



Model Curriculum

Warehouse Worker

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











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Warehouse Worker

CURRICULUM / SYLLABUS

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

Program Name	Warehouse Worker			
Qualification Pack Name & Reference ID.	AGR/Q7502, v1.0			
Version No.	1.0	1.0 Version Update Date		
Pre-requisites to Training	Class 5, preferably			
Training Outcomes	 Receive, Sort Receiving the operating equ Pack and tra loading and ui Maintain the maintaining hy Become well 	programme, participants w t, and manage the inver- e goods, Unloading of go ipments, inventory manager ansport the goods: weigh nloading, method of transpor e Warehouse: Warehouse ygienic environment versed with Environment H ealth and safety measures in	entory of the produce: bods, sorting parameters, ment etc hing, packing techniques, prtation, storing, e maintenance, cleaning, Health & Safety: Well	





This course encompasses <u>7</u> out of <u>7</u> National Occupational Standards (NOS) of "<u>Warehouse Worker</u>" Qualification Pack issued by "<u>Agriculture Skill Council of India</u>".

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 00:00 Corresponding NOS Code Bridge Module	 Understand General Discipline in the class room (Do's & Don'ts) Study the Scope & importance of Warehouses in India Understand different Agri-commodities that can be stored in a warehouse & their requirements Get acquainted with different types of warehouses n the basis of- structure, ownership and services rendered Understand APMC Mechanism Get acquainted with Modern warehouse practices Understand and study the standards of sorting, grading and packaging practice Practice basic reading capabilities to enable reading of signs, notices and/or cautions at site Understand the role of a Warehouse Worker and the progression pathways 	Laptop, white board, marker, projector
2	Receive the Agriculture produce Theory Duration (hh:mm) 5:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code AGR/N7505	 Understand the working environment & layout of warehouse Understand the details & specification of goods handled in the warehouse Receive & unload the produce Understand the material handling procedure for different types of agri produce Identify, select and operate appropriate material movement equipment as per the agri produce Accurately weigh and count the number of bags Identify and report the defected produce from the goods received Assist in the documentation of the produce received Comply with procedures and regulations of warehouse policy 	White Board, Marker, Laptop, projector, weighing machine, gunny bags, carton box, trays, etc.
3	Sort the goods received and maintain inventory Theory Duration (hh:mm) 5:00	 Study and understand the sorting and grading specifications for various produce depending on various parameter- size, colour, product types, customer's requirement etc Sort produce as per the instructions 	White Board, Marker, Laptop, projector





Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Practical Duration (hh:mm) 15:00 Corresponding NOS Code AGR/ N7506	 received Understand the proper stacking of the produce as per the nature and shelf life of the produce Store the produce at proper shelves and racks as instructed Track inventory using appropriate system as per the instructions Keep the record of incoming and outgoing produce Understand the documentation procedure followed in the warehouse 	
4	Store the goods in order Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code AGR/N7507	 Understand and maintain the quality measures of the produce Understand and differentiate perishable and non perishable products Get acquainted with the layout & working of different types of warehouse- special commodity warehouse, multi-commodity, warehouse, refrigerated warehouse etc Study and understand the standards of Sorting & Grading process Manage the space in the warehouse for storage Mark and label the stock for easy identification Follow assigned system of storage in accordance with the warehouse policy Understand the temperature, humidity and controlled atmosphere storage as required by the goods Use appropriate pest and rodent control mechanism to protect the goods during storage 	White Board, Marker, Laptop, projector, fork lift, conveyors, storage racks and bins, pallets
5	Pack and deliver the goodsTheory Duration (hh:mm) 10:00Practical Duration (hh:mm) 15:00Corresponding NOS Code AGR/N7508	 Weigh and handle the goods with care Understand the different packing process, packaging materials and optimum weight, moisture percentage of the produce Understand the suitable packing for different crops Pack the weighed produce Prepare a packed lot for dispatch Operate different equipments necessary to lift goods Label the packed produce as per customers' requirement Maintain record of packed lot for dispatch Understand the LIFO-FIFO practice 	White Board, Marker, Laptop, projector, weighing machine, packaging materials, sealing machine, labels, marker, fork lift etc





Sr. No.	Module	Key Learning Outcomes	Equipment Required
		 Ensure safe condition before loading and damage free distribution Assist in the required documentation 	
6	Undertake maintenance of warehouse Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code AGR/N7509	 Maintain the warehouse area-shelves, pallets, loading area, workstation etc clean Understand the use of different chemicals and disinfectants in Warehouse Regular check up and fix up the problems of the parts of the Warehouse Understand the pest and rodent control measures Check the goods in the warehouse at regular intervals Report damage/ maintenance undertaken, if any to the supervisor/ superior authority 	White Board, Marker, Laptop, projector, disinfectants, fumigants, chemicals, spraying equipment
7	Coordinate colleagueswithTheory Duration (hh:mm) 05:00*********************************	 Understand the work requirement Communicate and receive instructions from supervisor Coordinate with colleagues 	White Board, Marker, Laptop, projector
8	MaintainsafeworkenvironmentTheory Duration (hh:mm) 05:00Practical Duration (hh:mm) 10:00Corresponding NOS Code AGR/N9906	 Perform General safety Rules Gain Knowledge of various health hazards relevant to workplace and basic first aid training Understand the basic safety checks and other common reported hazards before operation of any equipment Understand, identify and study the use of equipment Understand and handle the emergency situation in workplace Maintain dress code Maintain tobacco and nicotine free environment 	White Board, Marker, Laptop, projector, Safety masks, gloves, first aid kit
	Total Duration: Theory Duration (hh:mm)	Unique Equipment Required: Laptop, white board, marker, projector, Audic conveyors, storage racks and bins, pallets, packaging materials, sealing machine, gunny ba	weighing machine,





Sr. No.	Module	Key Learning Outcomes Equipment Required	
	50:00 Practical Duration (hh:mm) 80:00	trays, fumigants, disinfectants, spraying equipm etc	nent, PPEs, first aid kit

Grand Total Course Duration: 130 Hours, 0 Minutes

(This syllabus/ curriculum has been approved by <u>Agriculture Skill Council of India)</u>





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

Sr. No.	Area	Details
1	Description	Trainer is responsible for educating the trainees - receiving, loading & unloading, sorting, grading, packaging, storing the produce in the warehouse, transporting and keeping records etc
2	Personal Attributes	Trainer should be Subject Matter Expert. He/ she should have good communication skills, leadership skills, observation skills
3	Minimum Educational Qualifications	Diploma
4a	Domain Certification	Certified for Job Role: " <u>Warehouse Worker</u> " mapped to QP: <u>"AGR/Q7502, v1.0"</u> . Minimum accepted score is 80%.
4b	Platform Certification	Certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q0102". Minimum accepted score is 80%
5	Experience	 M Sc (Agriculture / Horticulture / Botany/Forestry) B. Sc. (Agriculture / Horticulture / Botany / Forestry) with 1 year of relevant work experience B.Sc. with 3 years of relevant work experience Any Graduate with 4 years of relevant work experience Diploma in Agriculture with 5 years of relevant work experience 10+2 with 5 years of relevant work experience





Annexure: Assessment Criteria

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

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS
4	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 50% of aggregate marks to successfully clear the assessment.
6	In case of <i>unsuccessful completion</i> , the trainee may seek reassessment on the Qualification Pack.





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







	on the stock information and match with the documented details				
	with the documented details		45	23	22
2. AGR/N7506	PC1. sort the wide range of products		75	25	22
Sort the goods	received at the warehouse using				
received and	shelves and racks as per the		4	0	4
maintain	warehouse layout				
Inventory	PC2. look into the customer orders				
	and take decision on the goods to be		4	2	2
	moved to specific designated areas			_	_
	PC3. receive detailed information on				
	the type of sorting to be done for		_	_	
	different agriculture produce goods		3	3	0
	handled in the warehouse				
	PC4. sort material according to size,			_	
	type, style, color, or product code		8	2	6
	PC5. sort according to life of goods,				
	characteristics of goods as per the		8	2	6
	instructions of supervisor				
	PC6. sort according to nature of				
	storage required (such as refrigerated,		8	2	6
	room temperature etc)				
	PC7. ensure that no different stocks		4	4	0
	are mixed	75	4	4	0
	PC8. count and record the number of	75	6	0	6
	stock items received			Ŭ	Ŭ
	PC9. assist in documenting the				
	inventory of the stocks in the		5	5	0
	warehouse periodically				
	PC10. track inventory using		_	2	
	appropriate system as per the		5	2	3
	instructions				
	PC11. ensure that outgoing goods are		-	F	
	reported to supervisors on time for		5	5	0
	inventory control management				
	PC12. keep a record of the incoming		6	2	4
	goods PC13. receive instructions from the				
	reporting supervisor and understand				
	the work requirements as to how the		3	3	0
	goods are to be sorted				
	PC14. ensure the supervisor is				
	updated on the stock availability		3	3	0
	PC15. report on the goods received				
	and stock information		3	3	0
			75	38	37
3. AGR/N7507	PC1. organize space in the warehouse		2	0	2
Store the good in	for necessary storage		3	0	3
order	PC2. store the goods according to the				
	assigned system of storage in the	60	5	2	3
	warehouse				
	PC3. provide proper area with		2	2	0
	facilities for loading and unloading		2	۷	Ŭ



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	PC4. tag, mark and label the stock to				
	locate its storage within the				
	warehouse based on nature of the		5	0	5
	goods				
	PC5. identify damaged goods		3	2	1
	PC6. ensure quality and quantity of			2	<u> </u>
	the goods		2	2	0
	PC7. take precautions while handling		2	2	0
	hazardous materials		2	2	0
	PC8. ensure to store the goods in				
	controlled conditions depending on		2	2	0
	the type of goods that have been		2	2	0
	received				
	PC9. take necessary measures in				
	controlling the temperature in case of		4	2	2
	refrigerated warehouse				
	PC10. take care of the temperature,				
	humidity and controlled atmosphere		4	2	2
	storage as required by the goods				
	PC11. ensure goods are covered to				
	protect them from external		_	1	4
	environment (in case of a open		5	1	4
	warehouse)				
	PC12. use appropriate pest and rodent				
	control mechanism to protect the		7	2	5
	goods during storage				
	PC13. take care while storing and				
	arranging the agriculture produce at				
	its appropriate racks and places, for		3	0	3
	example. bags with rice can be thrown		5	0	5
	to be arranged while fruits bag cannot				
	be thrown				
	PC14. receive instructions from the				
	reporting supervisor and understand		2	0	2
	the work requirements on the storage		2		2
	of the goods received				
	PC15. report the information on goods		2	2	0
	stored		2	2	0
	PC16. ensure the standards with				
	respect to quality, quantity and other				
	aspects of the goods are complied		3	3	0
	with, according to the specifications of				
	the warehouse policy				ļ]
	PC17. ensure the goods stored are				
	maintained with good quality till it		3	3	0
	reaches the end customer				ļ
	PC18. ensure to meet the required		3	3	0
	commitments				-
			60	30	30
4. AGR/N7508	PC1. retrieve and assemble items for		_		
Pack and deliver	dispatch from various storage		2	1	1
the goods	locations	60			
	PC2. verify the stock is in good		3	3	0
	condition to be sent to the end				





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	customer				
	PC3. stack and pack the goods into				
	bins or pallets or other appropriate		8	2	6
	boxes, bags or containers		Ũ	-	J. J
	PC4. wrap and label the goods for				
	delivery as per customer requirement		8	2	6
	PC5. drive trucks or van to and from				
	vendors		1	0	1
	PC6. decide on the transportation				
	procedure such as by ship or trucks,				
	based on the location to where the		2	1	1
	goods should reach				
	PC7. operate automated equipments				
	such as fork-lifts, conveyor belts, rail		4	0	
	cars, high stackers and others as		4	0	4
	necessary to lift goods to transport				
	PC8. prepare the transport vehicle by				
	either pre-cooling or pre-warming and				
	with appropriate temperature		3	1	2
	conditions, as per the goods that is				
	being transported				
	PC9. avoid bumping the packed boxes		1	1	0
	to the walls or against other boxes		I	I	0
	PC10. do not throw the boxes while		1	1	0
	loading onto the vehicles to transport		-	1	0
	PC11. avoid tear of plastic bag		1	1	0
	packages		-		0
	PC12. ensure damage free distribution		2	2	0
	PC13. ensure quality of goods to be		2	2	0
	maintained		2	2	0
	PC14. ensure the product reaches the		2	2	0
	end customers at accurate time		<u> </u>	2	0
	PC15. prepare storage receipts for			1	
	customers who store their stock in the		4		3
	warehouse				
	PC16.maintain records of damage to		4	0	4
	stock and disposal of defective goods		· ·	Ť	
	PC17. assist to record and complete				1
	the necessary documents and		3	2	
	information including the goods that				
	are sent out to the end customers				
	PC18. understand the work		2	2	
	requirement on transportation		3	2	1
	procedures				
	PC19.escalate any issues and		3	3	0
	problems to the reporting supervisor				
	PC20.report the information on the goods transported		3	3	0
			60	20	30
			60	30	50
5. AGR/N7509	PC1. maintain the shelves, pallet area		2	0	2
Undertake	and workstations neat	30			
maintenance of warehouse	PC2.maintain clean loading area	30	2	0	2
	PC3. ensure the vehicles and		2	2	0







	equipment is maintained well and arrange for necessary repairs				
	PC4.ensure the warehouse is maintained and protected from fire,				
	pests, water and pollution, for example. take necessary measures to protect the cotton goods from fire		2	2	0
	PC5. check the maintenance of air conditioners and electricity for refrigerated warehouse		3	0	3
	PC6.ensure to check the goods in the warehouse at regular intervals as necessary		2	2	0
	PC7.remove if any damaged goods are found		2	0	2
	PC8.check all parts of the warehouse and spray appropriate sprayers or take necessary steps to protect from any leakages, water logging if any, pests, etc.		5	0	5
	PC9.observe and ensure adequate safety precautions to be taken for the worker, goods and for the warehouse		3	3	0
	PC10.wear protective, safety gear and other safety merchandise		2	2	0
	PC11.understand the work requirement on maintenance procedures		3	2	1
	PC12.report the information on the maintenance undertaken in periodic intervals		2	2	0
			30	15	15
6. AGR/N9905 Coordinate with colleagues	PC1.receive instructions and understand the work requirements as per policy and procedures		3	2	1
	PC2.report and communicate on the various activities undertaken	15	2	1	1
	PC3.escalate any issues and problems to the reporting supervisor		1	0	1
	PC4. receive feedback on work standards and customer satisfaction		1	0	1
	PC5.communicate any potential hazards at a particular location		1	0	1
	PC6.rectify any errors if indicated by the supervisor		1	0	1
	PC7. assist colleagues wherever necessary as per capability		1	1	0
	PC8.resolve any conflicts and ensure a smooth workflow		1	0	1
	PC9. put team over individual goals		2	2	0
	PC10.coordinate with the colleagues on various activities to be completed		2	2	0
			15	8	7





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