

**Syllabus for Warehouse Packing Assistant**

<b>Course Name</b>	<b>Warehouse Packing Assistant</b>
<b>Sector</b>	<b>Logistics</b>
<b>Course Code</b>	<b>LGS/2023/WAPA/169</b>
<b>Level</b>	<b>3</b>
<b>Occupation</b>	<b>Warehouse Packing Assistant</b>
<b>Job Description</b>	<p>Detailed overview of the responsibilities and tasks performed by warehouse Packing Assistant are:</p> <ul style="list-style-type: none"> <li>• Product packaging</li> <li>• Order verification</li> <li>• Labelling and documentation</li> <li>• Equipment operation</li> <li>• Safety and cleanliness</li> <li>• Time management</li> <li>• Collaboration and communication</li> </ul>
<b>Course Duration</b>	<b>Total Duration 360 Hrs (T-90, P-150, OJT-60 and ES-60)</b>
<b>Trainees' Entry Qualification</b>	<p>Grade 10 OR Grade 8 with two year of (NTC/ NAC) after 8<sup>th</sup> OR Grade 8 pass and pursuing continuous schooling in regular school with vocational subject OR 8th grade pass with 2 yrs relevant experience OR Previous relevant Qualification of NSQF Level 2 with one yr experience OR Previous relevant Qualification of NSQF Level 2.5 with 6 months experience</p>
<b>Trainers Qualification</b>	Graduate with 5 years experience in relevant fields

**Structure of Course:**

<b>Module No.</b>	<b>Module name</b>	<b>Outcome</b>	<b>Theory (Hrs)</b>	<b>Practical (Hrs)</b>	<b>Total (Hrs) [Multiple of 30]</b>
1	<b>Introduction to Warehouse Operations</b>	Develop a comprehensive overview of warehouse operations, including warehouse layout, inventory handling and management, safety measures and logistics processes.	20	10	30
2	<b>Packing readiness</b>	Illustrate the various tasks to be performed for packing readiness	20	40	60
3	<b>Packing techniques</b>	Apply appropriate packing techniques, utilizing packing equipment and adhering to	20	40	60

Module No.	Module name	Outcome	Theory (Hrs)	Practical (Hrs)	Total (Hrs) [Multiple of 30]
		safety measures to ensure efficient and secure packaging of items for storage and transportation.			
4	<b>Post packing tasks</b>	Execute the task of post packing viz. labeling, documenting inventory, inspecting for damages and organizing packed items, ensuring accurate and streamlined post-packing operations	20	40	60
5	<b>Housekeeping operations and practices</b>	Maintain a clean, safe and organized environment through effective cleaning, waste management and adherence to hygiene and safety protocols.	10	20	30
6.	<b>OJT</b>	Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).		60	60
7.	<b>Employability Skill</b>	As per guided curriculum	60	--	60
<b>TOTAL:</b>			150	210	360

**SYLLABUS:****Module No. 1: Introduction to Warehouse Operations****Outcome:**

Develop a comprehensive overview of warehouse operations, including warehouse layout, inventory handling and management, safety measures and logistics processes.

**Theory Content:**

- Definition and role of warehouse operations in supply chain management
- Functions of a warehouse – storage, inventory management, order fulfillment, material handling, value added services (e.g., labelling, packaging, assembling etc.)
- Warehouse layout and design
  - Factors influencing warehouse layout (e.g., product characteristics, order profile)
  - Different layout configurations (e.g., random, dedicated, cross-docking)
  - Use of technology and automation in warehouse design
- Warehouse processes
  - Receiving and inspection, Put away, Order picking, Packing and shipping, Returns management
- Warehouse technologies
  - Automatic identification and data capture (AIDC) technologies (e.g., barcodes, RFID)
  - Material handling equipment: Forklift, conveyor, automated guided vehicles (AGV)
- Safety and security in warehouse operations

- Importance of workplace safety and OSHA (Operational Safety and Health Administration) regulations
- Warehouse security measures (e.g., order accuracy, cycle time, inventory turnover)
- Training programmes and safety protocol for warehouse personnel

**Practical Content:**

- Identify the various activities of warehouse
- Identify the warehouse processes
- Role and responsibilities as a Warehouse Packing Assistant
- Identify the employment opportunities in this sector
- Explain how effective warehouse operations contribute to customer satisfaction, inventory management, cost control, and overall supply chain performance
- Step by step explanation of typical warehouse processes, from receiving goods to order fulfillment
- Identify essential warehouse equipment such as forklift, pallet racks, conveyors and automated systems
- Discussion of safety protocols, training programmes, and compliance with occupational health and safety regulations.
- Identify the challenges faced by modern warehouses including labour shortage, demand volatility, global supply chain disruptions, and the need for agility and flexibility

**Tools & Equipment needed:**

Teaching board, Computer, Projector, Video player or TV, Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser

**Module No. 2: Packing readiness**

**Outcome:**

Illustrate the various tasks to be performed for packing readiness

**Theory Content:**

- Introduction to packing
  - Concept of packing
  - Significance of packing in various industries (logistics, manufacturing, shipping, etc.)
  - Importance of efficient packing for cost-saving, space optimization, and product protection
- Packaging materials and types
  - Overview of different packaging materials (cardboard, plastics, metal, etc.)
  - Explanation of various types of packaging (boxes, bags, containers, pallets, etc.)
  - Sustainable and eco-friendly packaging options
- Packing techniques
  - Demonstrate essential packing techniques for different types of items (clothing, electronics, fragile items, etc.)
  - Proper use of fillers, cushioning and protective materials
  - Strategies for arranging items to optimize space and prevent damage
- Labelling and documentation
  - Emphasizing the importance of labelling packed items for easy identification
  - How to create a packing inventory and document valuable items for insurance purposes
- Technology and innovation in packaging
  - Robotics and automation in packing processes
  - Internet of Things (IoT) applications in warehouse packing

**Practical Content:**

- Developing a comprehensive packing checklist to ensure nothing is overlooked
- Categorizing items based on their fragility, size, weight, and importance
- Listing the essential packing supplies needed such as boxes, packing tape, bubble wrap, packing papers, markers, labels and protective padding
- Explaining different packing methods such as wrapping, cushioning, and stacking
- Emphasizing the importance of labeling boxes clearly and accurately
- Suggesting colour-coding or numbering systems to streamline the process
- Advising on how to handle important documents and valuables separately from regular packing
- Explaining potential liabilities during packing and transit, and how to mitigate risks

**Tools & Equipment needed:**

Teaching board, Computer, Projector, Barcode scanner, Corrugated cardboard boxes, Metal drums, Plastic bags, Jute Bags, Dunnage Materials, Thermocol box, Ice Box, All type of Packaging tools and sample materials, Storage Bins, Sample list, Hand held device, Palmtops, Labels & Signages, Printers & Scanners, Packaging symbols & standards

**Module No. 3: Packing techniques**

**Outcome:**

Apply appropriate packing techniques, utilizing packing equipment and adhering to safety measures to ensure efficient and secure packaging of items for storage and transportation.

**Theory Content:**

- Introduction to packing techniques
  - Overview of warehouse packing operations
  - Impact of proper packing on supply chain management
- Safety precautions for packing
  - Occupational health and safety guidelines
  - Personal Protective Equipment (PPE) in packing operations
- Packing procedures and best practices
  - Order picking and packing process flow
  - Organizing items for efficient packing
  - Minimizing errors and reducing damages
- Packing equipments and tools
  - Introduction to packing machinery (Strapping Machines, Shrink Wrappers, etc.)
  - Hand tools for packing (Scissors, Tape dispensers, etc.)
- Specialized packing techniques
  - Handlin and packing perishable goods
  - Cold chain packaging and temperature control
  - Dangerous goods and regulatory compliance

**Practical Content:**

- Demonstrate how to receive products / items for packing
- Identify the roles and responsibilities of different persons in the shop flow
- Identify potential hazards and risks during packing
- Identify Personal Protective Equipments (PPEs) and safe handling practices
- Identify specific procedures for handling hazardous, perishable, or high-value products
- Identify proper labeling and marking requirements
- Time management strategies for large scale packing operations.

**Tools & Equipment needed:**

Teaching board, Computer, Projector, Sample reports & documents like checklist, Reporting forms, Incident

reports etc, Caution boards, Do's and Don'ts charts

#### **Module No. 4: Post packing tasks**

##### **Outcome:**

Execute the task of post packing viz. labeling, documenting inventory, inspecting for damages and organizing packed items, ensuring accurate and streamlined post-packing operations

##### **Theory Content:**

- Quality control and inspection
  - Inspection processes to identify damaged or defective items before shipping
  - Implement corrective measures to address any issues found during inspection
- Order verification and accuracy
  - Techniques for verifying the accuracy of packed orders against customer invoices or packing lists
- Packaging disposal and recycling
  - Environmentally responsible packaging for disposing of packing materials
  - Implementing recycling programmes to reduce waste and promote sustainability
- Inventory management post-packing
  - Strategies for updating inventory levels after orders have been packed and shipped
  - Handling scenarios such as order cancellations, back orders, and returns
- Documentation and record keeping
  - Utilizing warehouse management systems (WMS) to maintain comprehensive records
  - Adhering to legal and regulatory requirements for documentation

##### **Practical Content:**

- Conduct a thorough quality control check of all packed items to ensure they meet the required standards and are free from damages or defects
- Match the packed items with order detail to confirm that the correct quantity and SKU codes have been packed
- Ensure that each package is accurately labeled with the destination address, tracking numbers, and any other pertinent information
- Establish a process for handling returned items including inspection, restocking, or disposal, depending on the condition of the returned goods
- Regularly inspect and maintain packing equipment to ensure its proper functioning and the safety of the warehouse staff
- Demonstrate the Do's and Don'ts in following instructions

##### **Tools & Equipment needed:**

Teaching board, Computer, Projector, Sample reports & documents like checklist, Reporting forms, Incident reports etc, Caution boards, Do's and Don'ts charts

#### **Module No. 5: Housekeeping operations and practices**

##### **Outcome:**

Maintain a clean, safe and organized environment through effective cleaning, waste management and adherence to hygiene and safety protocols.

##### **Theory Content:**

- Discuss importance of house-keeping after packing
- Explain Occupational /Environmental Health and Safety
- Best practices for cleaning different areas of warehouse (e.g., storage zones, aisles, loading docks)
- Complying with relevant waste disposal regulations
- Incentive programmes to encourage employees to maintain good housekeeping
- Fostering a sense of ownership and responsibility among warehouse staff

Practical Content:

- Identify safety measures and procedures while packing
- Maintaining a log of cleaning and maintenance activities
- Techniques for proper inventory control to management to avoid clutter and obsolescence
- Train employees on waste segregation and environmentally friendly practices
- Training warehouse staff on the importance of housekeeping and best practices
- Knowledge of safety protocols and guidelines to prevent accidents and injuries during post-packing tasks including the correct use of personal protective equipment (PPE)

Tools & Equipment needed:

Personal Protection Equipment: Gloves, safety shoes, goggles, ear plugs, boiler suit, Workshop Safety: Fire Extinguishers, First Aid Kits, Safety Signs, SOP charts on safety norms and drills, charts of Do's and Don'ts in work area.

Module No. 6: Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).

Outcome:

Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain.

Theory Content:

Practical Content:

Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for 60 Hours.)

Module No. 7: Employability Skills

Key Learning Outcomes

Introduction to Employability Skills                      Duration: 1.5 Hours

After completing this programme, participants will be able to:

1. Discuss the Employability Skills required for jobs in various industries
2. List different learning and employability related GOI and private portals and their usage

Constitutional values - Citizenship                      Duration: 1.5 Hours

3. Explain the constitutional values, including civic rights and duties, citizenship,

- responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
4. Show how to practice different environmentally sustainable practices.

#### Becoming a Professional in the 21st Century

Duration: 2.5 Hours

5. Discuss importance of relevant 21st century skills.
6. Exhibit 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
7. Describe the benefits of continuous learning.

#### Basic English Skills      Duration: 10 Hours

8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
9. Read and interpret text written in basic English
10. Write a short note/paragraph / letter/e -mail using basic English

#### Career Development & Goal Setting

Duration: 2 Hours

11. Create a career development plan with well-defined short- and long-term goals

#### Communication Skills

Duration: 5 Hours

12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.
13. Explain the importance of active listening for effective communication
14. Discuss the significance of working collaboratively with others in a team

#### Diversity & Inclusion

Duration: 2.5 Hours

15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
16. Discuss the significance of escalating sexual harassment issues as per POSH act.

#### Financial and Legal Literacy

Duration: 5 Hours

17. Outline the importance of selecting the right financial institution, product, and service
18. Demonstrate how to carry out offline and online financial transactions, safely and securely
19. List the common components of salary and compute income, expenditure, taxes, investments etc.
20. Discuss the legal rights, laws, and aids

#### Essential Digital Skills

Duration: 10 Hours

21. Describe the role of digital technology in today's life
22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely
24. Create sample word documents, excel sheets and presentations using basic features
25. utilize virtual collaboration tools to work effectively

#### Entrepreneurship      Duration: 7 Hours

26. Explain the types of entrepreneurship and enterprises

27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
29. Create a sample business plan, for the selected business opportunity

## Customer Service

Duration: 5 Hours

30. Describe the significance of analyzing different types and needs of customers
31. Explain the significance of identifying customer needs and responding to them in a professional manner.
32. Discuss the significance of maintaining hygiene and dressing appropriately

## Getting Ready for apprenticeship &amp; Jobs

Duration: 8 Hours

33. Create a professional Curriculum Vitae (CV)
34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
35. Discuss the significance of maintaining hygiene and confidence during an interview
36. Perform a mock interview
37. List the steps for searching and registering for apprenticeship opportunities

**Learning Outcome – Assessment Criteria**

Module No.	Outcome	Assessment Criteria
1	Develop a comprehensive overview of warehouse operations, including warehouse layout, inventory handling and management, safety measures and logistics processes.	1.1 Identify the various activities of warehouse 1.2 Identify the employment opportunities in this sector 1.3 Analyze warehouse related challenges, identify solutions, and make informed decisions to improve operational efficiency 1.4 Explain the effectiveness of warehouse operations contribute to customer satisfaction, inventory management, cost control and overall supply chain performance 1.5 Explain step by step typical warehouse processes, from receiving goods to order fulfillment 1.6 Identify essential warehouse equipment such as forklift, pallet racks, conveyors and automated systems 1.8 Explain safety protocols, training programmes, and compliance with occupational health and safety regulations. 1.9 Identify the challenges faced by modern warehouses including labour shortage, demand volatility, global supply chain disruptions, and the need for agility and flexibility
2	Illustrate the various tasks to be performed for packing readiness	2.1 Categorize items based on their fragility, size, weight, and importance 2.2 List the essential packing supplies needed such as boxes, packing tape, bubble wrap, packing papers, markers, labels and protective padding



Module No.	Outcome	Assessment Criteria
		2.3 Explain different packing methods such as wrapping, cushioning, and stacking 2.4 Emphasize the importance of labeling boxes clearly and accurately 2.5 Suggest colour-coding or numbering systems to streamline the process 2.6 Describe the procedure to handle important documents and valuables separately from regular packing 2.7 Explain potential liabilities during packing and transit and how to mitigate risks
3	Apply appropriate packing techniques, utilizing packing equipment and adhering to safety measures to ensure efficient and secure packaging of items for storage and transportation.	3.1 Demonstrate how to receive products / items for packing 3.2 Describe the roles and responsibilities of different persons in the shop floor 3.3 Identify potential hazards and risks during packing 3.4 Identify Personal Protective Equipments (PPEs) and safe handling practices 3.5 Explain specific procedures for handling hazardous, perishable, or high-value products 3.6 Identify proper labeling and marking requirements 3.7 Explain time management strategies for large scale packing operations.
4	Execute the task of post packing viz. labeling, documenting inventory, inspecting for damages and organizing packed items, ensuring accurate and streamlined post-packing operations	4.1 Conduct a thorough quality control check of all packed items to ensure they meet the required standards and are free from damages or defects 4.2 Match the packed items with order detail to confirm that the correct quantity and SKU codes have been packed 4.3 Ensure that each package is accurately labeled with the destination address, tracking numbers, and any other pertinent information 4.4 Establish a process for handling returned items including inspection, restocking, or disposal, depending on the condition of the returned goods 4.5 Inspect and maintain packing equipment to ensure its proper functioning and the safety of the warehouse staff 4.6 Demonstrate the Do's and Don'ts in following instructions
5	Maintain a clean, safe and organized environment through effective cleaning, waste management and adherence to hygiene and safety protocols.	5.1 Identify safety measures and procedures while packing 5.2 Maintain a log of cleaning and maintenance activities 5.3 Identify techniques for proper inventory control to management to avoid clutter and obsolescence 5.4 Inspect regularly to ensure organizing tools and equipments are in good working condition 5.5 Train employees on waste segregation and

Module No.	Outcome	Assessment Criteria
		environmentally friendly practices 5.6 Provide training to warehouse staff on the importance of housekeeping and best practices 5.7 Review regularly housekeeping policies and updating them as needed 5.8 Maintain safety protocols and guidelines to prevent accidents and injuries during post-packing tasks including the correct use of personal protective equipment (PPE)
4	OJT	Assessor will check report prepared for this component of Practical training of the course and assess whether competency has been developed to work in the real job situation with special emphasis on basic safety and hazards in this domain. (The trainee is expected to undertake work in actual workplace under any supervisor / contractor for 60 Hours.)
5	Employability Skill	As per guided curriculum

List of Tools, Equipment & materials needed for 30 Trainees (Practical)

<b>List of Tools &amp; Equipment</b>			
S No.	Name of the Tools and Equipment	Specification	Quantity
<b>A. THEORY</b>			
1	Instructor's table with glass top	6 feet x 4 feet	1No
2	Revolving Chair for Classroom		1No
3	Instructor's revolving with arm chair		2Nos.
4	Visitor's chair		2Nos.
5.	Class room chairs (armless)		30 Nos.
6.	Class room table single / Dual desk		30 /15 Nos.
7.	Almirah steel (major)	6" / higher	02 Nos.
8.	Steel Cupboard	180 x 90 x 45 cm	02 Nos.
9.	Steel Cupboard	120 x 60 x 45 cm	02 Nos.
10.	Book Shelf with lock		02 Nos.
11	Magnetic White Board	6' x 4'	2Nos.
12	Working table size	1250x950	2nos
13	Students Lockers	with 8 compartments	4Nos.
14.	Wooden Chest of Drawers		5Nos.
15	First Aid Box		01 No.
16	Fire Extinguisher		01 No.
17	Wall Clock		01 No.
<b>B. TRAINEES TOOL KIT</b>			

18	Desktop / laptop/ Notebook/ PC	Latest Configuration	10 Nos.
19	Printer (any basic model) and Printer Table		1 No. each
20	Office Packages (MS Word, MS Power Point, MS Excel, MS Outlook)		10 Nos.
21	Computer Table		10 Nos.
22	LCD Projector along with screen		10 Nos.
23	Flip Chart, Marker		1 No.
24	broadband connectivity	broadband connectivity	1 No.
25	Personal Protection Equipment	Gloves, safety shoes, goggles, ear plugs, boiler suit	30
26	Workshop Safety	Fire Extinguishers, First Aid Kits, Safety Signs, SOP charts on safety norms and drills, charts of Do's and Don'ts in work area	1 No.
27	Sample Reports and Documents	checklist, Reporting forms, Incident reports etc, Caution boards	1 No.
28	All types of packaging tools and materials		1 No.

**Note: -**

- All the tools and equipment are to be procured as per BIS specification.*

### Marks Distribution

Outcome	Outcome Code	Total Th Marks	Total Pr. Marks
Develop a comprehensive overview of warehouse operations, including warehouse layout, inventory handling and management, safety measures and logistics processes.	LGS/2401/OC1	30	110
Illustrate the various tasks to be performed for packing readiness	LGS/2401/OC2	30	140
Apply appropriate packing techniques, utilizing packing equipment and adhering to safety measures to ensure efficient and secure packaging of items for storage and transportation.	LGS/2401/OC3	30	140
Execute the task of post packing viz. labeling, documenting inventory, inspecting for damages and organizing packed items, ensuring accurate and streamlined post-packing operations	LGS/2401/OC4	40	140
Maintain a clean, safe and organized environment through effective cleaning, waste management and adherence to hygiene and safety protocols.	LGS/2401/OC5	20	120
Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	LGS/2401/OC6	0	150
Employability Skills – 60 Hrs	DGT/VSQ/N0102	50	0