

# Model Curriculum

## 3. Inventory Clerk

**SECTOR :** LOGISTICS  
**SUB-SECTOR :** WAREHOUSING STORAGE,  
WAREHOUSE PACKAGING  
**OCCUPATION :** INVENTORY CLERK  
**REF.ID :** LSC/ Q2108, VERSION 1.0  
**NSQF LEVEL :** 3



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**LOGISTIC SECTOR SKILL COUNCIL OF INDIA**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **'Inventory Clerk'** QP No. **'LSC/ Q2108 NSQF Level 3'**

Date of Issuance: May 1<sup>st</sup>, 2016

Valid up to: April 30<sup>th</sup>, 2017

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

  
R. Dindal  
Authorised Signatory  
(Logistic Sector Skill Council of India)

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# Inventory Clerk

## Curriculum / Syllabus

This program is aimed at training candidates for the job of a “Inventory Clerk”, in the “Logistics” Sector/Industry and aims at building the following key competencies amongst the

<b>Program Name</b>		<b>Inventory Clerk</b>	
<b>Qualification Pack Name &amp; Reference ID. ID</b>		LSC/ Q2108, version 1.0	
<b>Version No.</b>	1.0	<b>Version Update Date</b>	16-12-2014
<b>Pre-requisites to Training</b>		Minimum qualification – Class XII, Diploma (Any, Engineering, Arts, Commerce), Graduate Degree (Any, Engineering, Arts, Commerce). No experience is required.	
<b>Training Outcomes</b>		<p><b>After completing this Programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• <b>Obtain Knowledge on Warehousing activities:</b> General introduction to warehouse layout and other warehousing activities such as Data Entry Operation, Receiving, Loading, Unloading, Packing, Dispatch and Quality parameters</li> <li>• <b>Conversant with Inventory Control and counting:</b> Awareness on various inventory stocking / control methods, Inventory classifications, Frequency and number of counting, reconciliation procedures and reporting structures.</li> <li>• <b>Understand Material Handling &amp; Ergonomics:</b> To ensure that the right material Handling Techniques are followed during counting process, MHE requirements in inventory counting procedure</li> <li>• <b>Cultured in workplace skills:</b> Build on effective communication with inter departments, subordinates and super-ordinates for smooth running of inventory counting activities, team building and time management</li> <li>• <b>Acquaint with Environmental / Occupational Health &amp; Safety:</b> Get well versed with health and safety measures practised in warehouse, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety and general maintenance on Warehousing equipment.</li> </ul>	

This course encompasses 3 out of 3 National Occupational Standards (NOS) of “Inventory Clerk” Qualification Pack issued by “SSC: Logistics Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<b>Introduction</b>  <b>Theory Duration</b> (hh:mm) 40:00  <b>Practical Duration</b> (hh:mm) 08:00  <b>Corresponding NOS Code</b> Bridge Module	<b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>• Discuss Supply Chain and Logistics Management</li> <li>• Explain different types of Inventory and its importance</li> <li>• Discuss Warehousing industry and job opportunities in it</li> <li>• Understand the various operations in warehouse and their importance in the effective logistics</li> <li>• Get knowledge about the logistics linkage in supply chain management</li> <li>• Understand the Expectations from an Inventory Clerk in his/her job role</li> <li>• Apprehend the various functions / operations of the warehouse</li> <li>• Understand the importance of Microsoft Excel in Inventory control</li> <li>• Define the inbound and outbound activities</li> <li>• Understand the major activities that are performed inside a warehouse</li> <li>• Get a clarity on the main roles of an Inventory Clerk</li> <li>• Understand the different types of inventory</li> <li>• Explain the various inventory classifications techniques</li> </ul>	Teaching board Computer Projector
2	<b>Prepare for Inventory Counting</b>  <b>Theory Duration</b> (hh:mm) 56:00  <b>Practical Duration</b> (hh:mm) 08:00  <b>Corresponding NOS Code</b> LSC/ N2105	<b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>• Understand how to perform Inventory counting</li> <li>• Elucidate the importance of counting inventory</li> <li>• Know the different phases in inventory counting and various information related to inventory counting</li> <li>• Get knowledge on how to perform inventory counting</li> <li>• Discuss on list of information and relevant documents on inventory</li> <li>• Explain how to create and maintain inventory record</li> <li>• Get knowledge on inventory storage locations and on various inventory classification</li> <li>• Explain how inventory classification helps in identifying inventory counting frequencies</li> </ul>	Teaching board Computer Projector Barcode scanner Corrugated cardboard boxes Storage Bins Sample Inventory list Hand held device, palmtops Labels & Signages Printers & Scanners Packaging symbols & standards PPE - Hard hat helmet, Hand Gloves, Eye Goggles, Dust masks, High Visibility Jackets, Safety shoes etc

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	<p><b>Verify Physically counted numbers and system numbers</b></p> <p><b>Theory Duration</b> (hh:mm) 56:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> LSC/N 2106</p>	<p><b>At the end of this module the learner will be able to:</b></p> <ul style="list-style-type: none"> <li>Understand the importance of recording and reporting after counting</li> <li>Know different types of documents used in an inventory counting operations</li> <li>Understand the importance of packaging standards and symbols</li> <li>Distinguish the roles and responsibilities of different colleague on the shop floor</li> <li>Get knowledge on the importance of Labeling system in warehouse</li> <li>Get more insight on various technical specifications of goods stores in the warehouse</li> <li>Understand the roles and responsibility of an Inventory clerk</li> <li>Get knowledge on how and whom to contact for work related challenges</li> <li>Explain various work an Inventory clerk will carry inside a warehouse</li> <li>Describe the significance of Labels in warehouse operations</li> <li>Get knowledge on various label technologies, methods and types</li> <li>Know how label and coding will help to identify the product specifications</li> <li>Explain different signages and packing standards used inside a warehouse</li> <li>Understand the handling requirements on the product and packages</li> </ul>	Teaching board Computer Projector Sample reports & documents like Inventory sheet, Reporting forms, Incident reports etc Housekeeping equipment and materials Caution boards Do's and Don'ts charts
4	<p><b>Post Counting activities</b></p> <p><b>Theory Duration</b> (hh:mm) 56:00</p> <p><b>Practical Duration</b> (hh:mm) 08:00</p> <p><b>Corresponding NOS Code</b> LSC/ N2107</p>	<p><b>At the end of this module the learner will be able to:</b></p> <ul style="list-style-type: none"> <li>Understand importance of housekeeping after completing warehouse operations</li> <li>Realize how to deal with errors and damages</li> <li>Brief about the importance of work instructions</li> <li>Get knowledge on how to react to mock drills and evacuation plan</li> <li>Know on Occupational/ Environmental Health and Safety</li> <li>Distinguish various details on Material handling and ergonomics</li> <li>Identify unsafe work practices carried inside the warehouse and report to the management for appropriate actions</li> </ul>	Teaching board Computer Projector Sample reports & documents like Inventory sheet, Reporting forms, Incident reports etc Housekeeping equipment and materials Caution boards Do's and Don'ts charts

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<ul style="list-style-type: none"> <li>• Visualize common workplace hazards that one might encounter inside warehouse</li> <li>• Explain the importance of Personal Protective Equipment</li> <li>• Know different types of Personal Protective Equipment and its uses</li> <li>• Reveal the safety requirements to be followed in warehouse areas</li> <li>• Understand the importance of Material handling equipment in Inventory counting</li> <li>• Perform regular inspections inside the warehouse operation areas</li> <li>• Describe the necessary precautionary care to be taken to prevent workplace hazards</li> <li>• Explain the escalation matrix for reporting the damages and losses</li> <li>• Understand the skills required for an Inventory clerk and how to react to peak and non-peak situations in order to complete the given tasks</li> </ul>	
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> (hh:mm) 208:00</p> <p><b>Practical Duration</b> (hh:mm) 32:00</p>	<p><b>Unique Equipment Required:</b></p> <ul style="list-style-type: none"> <li>• Sample documents like Picklist, BOM, Transportation/Truck Schedules, Inventory record sheet.</li> <li>• Sample SOP documents</li> <li>• MHE – Forklift, Stackers, reach trucks, HOPT, BOPT etc.</li> <li>• IT systems – Barcode scanners, Wi-Fi systems</li> <li>• Material Handling Equipment like HOPT, BOPT, Stacker, ladder, Forklift etc</li> <li>• Pallets, Totes, Storage Bins</li> <li>• Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit</li> <li>• Shrink wraps, Dunnage</li> <li>• Storage racks</li> <li>• Basic 5s charts/examples</li> <li>• Sample Inventory tracking sheet, Sample Inventory records, Requisition forms, Incident reports etc</li> <li>• First Aid kits</li> </ul>	

**Grand Total Course Duration: 240: 00 Hours**

**(This syllabus/ curriculum has been approved by SSC: Logistics Skill Council)**

## Trainer Prerequisites for Job role: “Inventory Clerk” mapped to Qualification Pack: “LSC/Q2108”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “LSC/Q2108”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the warehousing vertical.
3	Minimum Educational Qualifications	Preferably Diploma / Degree (Any, Engineering, Arts, Commerce) or equivalent
4a	Domain Certification	Certified for Job Role: “Inventory Clerk” mapped to QP: “LSC/Q 2108”. Minimum accepted score of 70%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/ Q 1402”. Minimum accepted score of 85%.
5	Experience	Minimum 1 year Experience with certification of Inventory Clerk or Minimum 3 years’ experience without certification from Sector



## Annexure: Assessment Criteria

<b>Assessment Criteria for Inventory Clerk</b>	
<b>Job Role</b>	<b>Inventory Clerk</b>
<b>Qualification Pack</b>	<b>LSC/Q2108</b>
<b>Sector Skill Council</b>	<b>Logistic Sector Skill Council of India</b>

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	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 criteria
5	To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS overall 50% pass percentage
6	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
LSC/N2105 (Prepare for inventory counting)	PC1. Understand the work schedule for the day from the supervisor.	100	5	1	4
	PC2. Obtain the list of stored items from the supervisor.		5	1	4
	PC3. Get the list with location details along with the level of items in each pallet from the supervisor.		10	3	7
	PC4. Based on the total number of Stock Keeping Units (SKU) and the total working days in a month, determine the number of items to be counted daily.		10	4	6
	PC5. Depending on the inventory classification schemes, understand how many items of each category are to be counted in a day.		5	2	3
	PC6. Collect and wear all the necessary Personal Protective Equipment (PPE) as required by the product or the environment.		5	2	3
	PC7. Get the required Material Handling Equipment (MHE) such as reach trucks and cages and keep them ready.		5	1	4
	PC8. Inspect the MHE to ensure that they are in good working condition.		5	2	3
	PC9. Inspect the store area for any spillage, breakage or any other safety issues.		5	2	3
	PC10. Clean up spills or breakages in the store area.		5	1	4
	PC11. Check stability and overloading of storage racks.		10	2	8
	PC12. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC13. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC14. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC15. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	1	4
	PC16. Adhere to security regulations of the company		5	2	3
	PC17. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
	<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>	

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
LSC/N2106 (Verify physically counted numbers and system numbers)	PC1. From the stored items list, identify where the full pallets are located.	100	5	1	4
	PC2. With the help of an MHE operator, use the cage and reach truck to go up and count items in full pallets.		5	1	4
	PC3. For all other pallets which are not full, have the MHE operator use the reach truck to bring the pallet down and perform counting.		5	2	3
	PC4. Compare actually counted numbers with the numbers in the stored items list to identify discrepancies if any.		10	2	8
	PC5. Prepare a missing items list.		10	3	7
	PC6. Continue counting of different category items until the daily quota for each category is achieved.		5	1	4
	PC7. Search through the warehouse to locate missing items.		5	1	4
	PC8. Identify floating inventory and bin them as per company policy.		10	2	8
	PC9. Update missing items list, noting down items which items were reconciled.		10	2	8
	PC10. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC11. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC12. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC13. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC14. Adhere to security regulations of the company		5	2	3
	PC15. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
	<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>	

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
LSC/N2107 (Post counting activities)	PC1. Return any PPE used to the respective storage rack.	100	10	2	8
	PC2. Return any MHE used to the respective storage area.		10	2	8
	PC3. Perform a safety inspection of the storage area.		10	1	9
	PC4. Clean up any spillage or breakages.		10	2	8
	PC5. Discuss findings of inventory cycle count with DEO and update information on the system.		10	2	8
	PC6. Report discrepancies in counting and SKU mix up along with any other issues faced to the supervisor.		10	3	7
	PC7. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC8. Wear all safety equipment including protective gear, helmets etc.		10	5	5
	PC9. Follow organization procedures with respect to security, materials handling and accidents		5	2	3
	PC10. Maintain distance between all on the floor personnel and stay within areas allotted for warehouse personnel		5	2	3
	PC11. Adhere to security regulations of the company		5	2	3
	PC12. Comply with health and safety regulations and procedures in case of fire, chemical hazards, bio-hazards, etc.		5	2	3
	<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>	









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