

Model Curriculum

Agri Warehouse Supervisor

SECTOR: AGRICULTURE AND ALLIED
SUB-SECTOR: AGRICULTURE INDUSTRIES
OCCUPATION: POST HARVEST, SUPPLY CHAIN
MANAGEMENT
REF ID: AGR/Q7510, v1.0
NSQF LEVEL: 5



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

AGRICULTURE SKILL COUNCIL OF INDIA

for the

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Agri Warehouse Supervisor' QP No. 'AGR/ Q7510 NSQF Level 5'

Date of Issuance: 23 April 2018

Valid up to: 10 July 2022

* Valid up to the next review date of the Qualification Pack



Authorised Signatory
(Agriculture Skill Council of India)

TABLE OF CONTENTS

1. Curriculum	01
2. Trainer Pre-requisites	06
3. Annexure: Assessment Criteria	07

Agri Warehouse Supervisor

CURRICULUM / SYLLABUS

This programme is aimed at training candidates for the job of an “Agri Warehouse Supervisor”, in the “Agriculture & Allied” Sector/Industry and aims at building the following key competencies amongst the learner.

Programme Name	Agri Warehouse Supervisor		
Qualifications Pack Name & Reference ID.	AGR/Q7510, v1.0		
Version No.	1.0	Version Update Date	22/08/2019
Pre-requisites to Training	Class 10 th , Preferably 1-2 years' experience in a warehouse or a related field.		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Monitor receipt and dispatch of agri commodities: Check stock availability in the warehouse, determine requirements for the transit, assess characteristics of the products to be transported etc. • Assess condition of warehouse and monitor stock levels: Conduct regular inspections of the warehouse, compare the benchmarks of inventory to the current and future sales turnover etc. • Ensure proper manpower planning and delivery of quality service: Identify contractual and permanent manpower sources, organise regular training sessions with the workers, make decisions to overcome any identified problems at the warehouse etc. • Complete documentation and record keeping of all warehouse management activities: Document and manage a record related to all warehouse activities, update information of warehouse transactions like deposits and withdrawals etc. • Maintain health and safety at the workplace: Undertake basic safety checks, follow emergency procedures and provide appropriate treatment when required. • Collaborate with team members and work effectively: Interact with the reporting manager, ensure teamwork and adhere to organisational policies. 		

This course encompasses 6 out of 6 National Occupational Standards (NOS) of “Agri Warehouse Supervisor” Qualifications Pack issued by “Agriculture Skill Council of India”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction Theory Duration (hh:mm) 8:00 Practical Duration (hh:mm) 0:00 Corresponding NOS Code Bridge Module	<ul style="list-style-type: none"> • Demonstrate general discipline activities in the classroom. • Infer overall summary of the programme. • Outline skills required by an Agri Warehouse Supervisor. • Describe the job role of an Agri Warehouse Supervisor. • Follow safety standards and professional hygiene. 	Laptop, White Board, Marker, Audio/Visual Aids.
2	Plan and monitor receipt and dispatch of agri commodities Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 30:00 Corresponding NOS Code AGR/N7540	<ul style="list-style-type: none"> • Evaluate current stock availability and develop a stacking plan for fresh stock arrivals. • Perform accurate weighing at the weighbridge. • Determine key feature of the produce to be transported in consultation with the customer. • Identify specific load-handling features and regulatory requirements for the shipment. • Carry out proper tagging and packaging of products and commodities. • Identify applicable transportation modes based on various parameters • Identify any transport service risks according to warehouse policies. 	White Board, Dispatch register, Audio/ Visual Aids, Markers, Laptop, Manual & Digital Weigh Machine, Cartons, Strapping/Tape/Glue, Palletizers, Hand Truck, Platform Truck, Pallet Truck, Counter balanced (CB) Lift Truck, Tractor-trailer.
3	Assess condition of warehouse and monitor stock levels Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 20:00 Corresponding NOS Code AGR/N7541	<ul style="list-style-type: none"> • Analyse data from sales plan or stock movement. • Determine the following during various stages of production and sales: Amount of inventory available and projected volumes. • Determine the time interval between: supplying of the stock for production and delivery of the product to the customer. • Determine internal processing in the warehouse and distribution timings that affect stock level. • Evaluate the maximum carrying capacity of warehouse resources when stock levels are projected. 	White Board, Dispatch register, Audio/Visual Aids, Markers, Laptop, Walkie Talkie, Pallets, Manual & Digital Weigh Machine Storage Drawers.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> Develop a contingency plan for abnormal distribution, obstruction and any slowdowns. Evaluate the warehouse periodically and dispose off any damaged or unwanted produce. Examine the warehouse for regular maintenance and any requirement of fumigation for pests. 	
4	<p>Ensure proper manpower planning and delivery of quality service</p> <p>Theory Duration (hh:mm) 15:00</p> <p>Practical Duration (hh:mm) 32:00</p> <p>Corresponding NOS Code AGR/N7542</p>	<ul style="list-style-type: none"> Identify sources and type of workforce to be employed. Estimate time and resources required for each activity and allocate resources accordingly. Plan a backup strategy for workforce allocation in case of unpredictable circumstances. Plan work scheduling, leave tracking, etc., and co-ordinate with the warehouse resources. Communicate with the team on a regular basis to ensure that the team is aware of scenarios and quality standards. Plan regular training sessions with the workers to resolve team conflicts that may arise. Ensure that individuals and teams perform consistently to overcome the difficulty in meeting customer service standards. Organise the delivery of services and products to ensure quality standards and budgetary limits. Analyse customer feedback to overcome identified problems with products and maintain records. 	White Board, Audio/Visual Aids, Markers, Laptop.
5	<p>Complete documentation and record keeping of all warehouse management activities</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 15:00</p>	<ul style="list-style-type: none"> List down a record of all warehouse activities. Organise records of storage charges for all transactions. Maintain database for sending out information to control groups like quality control, inventory control etc., Organise updates on all daily transactions like deposits and withdrawals. Estimate all expenses and costs incurred at warehouse as per operational guidelines. 	White Board, Audio/Visual Aids, Markers, Laptop.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	Corresponding NOS Code AGR/N7543		
6	Maintain health and safety at the workplace Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 15:00 Corresponding NOS Code AGR/N9903	<ul style="list-style-type: none"> • Build a clean and efficient workplace. • Evaluate the workplace and report potential hazards to the supervisor, if any. • Identify work for which protective clothing or equipment is required. • Analyse the labels on pesticides/fumigants for mentioning of any hazard or other caution. • Utilize the equipment or materials safely and return them to the designated storage after use. • Organise the work in a manner to minimise environmental damage. • Minimise further danger due to accidents, incidents or other issues by immediately informing the appropriate person. • Formulate treatment in accordance with recognised first aid techniques. 	White Board, Audio/ Visual Aids, Markers, Laptop, First- aid Kit, Fire Extinguisher, PPE (Safety gloves, Safety footwear, Eye protection, Safety helmets, Respiratory protecting equipment, Safety harnesses, Full body suits).
7	Collaborate with team members and work effectively Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code AGR/N9912	<ul style="list-style-type: none"> • Plan and conduct work as per the manager's instructions and get feedback. • Discuss with the supervisor about any issues and concerns at the workplace. • Build effective communication to enable teamwork and to optimize work efficiency. • Discuss with the team members to plan tasks in a clear and concise manner. • Discuss with the colleagues on unavailability to work in advance. • Develop strategies to resolve any work-related issues among the team. • Demonstrate adherence to organisation's policies and procedures. • Discuss/report any concerns to senior management. 	White Board, Audio/ Visual Aids, Markers, Laptop.

	<p>Total Duration</p> <p>Theory Duration (hh:mm) 78:00</p> <p>Practical Duration (hh:mm) 122:00</p>	<p>Unique Equipment Required:</p> <p>White Board, Audio/ Visual Aids, Markers, Laptop, Registers, Water Bottle, First Aid Kit, PPE (Safety gloves, Safety footwear, Eye protection, Safety helmets, Respiratory protecting equipment, Safety harnesses, Full body suits), Fire Extinguisher, Manual Weigh Machine with Weights, Digital Weigh Machine, Walkie Talkie, Pallets, Tote Pans, Cartons, Bulk Load Containers, Strapping/Tape/Glue, Palletizers, Lift/Tilt/Turn Table, Hand Truck, Hand Truck, Pallet Jack, Stacker, Pallet Truck, Platform Truck, Counter balanced (CB) Lift Truck, Tractor-trailer, Personnel and Burden Carrier, Selective Pallet Rack, Drive-through Rack, Bin Shelving, Storage Drawers.</p>
--	--	--

Grand Total Course Duration: **200 Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Agriculture Skill Council of India](#))

Trainer Pre-requisites for Job role: “Agri Warehouse Supervisor” mapped to Qualifications Pack: “AGR/Q7510 v1.0”.

Sr No.	Area	Details
1	Job Description	Trainer is responsible for educating the trainees on – Planning and monitoring receipt and dispatch of agri commodities, assessing condition of warehouse and monitoring stock levels, ensuring proper manpower planning and delivery of quality service, documenting and keeping the records of all warehouse activities, practicing safety and hygiene at the work place.
2	Personal Attributes	The individual must have attention to details, logical thinking and ability to execute the project as per client’s requirement.
3	Minimum Educational Qualifications	Class (10+2) with Mathematics/Business Studies/Economics as one of the elective subjects.
4a	Domain Certification	Certified for Job Role: “ <u>Agri Warehouse Supervisor</u> ” mapped to QP: “ <u>AGR/Q7510, v1.0</u> ”. Minimum accepted score is 80%.
4b	Platform Certification	Recommended that the trainer is certified for the Job Role: “ <u>Trainer</u> ”, mapped to the Qualifications Pack: “ <u>MEP/Q02601</u> ”. Minimum accepted score is 80%.
5	Experience	<ul style="list-style-type: none"> Class (10+2) with Mathematics/Business Studies/Economics as one of the elective subjects with minimum three years of work and sector specific working experience. Regular Certification OR Regular Diploma in Supply Chain Management, Logistics Management, Inventory Control/Management or equivalent degree [After Class (10+2)] with two years of total and sector specific working experience. B.Sc/BBA in Logistics and Supply Chain Management, Inventory Control, Inventory Management or equivalent degree with two years of total and one year of sector specific working experience. MBA in Logistics and Supply Chain Management or other equivalent degree with minimum of six months of total and sector specific working experience.

Annexure: Assessment Criteria

Job Role	Agri Warehouse Supervisor
Qualifications Pack	AGR/N7510, v1.0
Sector Skill Council	Agriculture Skill Council of India

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, as well as the selected elective NOS/set of NOS.
OR
3. Assessment will be conducted for all compulsory NOS, as well as the selected optional NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualifications Pack.

Total Mark: 600	Compulsory NOS	Marks Allocation			
		Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of
1. AGR/N7540 Plan and monitor receipt and dispatch of agri commodities	PC1. Check the availability of stock in the warehouse.	100	9	3	6
	PC2. Plan the amount and type of produce to be received.		9	3	6
	PC3. Ensure proper and accurate weighing of produce at the weighbridge.		9	3	6
	PC4. Use space and mechanical equipment efficiently to store the produce in the warehouse.		9	3	6
	PC5. Determine key characteristics of the produce to be transported in consultation with customer.		9	3	6
	PC6. Identify regulatory and specific requirements for loading the shipment.		9	3	6
	PC7. Identify specific load handling characteristics and requirements.		9	3	6
	PC8. Ensure proper tagging and packaging of produce and commodities.		9	3	6
	PC9. Identify applicable transportation modes based on: <ul style="list-style-type: none"> • Customer's geographical location. • Packaging requirements. • Quantity of produce to be transported. • Any other special requirements. 		8	2	6
	PC10. Identify and assess required pick-up and destination point(s) for safe access and operation.		8	2	6
	PC11. Identify specified transit times and routes.		9	3	6
	PC12. Identify risks associated with transport service in accordance with workplace policy and procedures.		8	2	6
	TOTAL		100	30	70
2. AGR/N7541 Assess condition of warehouse and monitor stock levels	PC1. Analyse data from sales plan or stock movement.	100	7	2	5

Total Mark: 600	Compulsory NOS	Marks Allocation			
		Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of
		PC2. Determine projected high and low volume periods.	6	2	4
		PC3. Determine required inventory levels at different production and sales cycle stages.	6	2	4
		PC4. Determine stock supply and consignment delivery lead times.	6	2	4
		PC5. Determine internal processing and distribution times.	6	2	4
		PC6. Assess maximum stock carrying capacity.	6	2	4
		PC7. Assess physical and human resources in relation to the required stock levels.	6	2	4
		PC8. Develop contingency plan for abnormal distribution and any slowdowns.	6	2	4
		PC9. Correlate production and sales cycle stages to determine optimum inventory levels.	6	2	4
		PC10. Calculate safety stock levels.	6	2	4
		PC11. Compare inventory benchmarks to current and known future sales turnover.	6	2	4
		PC12. Undertake adjustments to inventory levels as and when required.	6	2	4
		PC13. Document changes and requests for adjustments to inventory levels.	6	2	4
		PC14. Conduct inspections of the warehouse on a regular basis.	6	2	4
		PC15. Ensure removal of damaged or any other unwanted produce.	6	2	4
		PC16. Check if any repair and maintenance activities are required for the warehouse.	6	1	5
		PC17. Check for pests and ensure fumigation is carried out at regular intervals.	6	1	5
		TOTAL	100	30	70

Total Mark: 600	Compulsory NOS	Marks Allocation			
		Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of
3.AGR/N7542 Ensure proper manpower planning and delivery of quality service	PC1. Identify sources and types of manpower to be employed: • Contractual • Permanent	100	8	2	6
	PC2. Estimate time and resources required for each activity; allocate resources accordingly for different production and sales cycle stages.		6	2	4
	PC3. Allocate work to warehouse workers in a clear and concise manner.		4	1	3
	PC4. Prepare a backup plan for manpower allocation in case of unforeseen circumstances.		3	0	3
	PC5. Coordinate work hours which includes scheduling, approving requests, tracking absences, timekeeping, maintenance of muster roll.		5	2	3
	PC6. Communicate with the team on a regular basis to ensure that the team is aware of the expected quality standards.		4	2	2
	PC7. Ensure that the workers are aware about scenarios that may lead to customer complaints.		4	2	2
	PC8. Hold regular training sessions with the workers and brief them on the important issues such as inventory management, record keeping, etc.		3	1	2
	PC9. Resolve team conflicts that may arise.		3	1	2
	PC10. Ensure that individuals and teams perform consistently to meet quality and delivery standards.		4	1	3
	PC11. Mentor colleagues to overcome difficulty in meeting customer service standards.		7	3	4
	PC12. Coordinate and manage delivery of services and products to ensure adherence to agreed quality standards and budgetary limits.		6	2	4
	PC13. Ensure compliance to quality standards during storage of commodities/produce.		7	2	5

Total Mark: 600	Compulsory NOS	Marks Allocation				
		Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of	Theory
		PC14. Collect customer feedback and use it to improve the provision of products/services.		7	2	5
		PC15. Make decisions to overcome identified problems with products/services by consulting with relevant individuals/groups.		6	2	4
		PC16. Manage records, reports and recommendations within the company's systems and processes.		6	2	4
	TOTAL			100	30	70
4. AGR/N7543 Complete documentation and record keeping of all warehouse management activities	PC1. Maintain record of items, document necessary information and utilise reports to maintain project warehouse status.	100	17	5	12	
	PC2. Maintain update of deposits, withdrawals and related entries in warehouse on daily basis.		16	5	11	
	PC3. Maintain records, registers, files and documents for all transactions at the warehouse.		17	5	12	
	PC4. Maintain all expenses and costs incurred at warehouse as per operational guidelines.		16	5	11	
	PC5. Document and maintain records of storage charges for all transactions.		18	6	12	
	PC6. Maintain database for sending out information to control groups.		17	5	12	
	TOTAL		100	30	70	
5. AGR/N9903 Maintain health and safety at the workplace	PC1. Undertake basic safety checks before operating any machinery and vehicles also report all potential hazards to the supervisor.	100	6	2	4	
	PC2. Identify work for which protective clothing or equipment is required and perform those duties in accordance with workplace policy.		8	2	6	
	PC3. Read and understand the hazards of use and contamination mentioned on the labels of Pesticides/fumigants, etc.		7	2	5	

Total Mark: 600	Compulsory NOS	Marks Allocation			
		Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of
	PC4. Assess risks before performing manual handling jobs, and work according to currently recommended safe practices.		7	2	5
	PC5. Use equipment and materials safely and return the same to designated storage when not in use.		7	2	5
	PC6. Dispose off waste safely and correctly in a designated area.		7	3	4
	PC7. Recognise risks to bystanders and take actions to reduce risks associated with jobs in the workplace.		8	2	6
	PC8. Perform work in a manner to minimise Environmental damage and ensure work instructions for controlling risks are followed.		7	2	5
	PC9. Report any accidents, incidents or problems without delay to an appropriate person and take necessary immediate action to reduce further danger to quality standards.		8	3	5
	PC10. Follow procedures to deal with accidents, fires and emergencies, along with communicating location and directions for emergency evacuation.		7	2	5
	PC11. Follow emergency procedures to company standard / workplace requirements.		7	2	5
	PC12. Use emergency equipment in accordance with manufacturers' specifications and workplace requirements.		8	2	6
	PC13. Provide treatment appropriate to the patient's injuries in accordance with recognised first aid techniques.		7	2	5
	PC14. Recover (if practical), clean, inspect/test, refurbish, replace and store the first aid equipment appropriately.		7	2	5

Total Mark: 600	Compulsory NOS	Marks Allocation			
		Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of
	PC15. Report details of first aid administered in accordance with workplace procedures.		6	2	4
	TOTAL		100	30	70
6.AGR/N9912: Collaborate with team members and work effectively	PC1. Receive instructions from reporting manager on the work to be carried out.	100	6	2	4
	PC2. Communicate work done/activities performed to the reporting manager as required.		6	2	4
	PC3. Elicit feedback on work done.		6	2	4
	PC4. Rectify actions/procedures based on feedback given.		6	2	4
	PC5. Escalate any issues and concerns to the reporting manager.		6	2	4
	PC6. Participate in discussions with reporting manager when required.		6	2	4
	PC7. Ensure clear and concise communication with the team and colleagues.		6	2	4
	PC8. Plan the tasks with team members on a regular basis.		6	2	4
	PC9. Share knowledge of processes and techniques with the team.		6	2	4
	PC10. Treat team members with respect and dignity.		6	1	5
	PC11. Demonstrate responsible and disciplined behaviour.		6	1	5
	PC12. Adhere to the timeliness of work commitments made to fellow colleagues.		5	2	3
	PC13. Inform colleagues in advance if unable to carry out work commitments, citing reasons for the same.		6	2	4
	PC14. Address work related issues among the team.		6	2	4

Total Mark: 600	Compulsory NOS	Marks Allocation				
		Assessment Outcomes	Assessment Criteria for Outcomes	Total Mark	Out of	Theory
		PC15. Participate in team interaction sessions/activities as and when required.		6	1	5
		PC16. Adhere to organisation's policies and procedures for working with colleagues.		6	2	4
		PC17. Discuss/report any concerns to senior management.		6	2	4
	TOTAL			100	30	70
Grand Total			600	600	180	420