



# **CCEK – NSQF ALIGNED PROGRAM**

## **COURSE SYLLABUS**

**FOR**

**Shipping & Logistics**

## CCEK - NATIONAL SKILL DEVELOPMENT TRAINING PROGRAM

### Shipping & Logistics

CCEK – NSDC course package covers the following Qualification Packs and leads to the following NSDC certifications. The students who successfully completed the course programs are entitled to get NSDC certification after undergoing the assessment process of NSDC as per the rules and regulations stipulated by NSDC from time to time.

SL. NO.	QUALIFICATIONS PACK	QUALIFICATIONS PACK CODE	NSQF LEVEL
1	<p><b><u>Warehouse Supervisor</u></b></p> <p><b>Brief Job Description:</b></p> <p>Warehouse Supervisor in the Logistics industry is also known as Supervisor, Warehouse In-Charge. Individuals in this role need to collect components required to obtain the required lists and information from the Data Entry Operator (DEO), plan the schedule for the day, allocate work to workers and oversee them for successful completion. Their responsibilities include solving operational issues in the warehouse and ensuring smooth operations</p>	<b>LSC/Q0102</b>	<b>5</b>

**COURSE DETAILS**

Shipping & Logistics

**EXAMINATION DETAILS**

COURSE NAME	COURSE CODE	ELIGIBILITY	DURATION
Shipping & Logistics	G01	UG,12th,10th	600Hrs

SL. NO.	EXAM	EXAM CODE	MAXIMUM MARK	INTERNAL	TOTAL MARK
<b>THEORY PAPERS</b>					
1	Fundamentals Of Logistics And Inventory Management	T001	100	50	150
<b>PRACTICAL PAPERS</b>					
1	Marketing principles and Business communication	L001	100	50	150
<b>TOTAL MARKS</b>					
1	Total Examination Marks (Theory Online + Practical Examination)				200
2	Total Internal Marks				100
3	<b>Total Marks (Total Internal Marks + Total Examination Marks )</b>				<b>300</b>

**Shipping & Logistics**

**INTERNAL MARK CRITERIA FOR EACH**

<b>SL NO.</b>	<b>MODULE</b>	<b>MODULE CODE</b>	<b>MAXIMUM MARK</b>	<b>INTERNAL MARK</b>	<b>TOTAL MARK</b>
1	Fundamentals Of Logistics And Inventory Management	T001	100	50	150
2	Marketing principles and Business communication	L001	100	50	150
	<b>TOTAL</b>		200	100	300

<b>ATTENDANCE</b>	<b>GENERAL PERFORMANCE</b>	<b>INTERNAL EXAMINATIONS/ PROJECTS/ ASSIGNMENTS</b>	<b>TOTAL MARKS</b>
5	5	40	50

# **COURSE SYLLABUS**

**FOR**

**Shipping & Logistics**

<b>COURSE</b>	Shipping & Logistics	
<b>TOTAL MARKS</b>	Mark: 300	Internal Mark: 100
<b>TOTAL HOURS</b>	600Hrs	

**DEFENITION OF CREDIT**

1 Credit	15Hrs Theory/ 30Hrs Practical
Skill Components	60 – 70 % of Total Credit

**MODULES INCLUDED IN THIS SUBJECT**

<b>SL NO</b>	<b>MODULE NAME</b>	<b>CREDIT BREAKUP</b>
1	Module 1: Introduction to Warehouse Supervisor	<b>2</b>
2	Module 2: Science-based resource allocation and streamlining of operations	<b>2</b>
3	Module 3: Supervision of receiving, inventory and dispatch	<b>2</b>
4	Module 4: Supervision of VAS/packaging process	<b>2</b>
5	Module 5: Guidelines on integrity and ethics	<b>1</b>
6	Module 6: Compliance to health, safety and security norms	<b>1</b>
7	Module 7: Verify GST Application	<b>1</b>
8	Module 8: Employability Skills	<b>1</b>
9	Module 9: Supervisory operations at bonded warehouse	<b>1</b>
10	Module 10: Supervisory operations at cold chain warehouse	<b>1</b>
11	Module 11: Supervisory operations at FMCG & E-Com warehouse	<b>1</b>

12	Module 12: Supervisory operations at automotive warehouse	<b>1</b>
13	Module 13: Supervisory operations at dry bulk cargo warehouse	<b>1</b>
14	Module 14: Business development and stakeholder relations	<b>1</b>
15	Module 15: Profit and loss account management and cost accounting	<b>2</b>
	Total	<b>20</b>

### **Training Outcomes**

- Manage allocation of resources and streamlining operations in a warehouse for daily operations.
- Oversee receiving inventory and dispatch activities
- Supervising packaging and quality check operations in warehouse.
- Comply to workplace integrity, ethical and regulatory practices.
- Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms.
- Inspect invoices for correct application of GST.

## **MODULES**

### **Module 1: Introduction to Warehouse Supervisor**

#### **THEORY**

- Discuss about supply chain, logistics sector and the modals involved.
- Detail the various sub-sectors and the opportunities in them
- Explain different types of Inventories and its importance
- Discuss the various operations in warehouse and their importance in the effective logistics
- Detail your job role as warehouse supervisor and its interface with other job roles
- Define the inbound and outbound activities
- Explain various activities in warehousing

#### **PRACTICAL**

- Identify various activities in warehousing
- Perform your job role as warehouse supervisor
- Perform various operations in warehouse
- Demonstrate the inbound and outbound activities

### **Module 2: Science-based resource allocation and streamlining of operations**

#### **THEORY**

- Detail the planning activities involved for daily/ weekly operations using decision tool.
- Describe allocation and review process for resources.
- Detail exigency plan preparation
- Explain escalation procedure with manager and internal stakeholders to resolve queries
- Describe relationship to be maintained with other departments, contractors, transporters, freight operators, clients, customs, and regulatory bodies
- Detail the examination process to be followed in warehouse operations.
- Explain damaged goods handling procedure.
- Describe planning and preventive maintenance.

#### **PRACTICAL**

- Operate decision tool for generating and approving work plan.
- Use task manager for task allocation.
- Prepare budget and allocate the requisite MHE for tasks at hand
- Review and monitor the work of the assistants, executives and contractual workforce, and check for accuracy of documentation and task performance
- Devise exigency and contingency plan for optimal resource allocation.
- Escalate issues regarding MHE operations, transporter delays, accidents, damages, etc. to manager
- Plan corrective and preventive actions based on accident and damage reports

- Perform inspection for segregation, damage and disposal.
- Update tracker of stored inventory
- Review escalated issues and identify root cause for providing corrective action
- Escalate the issues to manager when external or additional help is required
- Coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required
- Prepare claims reports for damaged goods and coordinate with insurance agency and client for processing

### **Module 3: Supervision of receiving, inventory and dispatch**

#### **THEORY**

- Describe docking, parking bay and staging area allocation process.
- Explain loading and unloading process.
- Detail the documents to be checked during loading and unloading
- Describe handling exceptions during loading and unloading
- Explain binning and put away activities.
- Describe ruck/urgent order picking
- Explain stowage plan and stacking procedure
- Detail inventory management in warehouse by using ERP.
- Explain how to prepare daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP
- Detail the inspection steps to be followed from loading till dispatch.
- Describe preparing deviation report with reasons for non-dispatch, product damage, inventory discrepancies etc

#### **PRACTICAL**

- Plan daily allocation of parking bay, staging area, docking area and timings.
- Inspect manual loading/unloading of goods and record spillages, breakages etc
- Record damage to goods while handling them using MHE
- Monitor 'shape of the day' based on work load of different tasks and redeploy resources as per demand
- Perform visual inspection of inbound and outbound goods
- Check the mandatory documents on receipt of stock and before unloading and ensure right quantity is received as per the documents
- Inspect safe movement of goods to putaway area and disposal of damaged goods
- Allocate pick request to pickers per picking strategy from storage area
- Illustrate inventory reconciliation procedure
- Prepare daily/weekly/monthly reports on receipt and dispatch performance, pending activities, worker productivity and others as per SOP

## **Module 4: Supervision of VAS/packaging process**

### **THEORY**

- Describe different types of packaging material and packaging techniques
- Detail the SOP to be followed for packaging.
- Explain the compliance process for packaging and labelling as per the customs requirement of different countries
- Describe packaging process inspection procedure
- Detail safe handling of goods and adherence process
- Explain the process for optimal utilisation of NPM and man hours, without any damage to the products.
- Detail various steps to be followed during packaging

### **PRACTICAL**

- Coordinate with client for VAS/packaging and labelling requirement
- Monitor the availability of NonProduction Material (NPM) and packaging equipment as per the packaging requirement
- Supervise whether items are packed as per instructions, labelled with bar codes and product tags and sealed as per Standard Operating Procedures (SOP)
- Examine whether the packaging and labelling are done as per the customs requirement of different countries
- Conduct random check for authenticity of the product by verifying manufacturing address, the logo of the product, shape, size and specification of the product
- Demonstrate binning, crating and palletisation
- Report goods damaged during packaging
- Inspect whether that the packed goods are moved to staging/storage/dispatch area and their corresponding documentation are updated in ERP
- Report utilisation of non-production material, worker productivity and other parameters.

## **Module 5: Guidelines on integrity and ethics**

### **THEORY**

- Describe the concepts of integrity, ethics
- Detail the various regulatory requirements related to logistics industry
- Explain data and information security practices
- Discuss about the corrupt practices
- Describe regulatory requirements, code of conduct and etiquettes
- Detail the procedure for documenting all integrity and ethics violations
- Explain escalation matrix for reporting deviation

**PRACTICAL**

- Practice the principles of integrity and ethics
- Illustrate various regulatory requirements related to logistics industry
- Perform data and information security practices
- Identify corrupt practices and methods to curb the same.
- Comply to regulatory requirements of the organization.
- Practice code of conduct and etiquettes
- Document all integrity and ethics violations
- Report deviation as per the escalation Matrix

**Module 6: Compliance to health, safety and security norms**

**THEORY**

- Detail health, safety and security procedures in warehouse.
- Describe the 5S to be followed in industry.
- Explain the inspection procedure to ensure appropriate and safe conditions of activity area and equipment
- Discuss what are unsafe working conditions
- Describe the inspection procedure to check safe handling of hazardous goods
- Discuss the standard protocol to be followed during emergency situations, accidents and breach of safety
- Document health, safety and security violations
- Explain the escalation matrix for reporting deviation

**PRACTICAL**

- Demonstrate the health, safety and security procedures to be followed in warehouse
- Implement 5S at workplace
- Inspect the activity area and equipment, for appropriate and safe conditions
- Identify unsafe working conditions
- Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods
- Implement standard protocol in case of emergency situations, accidents, and breach of safety
- Prepare report on health, safety and security violations
- Report deviation as per the escalation matrix

## Module 7: Verify GST Application

### THEORY

- Detail the components available in GST application
- Describe classification process of the transaction to apply the right CGST, IGST, and SGST
- Explain the rules and regulation in applying and reversing GST
- Discuss the details required for applying GST, such as GSTIN, PAN, email id, HSC code, SAC code, UIN number etc.
- Describe GST computation based on documentation
- Explain the procedure for inspecting invoice for availability of mandatory information relating to GST application

### PRACTICAL

- Differentiate location of service recipient and place of supply of services in GST application
- Demonstrate classification of the transaction to apply the right CGST, IGST, and SGST
- Apply the right CGST, IGST and SGST as per transaction type
- Apply and reverse GST by following the appropriate rules and regulations
- Calculate the correct GST based on documentation
- Inspect invoice for availability of mandatory information relating to GST application

## Module 8: Employability Skills

### THEORY

- Discuss the Employability Skills required for jobs in various industries
- List different learning and employability related GOI and private portals and their usage
- 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
- Discuss importance of relevant 21st century skills.
- Describe the benefits of continuous learning.
- Explain the importance of active listening for effective communication
- Discuss the significance of working collaboratively with others in a team
- Discuss the significance of escalating sexual harassment issues as per POSH act.
- List the common components of salary and compute income, expenditure, taxes, investments etc.
- Discuss the legal rights, laws, and aids
- Describe the role of digital technology in
- today's life
- Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely
- Explain the types of entrepreneurship and enterprises
- Discuss how to identify opportunities for potential business, sources of funding and associated financial

and legal risks with its mitigation plan

- Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
- Detail the significance of analysing different types and needs of customers
- Explain the significance of identifying customer needs and responding to them in a professional manner.
- Discuss the significance of maintaining hygiene and dressing appropriately
- Explain the significance of maintaining hygiene and confidence during an interview

### **PRACTICAL**

- Practice different environmentally sustainable practices.
- Exhibit 21st century skills like Self- Awareness, Behaviour 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.
- Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
- Read and interpret text written in basic English
- Write a short note/paragraph / letter/e - mail using basic English
- Create a career development plan with well-defined short- and long-term goals
- Communicate effectively using verbal and nonverbal communication etiquette.
- Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
- Outline the importance of selecting the right financial institution, product, and service
- Demonstrate how to carry out offline and online financial transactions, safely and securely
- Operate digital devices and use the associated applications and features, safely and securely
- Create sample word documents, excel sheets and presentations using basic features
- Utilize virtual collaboration tools to work effectively
- Devise a sample business plan, for the selected business opportunity
- Create a professional Curriculum Vitae (CV)
- Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
- Perform a mock interview
- List the steps for searching and registering for apprenticeship opportunities

## **Module 9: Supervisory operations at bonded warehouse**

### **THEORY**

- Describe bonded warehouse demarcation procedure for different types of goods and clients
- Explain the process for restricting worker access within the bonded warehouse
- Detail the documentation process for customs clearance of different types of goods, country of receipt and type of product
- Describe the relationship to be maintained with various stakeholders.
- Detail the dispute resolution process in export/import documentation.
- Explain the client grievance redressal mechanism
- Describe the claims process for damaged goods

**PRACTICAL**

- Coordinate with clients about the inward and outward goods
- Inspect operations within bonded areas and comply to timelines.
- Prepare checklist of various documents required for clearance of different products.
- Demonstrate coordination with customs, brokers, transporters, clients, IATA agents, insurance agents etc for timely inspection and delivery of goods
- Develop the dispute resolution process according to discrepancies in export/import documentation
- Devise client grievance redressal mechanism for addressing various issues.
- Illustrate the steps involved in processing the claims for damaged goods
- Develop robust preventive and corrective action.

**Module 10: Supervisory operations at cold chain warehouse**

**THEORY**

- Describe cold chain warehouse temperature management requirements for different types of products
- Detail segregation, sorting, and grading process.
- Explain HACCP and HAZMAT regulations for different types of goods
- Describe inspection of microbiological reports and non-conformities
- Describe the quarantine and other process to be undertaken in-case of microbiological non-conformities
- Explain the quarantine and safe disposal procedure for damaged, spilled and contaminated goods

**PRACTICAL**

- Devise temperature control plan according to product type and quantity.
- Demonstrate segregation, sorting, and grading operations in a cold chain warehouse
- Inspect if any non-conformities and goods according to microbiological reports.
- Quarantine goods in-case of microbiological non-conformities.
- Discuss the documentation requirements for cold chain warehouse operations
- Prepare reports on cold chain warehouse operational metrics relating to employee operations, work completion status, temperature maintenance, resource utilized, down time etc.

**Module 11: Supervisory operations at FMCG & E-Com warehouse**

**THEORY**

- Detail picklist generation process
- Describe the different types of order picking such as, single order picking, batch picking, zone picking, pick and pass, multi batch picking, order consolidation, wave picking etc.
- Explain inventory storage area management for different types of goods and quantity variations
- Explain goods sorting and appropriate storage method for different types of products
- Describe goods, packaging and documentation inspection procedure

- Detail different types of inventories counting and reconciliation process available.

### **PRACTICAL**

- Prepare picklist according to SOP
- Demonstrate different types of order picking.
- Allocate storage area according to different types of goods and quantity variations.
- Sort goods and store according to type.
- Inspect goods, packaging and documentation.
- Perform different types of inventories counting and reconciliation.
- Develop robust preventive and corrective action plans
- Prepare reports on FMCG warehouse operational metrics relating to employee operations, work completion status, resource utilized, down time etc

## **Module 12 : Supervisory operations at automotive warehouse**

### **THEORY**

- Explain relationship between OEM/ client departments in managing automotive warehouse
- Define Kanban process and its uses.
- Describe serial number tracking process for automotive goods
- Detail different types of packaging and palletisation process available.
- Describe the documentation requirements for goods handling and customs clearance
- Explain the different types of inventory cycle counting process for automotive goods

### **PRACTICAL**

- Coordinate with OEM/3PL/4PL for storage and dispatch of goods
- Demonstrate Kanban process of material storage and inventory management
- List the various automotive certifications
- Demonstrate packaging with different types and palletisation process
- Prepare documents for goods handling and customs clearance
- Perform inventory cycle counting process for automotive goods with different types.
- Discuss the process improvement tools such as 5S, JIT, FMEA, kaizen, poka- yoke etc.
- Prepare reports on automotive warehouse operational metrics relating to employee operations, work completion status, resource utilized, down time, SLA achievement etc.

## **Module 13 : Supervisory operations at dry bulk cargo warehouse**

### **THEORY**

- Describe the space and volume computation methods for different types of goods in dry bulk warehouse
- Detail the usage of various MHE and conveyors in dry bulk warehouse
- Explain weight and volume measurement methods
- Describe pest control methods to be undertaken for different types of goods
- Discuss the appropriate PPEs to be used while handling dry bulk cargo
- Detail the spillage recording process and control mechanisms to be put in place

- Explain various inventory accounting methods used in dry bulk warehouse

**PRACTICAL**

- Compute and allocate space and using different methods.
- Operate MHE and conveyors in dry bulk warehouse
- Measure weight and volume with various available methods.
- Perform pest control for different types of goods.
- Demonstrate appropriate PPEs usage.
- Record spillage and operate the control mechanisms.
- Perform inventory accounting in dry bulk warehouse
- Develop robust corrective and preventive action plans
- Prepare reports on dry bulk warehouse operational metrics relating to employee operations, work completion status, resource utilized, down time, spillages etc.

**Module 14: Business development and stakeholder relations**

**THEORY**

- List target population to approach for business development
- Assess prospective clients
- Discuss client requirements
- Plan customised or bundled solutions based on sales pitch
- Demonstrate effective oral and written business communication
- Detail the procedure for preparing costing sheets for service delivery
- Demonstrate usage of ERP for updating client data
- Assess when to upsell and cross-sell services to existing clients
- Describe the nuances in building rapport with clients, customs, government agencies, insurance for healthy relationship
- Discuss the process of writing service level agreements

**PRACTICAL**

- Identify target population to approach for business development
- Assess prospective clients
- Identify client requirements
- Offer customised or bundled solutions based on sales pitch
- Demonstrate effective oral and written business communication
- Prepare costing sheets for service delivery
- Use ERP for updating client data
- Estimate when to upsell and cross-sell services to existing clients
- Establish rapport with clients, customs, government agencies, insurance for healthy relationship
- Prepare service level agreements
- Schedule resources as per operational requirement

## **Module 15: Profit and loss account management and cost accounting**

### **THEORY**

- Describe P&L analysis process
- Explain budgeting and monitoring process
- Explain methods to analyse variance between budget and actual expenditure
- Detail the procedure for making budget amendments
- Describe the risk management procedures
- Define Activity Based Costing (ABC)
- Explain the process to rationalize cost by undertaking improvement activities

### **PRACTICAL**

- Evaluate profit & loss and prepare analysis.
- Prepare budget according to p&l.
- Analyse variance between budget and actual expenditure, to provide output.
- Compare budget with actual physical output
- Prepare budget amendments according to expenses.
- Devise a risk management plan
- Calculate Activity Based Costing (ABC) for budget preparation.
- Perform audit to identify reasons for deviation from costing
- Devise improvement activities to rationalize cost.