warehousin g.			Chart, Whiteboard/Sm art Board, Marker, Board eraser, MHE, Documentation	
		Documentatio n in Warehousing	Identify the various documents used in warehousin g operations.		Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Sm art Board, Marker, Board eraser, MHE, Documentation	5
		Roles and Responsibilitie s of Receiving Assistant	Explain several roles and responsibiliti es of a receiving assistant		Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Sm art Board, Marker, Board eraser	3
2	<b>Prepare to Receive Consignm ents</b>	Introduction to Receiving Operations	Explain the receiving process	LSC/N2 112 PC1, PC2, PC3, PC4, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Sm art Board, Marker, Board eraser, SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	6
		Introduction to Receiving Operations	Elaborate on the types of Goods and checklists to be handled while receiving	LSC/N2 112 PC1, PC2, PC3, PC4, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Sm art Board, Marker, Board eraser , SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	4

		Demonstration and Practice of Receiving Work Schedule	Explain the processes in receiving	LSC/N2 112 PC1, PC2, PC3, PC4, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	5
		Demonstration and practice of Receiving Work Schedule	Explain the processes in receiving	LSC/N2 112 PC1, PC2, PC3, PC4, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	5
		Demonstration and Practice of Receiving Work Schedule	Explain the processes in receiving	LSC/N2 112 PC1, PC2, PC3, PC4, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8	On the job training	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	2
		Prepare Packaging Area	Elaborate the process of preparing the Receiving area	PC8, PC9, KU1, KU2, KU3, KU4, KU5, KU12, KU13, GS1,	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, white board, stationery,	5

				GS2, GS7, GS8		markers, PPEs, computer, printers, barcode scanner, densimeter etc.	
		Prepare Packaging Area	Demonstrate the process of preparing the Receiving area	PC8, PC9, KU1, KU2, KU3, KU4, KU5, KU12, KU13, GS1, GS2, GS7, GS8	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser , SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	5
		Prepare Packaging Area	Prepare for required housekeeping	PC8, PC9, KU1, KU2, KU3, KU4, KU5, KU12, KU13, GS1, GS2, GS7, GS8	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser , SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	5
		Prepare Receiving Equipment	Elaborate the different types of Receiving Equipment used in a Warehouse	LSC/N2 112 PC5, PC6, PC7, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8 LSC/N2 112	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser , SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	3

		Prepare Receiving Equipment	Demonstrate the different types of Receiving Equipment used in a Warehouse	LSC/N2 112 PC5, PC6, PC7, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8 LSC/N2 112	On the job training	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	3
		Prepare Receiving Equipment	Elucidate on the different types of Receiving Equipment used in a Warehouse	LSC/N2 112 PC5, PC6, PC7, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8 LSC/N2 112	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	5
		Prepare Receiving Equipment	Demonstrate the receiving equipment used according to the type of goods	LSC/N2 112 PC5, PC6, PC7, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8 LSC/N2 112	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	5
		Prepare Receiving Equipment	Explain guidelines to keep in mind to Prepare for Receiving	LSC/N2 112 PC5, PC6, PC7, KU1,	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker,	2

				KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8 LSC/N2 112		Board eraser , SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	
		Prepare Receiving Equipment	Identify guidelines to keep in mind to Prepare for Receiving	LSC/N2 112 PC5, PC6, PC7, KU1, KU2, KU3, KU4, KU5, GS1, GS2, GS7, GS8 LSC/N2 112	OJT	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser , SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	5
3	Receiving	Receiving Consignments	Identify the steps involved in receiving consignment	LSC/N2 113, PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9	Lecture	Teaching board, computer, projector, video player or TV	2
		Receiving Consignments	Identify the steps involved in receiving consignment	LSC/N2 113, PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9	Practical	Teaching board, computer, projector, video player or TV	8
		Receiving Consignments	Identify the steps involved in receiving consignment	LSC/N2 113, PC1, PC2, PC3, PC4,	On the job training	Teaching board, computer, projector, video player or TV	5

				PC5, PC6, PC7, PC8, PC9			
		Receiving Consignments	List the IT systems used in Receiving process	LSC/N2 113, PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	3
		Receiving Consignments	List the IT systems used in Receiving process	LSC/N2 113, PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	8
		Receiving Consignments	List the IT systems used in Receiving process	LSC/N2 113, PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9	On the job training	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment,	5

						barcode scanners etc.	
		Receiving Consignments	Discuss the guidelines and SOP for receiving goods	LSC/N2 113, PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	5
		Receiving Consignments	Identify the documents required while receiving goods	LSC/N2 113, PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	8
		Segregate Goods: Unloading, Storage, Transfer	Explain the Unloading process	LSC/N2 113, PC10, PC12, PC13, PC14, PC15, PC16, PC17, PC18	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	5



		Segregate Goods: Unloading, Storage, Transfer	Identify the Unloading process	LSC/N2 113, PC10, PC12, PC13, PC14, PC15, PC16, PC17, PC18	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	8
		Segregate Goods: Unloading, Storage, Transfer	Explain the Binning process for storage	LSC/N2 113, PC10, PC12, PC13, PC14, PC15, PC16, PC17, PC18	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	5
		Segregate Goods: Unloading, Storage, Transfer	Demonstrate the Binning process for storage	LSC/N2 113, PC10, PC12, PC13, PC14, PC15, PC16, PC17, PC18	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	8

		Segregate Goods: Unloading, Storage, Transfer	Manage Unexpected challenges during Receiving process	LSC/N2 113, PC10, PC12, PC13, PC14, PC15, PC16, PC17, PC18	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	5
		Resolve Discrepancies	Describe the process to handle shortage, damages or breakages in the warehouse.	LSC/N2 113, PC19, PC20, PC21, PC22	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	5
		Resolve Discrepancies	Demonstrate the process to handle shortage, damages or breakages in the warehouse.	LSC/N2 113, PC19, PC20, PC21, PC22	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	8

		Resolve Discrepancies	Detail the various documents required for handling discrepancies	LSC/N2113, PC19, PC20, PC21, PC22	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, worksheets, stationery, markers, PPEs, ERP, Documents for receiving, computer, printers, safety equipment, barcode scanners etc.	2
4	<b>Completion of end of day activities</b>	Update IT Systems	Explain the process of updating IT Systems for maintaining records	LSC/N2114, PC1, PC2, PC3, PC4, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	5
		Update IT Systems	Describe the process of updating IT Systems for maintaining records	LSC/N2114, PC1, PC2, PC3, PC4, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	8
		Update IT Systems	Demonstrate the process of updating IT Systems for	LSC/N2114, PC1, PC2,	On the job training Practical	Charts, Models, Video presentation, Flip Chart,	5 2

			maintaining records	PC3, PC4, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12		Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	
		Update IT Systems	Detail the information requirements for invoice preparation	LSC/ N2114, PC1, PC2, PC3, PC4, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	5
		Update IT Systems	Identify the information requirements for invoice preparation	LSC/ N2114, PC1, PC2, PC3, PC4, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	8
		Report to Management	Prepare reports on daily activities done in the warehouse	LSC/ N2114, PC5, PC6, PC7, KU1, KU2, KU3,	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard	8

				KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12		forms, stationery, markers, ERP, computer, printers, etc.	
		Report to Management	Discuss the importance of reporting and maintaining daily activity sheet	LSC/ N2114, PC5, PC6, PC7, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser , SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	5
		Clean up: Post Receiving	Discuss the importance of cleanliness in receiving area and warehouse	LSC/ N2114, PC8, PC9, PC10, PC11, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser , SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	5
			Identify the importance of cleanliness in receiving area and warehouse	LSC/ N2114, PC8, PC9, PC10, PC11, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5,	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser , SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	8

				GS6, GS10, GS12			
			Demonstrate the importance of cleanliness in receiving area and warehouse	LSC/ N2114, PC8, PC9, PC10, PC11, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	On the job training	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	5
			Explain the procedures for maintaining proper housekeeping post receiving	LSC/ N2114, PC8, PC9, PC10, PC11, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	5
			Identify the procedures for maintaining proper housekeeping post receiving	LSC/ N2114, PC8, PC9, PC10, PC11, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6,	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	8

				GS10, GS12			
		Identify safe and clean working environment requirements in work area and receiving area	Identify safe and clean working environment requirements in work area and receiving area according to SOP guidelines	LSC/ N2114, PC8, PC9, PC10, PC11, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	Lecture	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	5
		Identify safe and clean working environment requirements in work area and receiving area	Identify safe and clean working environment requirements in work area and receiving area according to SOP guidelines	LSC/ N2114, PC8, PC9, PC10, PC11, KU1, KU2, KU3, KU6, KU5, GS2, GS3, GS5, GS6, GS10, GS12	Practical	Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, SOP, standard forms, stationery, markers, ERP, computer, printers, etc.	8
5	<b>Compliance to health, safety and security norms</b>	Implementing Safety in the Warehouse	Explain the criticality of Safety	LSC/ N2124, PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU6, KU5, KU14, KU15 GS2, GS3,	Lecture	PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing material, markers and stationery, etc.	7

				GS5, GS6, GS10, GS12			
		Implementing Safety in the Warehouse	Perform the various safety precautions during the various warehousing activities - Part 1	LSC/ N2124, PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU6, KU5, KU14, KU15 GS2, GS3, GS5, GS6, GS10, GS12	Practical	Racks, PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing material, markers and stationery, etc.	5
		Implementing Safety in the Warehouse	Perform the various safety precautions during the various warehousing activities - Part 2	LSC/ N2124, PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU6, KU5, KU14, KU15 GS2, GS3, GS5, GS6, GS10, GS12	Practical	Racks, PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing material, markers and stationery, etc.	5
		Implementing Safety in the Warehouse	Perform the various safety precautions during the various warehousing	LSC/ N2124, PC1, PC2, PC3, PC4, PC5,	Practical	Racks, PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing	6



			activities - Part 3	PC6, KU1, KU2, KU3, KU6, KU5, KU14, KU15 GS2, GS3, GS5, GS6, GS10, GS12		material, markers and stationery, etc.	
		Implementing Safety in the Warehouse	Inspect the Work Area	LSC/ N2124, PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU6, KU5, KU14, KU15 GS2, GS3, GS5, GS6, GS10, GS12	Practical	Racks, PPEs, MHEs like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packaging devices, packing material, markers and stationery, etc.	8
		Handling Dangerous and Hazardious Goods	1. Elucidate the hazards present in handling certain chemicals. 2. Explain the concept of Safety Data Sheet.	LSC/ N2124, PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU6, KU5, KU14, KU15 GS2, GS3, GS5, GS6,	Lecture	SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV	5

				GS10, GS12			
		Handling Dangerous and Hazardous Goods	Demonstrate the various Do's and Don'ts in Handling Hazardous Chemicals	LSC/ N2124, PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU6, KU5, KU14, KU15 GS2, GS3, GS5, GS6, GS10, GS12	Practical	Warehouse sections, SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV	8
		Managing Breach of Safety, Accidents and Emergency Situations	Describe how to handle emergency situations. Explain what actions to be taken in case of any accident.	LSC/ N2124, PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU6, KU5, KU14, KU15 GS2, GS3, GS5, GS6, GS10, GS12	Lecture	SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV	8

		Managing Breach of Safety, Accidents and Emergency Situations	Fill Incident Report Form Execute an emergency evacuation plan	LSC/ N2124, PC1, PC2, PC3, PC4, PC5, PC6, KU1, KU2, KU3, KU6, KU5, KU14, KU15 GS2, GS3, GS5, GS6, GS10, GS12	Practical	Incident Report Template,,OP, Teaching board, computer, projector, video player, stationery, worksheets and TV	8
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## Annexure 2: Assessment Criteria

Assessment Criteria	
Job Role	Receiving Assistant
Qualification Pack	LSC/Q2216, 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	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
5	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

### Prepare For receiving consignments(LSC/N2112)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks	
<i>Obtain all the necessary information</i>	10	39	-	-	
PC1. obtain the work schedule for the day along with the expected times of inbound trucks from the transport manager	3	7	-	-	
PC2. obtain the list of inbound consignments, details of number and type of goods in each consignment and inspection checklists from the warehouse manager	3	12	-	-	
PC3. find out where each truck would be parked and where each consignment would be unloaded.	2	10	-	-	

PC4. understand priorities or special conditions (if any) among the consignments.	2	10	-	-	
<i>Get required equipment and perform visual inspection</i>	10	41	-	-	
PC5. collect and wear all the required personal protective equipment (PPE)	2	9	-	-	
PC6. make sure any stationery required like pens, paper, etc. are available for use during the work day.	2	8	-	-	
PC7. collect any receiving equipment to be used like bar code scanners, densimeters, etc. and check to ensure that they are in good working condition	2	8	-	-	
PC8. inspect the receiving area to ensure that it is clean and in safe condition before starting work.	2	8	-	-	
PC9. have any issues/problems solved before starting work.	2	8	-	-	
<b>NOS Total</b>	<b>20</b>	<b>80</b>	-	-	

### Receiving inbound consignment(LSC/N2113)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive inbound consignments</i>	8	23	-	-
PC1. start up the computer system, log in using company credentials and ensure that the system is working well	1	2	-	-
PC2. collect the agreement sheet from the truck driver	2	2	-	-
PC3. request driver to unseal consignment in their presence	-	3	-	-
PC4. in case of damage, take necessary precautions including quarantining the goods, obtaining drivers' signature, taking notes/snapshots etc.	-	3	-	-

<b>PC5.</b> visually inspect the consignment, sign the agreement sheet and give it to the documentation assistant to prepare the arrival report	1	3	-	-
<b>PC6.</b> in case of discrepancy in consignments against the agreement sheet, report to supervisor	-	3	-	-
<b>PC7.</b> prepare unloading slip. ensure the document packs are matching with the physical receipt	2	3	-	-
<b>PC8.</b> have the consignment unloaded and moved into the receiving area by the unloader.	1	2	-	-
<b>PC9.</b> ensure proper acknowledgements are endorsed by the driver as well as the receiving clerk.	1	2	-	-
<i>Segregate goods for transfer or storage</i>	<b>14</b>	<b>32</b>	-	-
<b>PC10.</b> based on the labels, identify the final destination, what goods are contained and the quantity contained in the package.	2	3	-	-
<b>PC11.</b> keep aside packages which are headed for a different final destination i.e.. not being stored in the warehouse	2	3	-	-
<b>PC12.</b> have the loader move the packages and keep them along with other packages headed for the same destination	1	4	-	-

### Complete end of day activities(LSC/N2114)

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Update information in the system</i>	<b>13</b>	<b>31</b>	-	-
<b>PC1.</b> input the details noted down into the system	4	6	-	-
<b>PC2.</b> if bar codes are used, check to see that the information in the system matches the information noted down.	3	7	-	-

<b>PC3.</b> ensure that actions taken/agreed upon for damaged or missing items are also entered in the system	3	9	-	-
<b>PC4.</b> provide information in the system for the documentation assistant to prepare invoices	3	9	-	-
<i>Report to management</i>	<b>7</b>	<b>24</b>	-	-
<b>PC5.</b> inform the warehouse manager about any delays in inbound consignments or missed deliveries	2	8	-	-
<b>PC6.</b> report any issues faced in negotiation with distributors regarding replacement for damaged or missing goods.	2	8	-	-
<b>PC7.</b> prepare reports on the quality of inbound goods, number of damaged or missing goods, etc.	3	8	-	-
<i>Log off computer and clean up</i>	<b>5</b>	<b>20</b>	-	-
<b>PC8.</b> save all data, safely log off and switch off the computer.	2	6	-	-
<b>PC9.</b> return any PPE and testing equipment used to their respective storage racks.	2	4	-	-
<b>PC10.</b> have any spillages or breakages in the unloading and receiving areas cleaned up by the loader	-	5	-	-
<b>PC11.</b> check to ensure that the computer is off, the work area is clean and ready for the next work day	1	5	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

### Maintain Health,Safety and Security measures in receiving consignments(LSC/N2124)




Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health, safety and security measures</i>	<b>30</b>	<b>70</b>	-	-

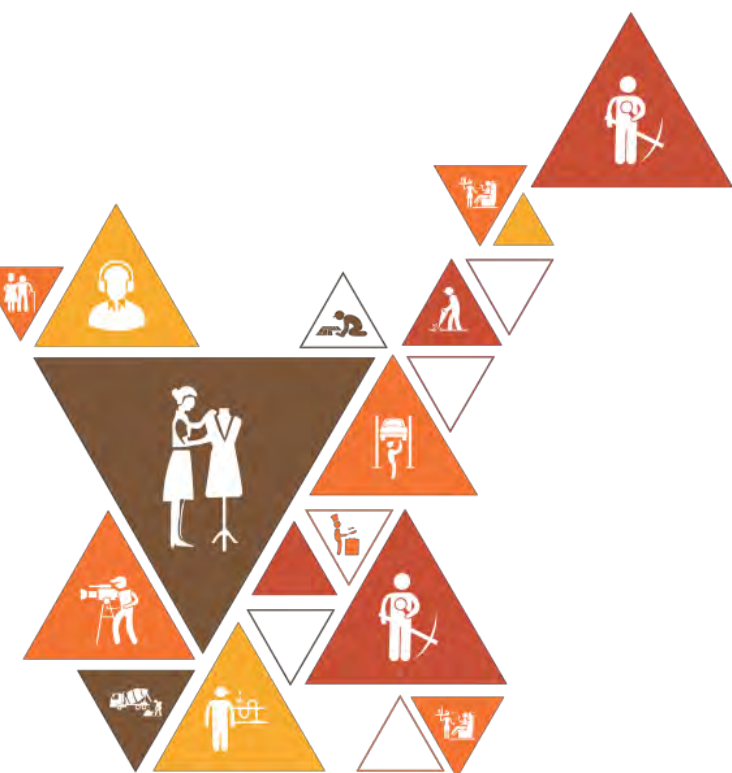
<b>PC1.</b> comply with safety regulations and procedures in case of fire hazards, biohazards, etc.	5	10	-	-
<b>PC2.</b> understand the use of all protective personal equipment (ppe) required for work	5	10	-	-
<b>PC3.</b> wear all safety equipment including protective gear, helmets etc. when checking inbound consignments	5	15	-	-
<b>PC4.</b> follow organization procedures with respect to documentation.	5	15	-	-
<b>PC5.</b> recognize and report unsafe conditions and practices.	5	10	-	-
<b>PC6.</b> adhere to security regulations of the company	5	10	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-



## Annexure 3 : QR codes

S. No	Chapter	Unit	Topic Name	URL	Page No	QR Codes
1	Chapter 1: Introduction to Receiving Assistant	Unit 1.1 - Supply Chain and Logistics Management	1.1.1 What is Logistics?	<a href="https://youtu.be/kT_toh5_NbxE">https://youtu.be/kT_toh5_NbxE</a>	36	 What is Logistics?
2	Chapter 1: Introduction to Receiving Assistant	Unit 1.2 - Subsectors of Logistics Industry	1.2.1 Sub-Sectors of Logistics Industry	<a href="https://youtu.be/NuLzIZu_QoLA">https://youtu.be/NuLzIZu_QoLA</a>	36	 Sub-sector of Logistics
3	Chapter 2: Prepare to Receive Consignments	Unit 2.1 - Introduction to Receiving Operations	2.1.1 What is Receiving Process	<a href="https://youtu.be/F2LlzWYs_k9E">https://youtu.be/F2LlzWYs_k9E</a>	54	 Receiving process
4	Chapter 2: Prepare to Receive Consignments	Unit 2.2 - Prepare Receiving Area	2.2.2 Guidelines to prepare for Housekeeping	<a href="https://youtu.be/qPIRi-RWNIY">https://youtu.be/qPIRi-RWNIY</a>	54	 Housekeeping
5	Chapter 3: Receiving	Unit 3.1 - Receiving Consignments	3.1.3 Documents Required for Receiving	<a href="https://youtu.be/o5D9uK_3WVc0">https://youtu.be/o5D9uK_3WVc0</a>	78	 GRN
6	Chapter 3: Receiving	Unit 3.2 - Segregate Goods: Unloading, Storage and Transfer	3.2.1 Unloading Process	<a href="https://youtu.be/2NqAZ_aoSvq">https://youtu.be/2NqAZ_aoSvq</a>	78	 Unloading process
7	Chapter 4: Post Receiving Activities	Unit 4.1 – Update Information in IT	4.1.2 Creating Invoice	<a href="https://youtu.be/yyTchG8_Pmtk">https://youtu.be/yyTchG8_Pmtk</a>	87	 Invoice

		Systems				
8	Chapter 4: Post Receiving Activities	Unit 4.3 - Clean Up: Post Receiving	4.3.1 Housekeeping in Receiving Area	<a href="https://youtu.be/mOUvhsTJcRk">https://youtu.be/mOUvhsTJcRk</a>	87	 Housekeeping in Warehouse
9	Chapter 5: Compliance to Health, Safety and Security Measures	Unit 5.1 - Safety Instructions to be followed in Workplace	5.1.1 Health and Safety Procedures	<a href="https://youtu.be/-8Nxd9ILKoQ">https://youtu.be/-8Nxd9ILKoQ</a>	116	 5 Common Warehouse Safety Hazards
10	Chapter 5: Compliance to Health, Safety and Security Measures	Unit 5.2 - Importance of PPE	5.2.1 PPEs Role in Warehouse	<a href="https://youtu.be/loQ9Dbsy2ag">https://youtu.be/loQ9Dbsy2ag</a>	116	 PPE in warehouse





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