

**National Vocational & Technical Training Commission
(NAVTTTC)**

**Curriculum for
Logistics and Supply Chain Assistant
(NVQF Level 2)**

April 2015

Table of Contents

Introduction of the course.....	
Introduction	Page 04
Structure of the Course.....	Page 05
Central aims of the training	Page 06
Entry level of trainees.....	Page 06
Minimum qualification for teachers.....	Page 06
Medium of instruction.....	Page 06
Competencies gained after completion of the course.....	Page 09
Opportunities for employment and career development.....	Page 10

Overview about the program..... Page 11

Logistics & Supply Chain Assistant Contents

Module 1	Supplier Selection	
Module 2	Procurement	
Module 3	Transportation	
Module 4	Raw Material Storage	
Module 5	Manufacturing / Production	
Module 6	Warehousing	
Module 7	Delivery & Distribution	
Module 8	After Sales Returns	
Module 9	Occupational Health & Safety	
Module 10	Customer Service	
Module 11	Sales	
Module 12	Computer	
Module 13	Functional English	
Module 14	Life Skills	
Module 15	On the Job Training.....	

Teaching and Learning Guide – Customer Support and Sale Assistant.....Page 15

Module 1	Supplier Selection.....	Page 15
Module 2	Procurement	Page 17

Module 3	Transportation	Page 19
Module 4	Raw Material Storage.....	Page 24
Module 5	Manufacturing / Production.....	Page 28
Module 6	Warehousing.....	Page 30
Module 7	Delivery & Distribution.....	Page 34
Module 8	After Sales Returns	Page 37
Module 9	Occupational Health & Safety.....	Page 40
Module 10	Customer Service.....	Page 42
Module 11	Sales	Page 43
Module 12	Computer.....	Page 43
Module 13	Functional English	Page 44
Module 14	Life Skills	Page 45
Module 15	On the Job Training.....	Page 46
Assessment.....		Page 48
List of Tools, Machinery & Equipment.....		Page 69
List of Consumable Supplies.....		Page 69

1. Introduction of the Course

This Course is designed to focus the need, importance and understanding of Logistics & supply Chain as per the current competitive and Challenging World. Companies worldwide are leveraging supply chain management to create and maintain a strategic competitive advantage. This trend, in turn, is fueling a growing demand for supply chain and logistics professionals.

This course will provide the foundational skills for supply chain management and logistics. Graduates will learn how to develop and apply analytic tools, approaches, and techniques used in the design and operation of logistics systems and integrated supply chains.

The material is taught as assistant perspective with an emphasis on where and how specific tools can be used to improve the overall performance and reduce the total cost of a supply chain. This course place a strong emphasis on the development and use of fundamental models to illustrate the underlying concepts involved in both intra- and inter-company supply chain and logistics operations.

After completion of vocational training the graduates of the training program will have a good balance of knowledge, skills, attitude and work experiences, which are the essential elements of employability. Further, as it is simultaneously integrating work experience through on-the-job training, the graduates will integrate the newest technologies to achieve new levels of excellence.

1.1 Name of the Course:

Logistics & Supply Chain Assistant

1.2 Structure of the course

Module #	Title	Theory (Hours)	Practical (Hours)	Total (Hours)
Module 1	Supplier Selection	16	20	36
Module 2	Procurement	15	19	34
Module 3	Transportation	57	69	126
Module 4	Raw Material Storage	21	37	58
Module 5	Manufacturing / Production	12	16	28
Module 6	Warehousing	34	51	85
Module 7	Delivery & Distribution	18	27	45
Module 8	After Sales Returns	09	12	21
Module 9	Occupational Health & Safety	10	15	25
Module 10	Customer Service	28	44	72
Module 11	Sales	38	34	72
Module 12	Computer	20	52	72
Module 13	Functional English	24	48	72
Module 14	Life Skills	18	36	54
	Sub Total	320	480	800
Module 15	On the Job Training	0	800	800
	Total Course Duration	320	1280	1600

1.3 Central aims of the training

The purpose of this training is to develop a range of skills and techniques, personal skills and attributes essential for successful performance in logistics & supply chain in accordance with industry requirements. It also enables the student to pursue a logistics & supply chain career path with greater employment and entrepreneurial skills progress to related general and/or vocational qualifications.

1.4 Entry level of trainees

Minimum Intermediate

1.5 Minimum qualification for teachers

- a. Masters with three year relevant experience

- b. Bachelors with five year relevant experience

1.6 Medium of instructions

English and Urdu

1.7 National Vocational Qualifications Framework (NVQF):

Qualification Type:

The Industrial & academic experts have defined NVQF level of Logistics & Supply Chain Assistant course in Level 2.

Knowledge and Understandings

Basic knowledge of readily available facts, processes and general theory of an area of work or study

Skills

Basic practical skills required to complete tasks and solve problems by selecting and applying basic methods, tools, materials and information.

Responsibility

Take responsibility for prioritizing and completing tasks in work or study under indirect supervision with some autonomy and adapt own abilities when solving problems.

Definition of the trade

The Council of Supply Chain Management Professionals (CSCMP) defines supply chain management as follows:

“**Supply Chain** Management encompasses the planning and management of all activities involved in sourcing and procurement, conversion, and all **logistics** management activities.”

Logistics

The planning, execution, and control of the movement / placement of goods and / or people, and the related supporting activities, all within a system designed to achieve specific objectives.

Logistics Management (CSCMP definition)

"Logistics management is that part of supply chain management that plans, implements, and controls the efficient, effective forward and reverses the flow and storage of goods, services and related information between the point of origin and the point of consumption in order to meet customers' requirements."

Overall objectives of the course

This course shall be facilitating the trainees to:

- a) Enhance their knowledge and skills to understand various aspects of the logistic services, supply chain systems, sales and customer services processes
- b) Understand the core values and behavior essential to work effectively on processes of logistics, supply chain, sales and customer services
- c) Get ready to work as logistics and supply chain assistant
- d) Develop competencies of logistics and supply chain facilitator
- e) Build understating of sales and customer services processes

1.8 Competencies gained after completion of the course

Identify the core components and functions of Logistics & supply chain management in an organization

- Understand various types of packing methods for different types of material
- Distinguish between Dangerous and non-dangerous goods, their packing and labeling
- Prepare simple documents essential for the transfer of items/good/documents from one place to another
- Demonstrate good understanding of time zones and transport geography while dealing with customers
- Use basic information about INCO TERMS, air freight and ocean freight while facilitating the customer
- Assist the Supply Chain Management (SCM) manager for accomplishing tasks under various SCM components
- Undertake simple local procurement with proper documentation and assist in advance procurement
- Organize suppliers' data and assist in managing the relationship with them

- Collect and organize relevant information from customers, suppliers and general market to enhance the performance of SCM

1.9 Personal requirements

Highly motivated, hardworking, a quick learner, honest and sincere

1.10 Opportunities for employment and career advancement

Graduates may be employed in following positions:

- a. Logistics facilitator/Assistant
- b. Courier Service Centre Assistant
- c. Customs Clerk
- d. Freight Documentation Assistant
- e. Export/Import Assistant
- f. Warehouse Staff
- g. Procurement Assistant
- h. Sales Officer/Assistant

- i. Customer Service Assistant
- k. Commercial Assistant

2. Overview of the Curriculum for Logistics and Supply Chain Assistant

Module Title and Aim	Learning Units	Theory ¹ hours	Workplac e ² hours	Timeframe of modules (Hours)
Module 1 Supplier Selection Aim: To understand the techniques and methods of searching and developing and managing successful relations with suppliers	LU-1: Search the potential supplier LU-2: Analyze supplier and their proposal LU-3: Finalize the supplier	16	20	36

¹ Learning hours in training provider premises

² Training workshop, laboratory and on-the-job workplace\

Module 2 Procurement Aim: To identify the methods and ways of procurement with strategic techniques	LU-1: Identify the requirements LU-2: Place orders LU-3: Process payments	15	19	34
Module 3 Transportation Aim: To understand the various modes of transport and basics of transport operations and documentation	LU-1: Identify the inco-terms LU-2: Select mode of transport LU-3: Select carrier LU-4: Arrange booking LU-5: Prepare and dispatch documents LU-6: Trace and Track the shipment LU-7: Manage clearance and delivery	57	69	126
Module 4 Raw Material Storage Aim: To understand the inward supplies and materials handling and storage methods in a warehouse	LU-1: Design, layout and material handling equipment LU-2: Receive consignment LU-3: Store at designated place LU-4: Dispatch raw material to production	21	37	58
Module 5 Production/Manufacturing Aim: To understand the function of manufacturing support in logistics	LU-1: Prepare production schedule LU-2: Liaison between production and procurement	12	16	28
Module 6 Warehousing Aim: To explore and understand the concept of a warehouse, Operations and its management and types.	LU-1: Receive finish goods from production LU-2: Store at allocated place LU-3: Identify the packaging and handling requirements LU-4: Co-ordinate with distribution	34	51	85
Module 7 Delivery and Distribution Aim: To understand the concept of order	LU-1: Provide customer service LU-2: Arrange / Process the orders LU-3: Arrange delivery	18	27	45

processing and physical distribution operations				
Module 8 After Sales Services Aim: To understand the function of after sales support in business	LU-1: Receive complaints LU-2: Respond to customers	09	12	21
Module 9 Occupational Health and Safety Aim: To understand the importance of health and safety at work place	LU-1: Identify and implement safe working practices	10	15	25
Module 10 Customer Service Aim: Understand the overall scope, needs and importance of Customer Service sand its fundamental aspects	LU-1: Customer Services and its Fundamentals LU-2: Dealing with Difficult Customers LU-3: Problem Solving Approach to Customer Services LU-4: Power Talk LU-5: Tele-customer services	28	44	72
Module 11 Sales Aim: Understand the overall scope, needs and importance of sales and sales process and build relevant skills.	LU-1: Sales and Getting Ready for Selling LU- 2: Techniques of Selling LU- 3: Becoming a Successful Sales Person LU- 4: Developing Goals and Sales Plans for Success LU- 5: Tele Sales	38	34	72
Module 12 Computer	LU-1. MS Word LU-2. MS Excel	20	52	72

Aim: Learnt to use MS Office effectively to accomplish their tasks	LU-3. MS Power Point LU-4. Internet and emails			
Module 13 Functional English Aim: Enhance reading, writing, listening and speaking skills in English vis-à-vis the work requirement	LU-1. Enhancement in Reading Skills LU-2. Improving Writing Skills LU-3. Refining Listening Comprehension Skills LU-4. Advancing Speaking Skills	24	48	72
Module 14 Life Skills Aim: To Add value to vocational skills through self-exploration, Self-Presentation, Team work, Goal setting and other essential life skills	LU-1: Exploring and Understanding Self LU-2: Effective Communication LU-3: Personal Grooming LU-4: Working with Teams LU-5: Vision and Goal Setting LU-6: Professional Development LU-7: Personal and Social Responsibility	18	36	54
Module 15 On The Job Training		0	800	800
Total Duration of Course		320	1280	1600

Total 1600 hours (100%), Theory 320 hours (20 %) & Practical 1280 hours (80 %)

3. Teaching and Learning Guide – Logistics and Supply Chain Assistant

3.1 Module Title: Supplier Selection

Objective of the Module: To understand the techniques and methods of searching and developing, managing successful relations with suppliers

Duration: 36 hours

Theory: 16 hours

Practical: 20 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Search the Potential Supplier	Trainee must be able to: <ul style="list-style-type: none"> Get the feedback from all the stakeholder in the firm Define the supplier selection criteria Shortlist the potential supplier Communicate with suppliers to share material requirements and specifications 	<ul style="list-style-type: none"> Define the organization policy for supplier selection Describe national & international suppliers market Demonstrate sufficient knowledge of the material being acquired Define the material requirements Explain the importance 	Total 11 hours Theory 05 hours Practical 06 hour	1. Office stationery and equipments 2. electronic communication-equipments	Theory: Class room Practical: Class room

	<ul style="list-style-type: none"> Send inquires to short listed suppliers for their rates, and terms & conditions 	of cost, customer service, reliability and responsiveness			
LU-2: Analyze the suppliers and their proposal	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> Support in developing supplier audit and assessment program Categorize the supplier as per requirement criteria Compare the suppliers proposals 	<ul style="list-style-type: none"> Define the organization policy for supplier selection Describe the supplier's strength and weaknesses to finalize supplier Describe the supplier priority and risks Perform the cost benefit analysis of suppliers proposals 	<p>Total 13 hours</p> <p>Theory 06 hours</p> <p>Practical 07 hour</p>	<p>1. Office stationery and equipments</p> <p>2. electronic communication-equipments</p>	<p>Theory: Class room</p> <p>Practical: Class room</p>
LU-3: Finalize the suppliers	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> Negotiate the rates and terms & conditions with the supplier Finalize the terms of procurement with the supplier 	<ul style="list-style-type: none"> Explain the performance criteria and quality standards describe the factors to be considered for the selection of a suitable 	<p>Total 12 hours</p> <p>Theory 05 hours</p> <p>Practical</p>	<p>1. Office stationery and equipments</p> <p>2. electronic communication-equipments</p>	<p>Theory: Class room</p> <p>Practical: Class room</p>

	<ul style="list-style-type: none"> • Prepare the sales agreement for management approval • Build relationship with the supplier • Communicate with the supplier for manufacturing requirements, and availability of raw material etc 	<p>incoterm</p> <ul style="list-style-type: none"> • Demonstrate the skills to incorporate the terms of payments, e.g LC, advance etc. and terms of delivery incoterms and company policy in the sales agreement 	07 hour		
--	---	---	---------	--	--

3.2 Module Title: Procurement

Objective of the Module: To identify the methods and techniques of strategic procurement

Duration: 34 hours

Theory: 15 hours

Practical: 19 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Identify the requirements	Trainee must be able to: <ul style="list-style-type: none"> • Undertake internal consultation to determine the material requirements 	<ul style="list-style-type: none"> • Perform coordination with manufacturing department to determine 	Total 11 hours Theory	1. Office stationery and equipments	Theory: Class room

	<p>and procurement objectives</p> <ul style="list-style-type: none"> Analyze inventory standards as per standard operating procedure (SOP)s 	<p>the material specification, and quantity</p> <ul style="list-style-type: none"> explain the information of previous / current arrangements with (e.g. supplier performance, contract management issues) Prepare the inventory management 	<p>05 hours</p> <p>Practical</p> <p>06 hour</p>	<p>2. electronic communication -equipments</p>	<p>Practical:</p> <p>Class room</p>
<p>LU-2:</p> <p>Place Orders</p>	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> Prepare the purchase order for management approval Forward the approved purchase order to the supplier Follow-up with the supplier for order acknowledgement 	<ul style="list-style-type: none"> Describe the purchase ordering procedures of supplies Describe the details to be included in the purchase order 	<p>Total</p> <p>11 hours</p> <p>Theory</p> <p>05 hours</p> <p>Practical</p> <p>06 hour</p>	<p>1. Office stationery and equipments</p> <p>2. electronic communication -equipments</p>	<p>Theory:</p> <p>Class room</p> <p>Practical:</p> <p>Class room</p>
<p>LU-3:</p> <p>Process Payments</p>	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> Identify the payment term Arrange the payments to the 	<ul style="list-style-type: none"> Explain the international trade payment 	<p>Total</p> <p>12 hours</p>	<p>1. Office stationery and</p>	<p>Theory:</p> <p>Class room</p>

	supplier as per mode of payments (e.g. Letter of Credit (LC), Bank contract, advance payment etc.	procedures and requirements <ul style="list-style-type: none"> Define the banking operations 	Theory 05 hours Practical 07 hour	equipments 2. electronic communication-equipments	Practical: Class room
--	---	---	--	--	--------------------------

3.3 Module Title: Transportation

Objective of the Module: To understand the various modes of transport and basics of transport operations and documentation

Duration: 126 hours

Theory: 57 hours

Practical: 69 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Identify the inco-term	Trainee must be able to: <ul style="list-style-type: none"> Analyze the incoterm Arrange the shipment as per the incoterm 	<ul style="list-style-type: none"> Explain of International Chamber of Commerce(ICC) international commercial o term (incoterm) Identify the scope of Liability and cost b/w seller and buyer as per 	Total 17 hours Theory 08 hours Practical 09 hours	1. Office stationery and equipments 2. electronic communication-equipments	Theory: Class room Practical: Class room

		the incoterm			
LU-2: Select mode of transport	Trainee must be able to: <ul style="list-style-type: none"> Identify the place of shipment Identify the mode of transport to be used for the shipment Follow the safety and security guidelines for transportation 	<ul style="list-style-type: none"> Define the international transport geography Explain the various mode of transport being used for international trade- by Sea, Air, Land [Rail / Road] Perform comparison b/w various mode of transport Describe international transport and logistics safety and security requirements 	Total 18 hours Theory 08 hours Practical 10 hours	1. Office stationery and equipments 2. electronic communication-equipments	Theory: Class room Practical: Class room
LU-3: Select carrier	Trainee must be able to: <ul style="list-style-type: none"> Identify the port of loading Check for the various transport service available Send the freight inquiries to carriers Negotiating the freight and charges with the carriers 	<ul style="list-style-type: none"> Explain various transport routes / trade lanes explain the various transport services available Describe carrier freight categories / Tariffs / and charges structures 	Total 18 hours Theory 08 hours Practical 10 hours	1. Office stationery and equipments 2. electronic communication-equipments	Theory: Class room Practical: Class room

	<ul style="list-style-type: none"> • Confirm the booking to the carriers 	<ul style="list-style-type: none"> • Perform the calculation of the applicable freight amount and charges 			
LU-4: Arrange booking	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> • Send booking request to carrier via telephone, online, email or fax • Follow up for the booking confirmation from carrier • Check for the tentative schedule of shipment • Arrange the transport documents of the shipment for loading 	<ul style="list-style-type: none"> • Describe the details to be included in the booking request • Perform the shipment booking procedure • Describe the information to be included in the transport docs including shipper, consignee, weight, number of packages, description of goods etc. 	<p>Total 19 hours</p> <p>Theory 09 hours</p> <p>Practical 10 hours</p>	<p>1. Office stationery and equipments</p> <p>2. electronic communication-equipments</p>	<p>Theory: Class room</p> <p>Practical: Class room</p>
LU-5: Prepare and dispatch documents	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> • Arrange the packing of the shipment • state the shipment handling instructions labels and marks and numbers on each package • Finalize the shipping 	<ul style="list-style-type: none"> • Describe the function of packaging in logistics • Briebe the knowledge of various packaging materials and techniques • Handle labels to be used as per products nature <p>Explain marks and</p>	<p>Total 18 hours</p> <p>Theory 08 hours</p> <p>Practical 10 hours</p>	<p>1. Office stationery and equipments</p> <p>2. electronic communication-equipments</p>	<p>Theory: Class room</p> <p>Practical: Class room</p>

	<p>documents invoice and packing list</p> <ul style="list-style-type: none"> • Dispatch the shipment to carrier for loading • arrange custom clearance (if required) and handover the cargo to the carrier with the documents • • arrange payment to carrier as per invoice 	<p>number procedure placed on the packages</p> <ul style="list-style-type: none"> • Demonstrate the marks and numbers to be placed on the packages • Write the information to be included in the commercial documents (e.g. Invoice and packing list) • Describe the shipment dispatching procedures for loading • Explain custom procedures and requirements • Brief the procedure of handling over the shipment to carrier after clearance • Explain the carriers freight and charges 			
--	--	---	--	--	--

LU-6: Trace and Track shipment	Trainee must be able to: <ul style="list-style-type: none"> Follow-up the shipments with the carrier for arrival Track the shipment on internet or with the carrier customer service 	<ul style="list-style-type: none"> Explain carrier transport document number for tracking Define the carrier website / customer service contacts for the tracking of shipment 	Total 18 hours Theory 08 hour Practical 10 hours	1. Office stationery and equipments 2. electronic communication-equipments	Theory: Class room Practical: Class room
LU-7: Manage clearance and delivery	Trainee must be able to: <ul style="list-style-type: none"> Coordinate with the carrier destination office for the arrival details with the carrier Asking for the import charges invoice for payment Collect the delivery order from the carrier Filing the custom entry for clearance Checking and calculating the applicable duty and 	<ul style="list-style-type: none"> Explain the import shipment clearance and delivery procedures Perform the calculation of carrier import shipment delivery order and other charges Define the import charges payment requirements Describe the import custom clearance procedures Define product HS Codes and local custom duty and taxes tariffs Perform filing the online 	Total 18 hours Theory 08 hours Practical 10 hours	1. Office stationery and equipments 2. electronic communication-equipments	Theory: Class room Practical: Class room

	taxes amount <ul style="list-style-type: none"> • Arrange the duty and taxes to custom for the release of shipment • Check the port charges for the delivery of shipment • • Arrange the port charges and take the delivery of shipment 	or manual custom entry to custom for import clearance <ul style="list-style-type: none"> • Perform the import shipment delivery procedure at the port • Prepare port charges and documents required for the delivery of shipment 			
--	--	--	--	--	--

3.4 Module: Title: Raw Material Storage

Objective of the Module: To understand the inward supplies and materials handling and storage methods in a warehouse

Duration: 58 hours

Theory: 21 hours

Practical: 37 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Design Layout and Material Handling	Trainee must be able to: <ul style="list-style-type: none"> • Understand the warehouse constructions, 	<ul style="list-style-type: none"> • Explain the warehouse site selection criteria • Describe various warehouse designs and 	Total 16 hours Theory 06 hours	1. Office stationary and equipment 2. E-communication	Theory: Class room Practical:

Equipments	<p>floorings, receiving and dispatching docks</p> <ul style="list-style-type: none"> • explain the warehouse internal layout, product flow, and storage areas • Brief the various material handling equipments being used in the warehouse for the handling of inventories • explain the Warehouse management systems being used in the warehouse • Describe the inventory and storage policies and procedures 	<p>constructions options</p> <ul style="list-style-type: none"> • Prepare warehouse internal layout for smooth product flow and storage • Define different types of material handling equipments being used and their impacts on the warehouse operations • Explain warehouse management system policies and procedures for the storage of inventories • Explain warehouse operations and costs 	<p>Practical 10 hours</p>	<p>equipment</p> <p>3. Material handling equipment</p>	<p>Class room</p>
<p>LU-2: Receive Consignment</p>	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> • Coordinate with the procurement for the new material arrival details • Workout the warehouse 	<ul style="list-style-type: none"> • Describe the shipment receiving procedure in a warehouse • Describe warehouse storage capacity and various storage equipments 	<p>Total 14 hours</p> <p>Theory 05 hours</p>	<p>1. Office stationary and equipment</p> <p>2. E-communication equipment</p>	<p>Theory: Class room</p> <p>Practical: Class</p>

	<p>storage capacity for the storage of new inventory</p> <ul style="list-style-type: none"> • Receiving the consignment with the docs • Compare the consignment number of packages and description of goods with invoice and packing list • Break-bulk the consignment for details examination • Arrange the quality check • • Receive the consignment and include in the record 	<ul style="list-style-type: none"> • Explain the documents required with the shipment for receiving • Demonstrate the adequate auditing skills for checking the consignment explain the quality control requirements • Brief Stock Keeping Unit (SKU) • Describe the bar-coding and labeling 	Practical 09 hour	<ol style="list-style-type: none"> 3. Material handling equipment 4. Warehouse management system(WMS) / Layout plan 	room
LU-3: Store at designated Place	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> • arrange the cargo at the sorting area • Segregate the cargo according to the material 	<ul style="list-style-type: none"> • Describe sorting procedures • Categorize the cargo as per their characteristic and usage e.g. [General/Dangerous 	Total 14 hours Theory 05 hours	<ol style="list-style-type: none"> 1. Office stationary and equipment 2. E-communication equipment 	Theory: Class room Practical: Class

	<p>category</p> <ul style="list-style-type: none"> • attached the barcodes on inventory • Dispatch the material to the location as assigned by warehouse management system • Place the material at the assigned locations 	<p>cargo /Temperature control etc.]</p> <ul style="list-style-type: none"> • Brief the appropriate material handling equipment to be used for the handling and storage of material • Determine the storage location as per warehouse management system 	<p>Practical 09 hour</p>	<p>3. Material handling equipment</p> <p>4. Warehouse management system(WMS) / Layout plan</p>	<p>room</p>
<p>LU-4: Dispatch raw material to production</p>	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> • Coordinate with the production department for material requirements • maintain the material stock level • Arrange the material for dispatching to production department • Prepare the material receiving note for 	<ul style="list-style-type: none"> • Define the production schedule • Describe production department materials requirements • Explain the material stocking and recording procedures • Perform to arrange the raw material for production • Prepare the details to be 	<p>Total 14 hours</p> <p>Theory 05 hours</p> <p>Practical 09 hour</p>	<p>1. Office stationary and equipment</p> <p>2. E-communication equipment</p> <p>3. Material handling equipment</p> <p>Warehouse management system(WMS)/ Layout plan</p>	<p>Theory: Class room</p> <p>Practical: Class room</p>

	production	included in the receiving note for production department			
--	------------	---	--	--	--

3.5 Module: Title: Production / Manufacturing

Objective of the Module: To understand the function of manufacturing support in logistics

Duration: 28 hours

Theory: 12 hours

Practical: 16 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Prepare production Schedule	Trainee must be able to: <ul style="list-style-type: none"> • Explain the production policies and prioritize • Describe the product inventory requirements and deadline • Coordinate with production department to develop the production plan • Coordinate with 	<ul style="list-style-type: none"> • Define production procedures of goods/ services • Explain the company inventory stocking policy • Define the economy of scales concept • Determine the economic order batch size for production 	Total 14 hours Theory 06 hour Practical 08 hour	1. Material Resource planning tool (MRP) 2. Office stationary and equipment E-communication equipment	Theory: Class room Practical: Class room

	<p>production department to determine the batch size</p> <ul style="list-style-type: none"> • Coordinate with production to identify the material requirements • Coordinate with production for setting the batch / product wise production time frame 	<ul style="list-style-type: none"> • Describe material requirements at the different stages of production • Explain production timeline 			
<p>LU-2: Liaison with production and procurement</p>	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> • Coordinate the interface between production and procurements for smooth operation • Identify the material requirements • Verify the procurement priorities • Check the timeline for raw material availability • Arrange the required materials for production 	<ul style="list-style-type: none"> • Define production materials for productions • Explain the material stocking policies • Define procurement objectives • Calculate the lead time required to arrange the material • Explain material ordering procedures 	<p>Total 14 hours</p> <p>Theory 06 hours</p> <p>Practical 08 hour</p>	<ol style="list-style-type: none"> 1. Material Resource planning tool (MRP) 2. Office stationary and equipment 3. E-communication equipment 	<p>Theory: Class room</p> <p>Practical: Class room</p>

3.6 Module Title: Warehousing

Objective of the Module: To explore and understand the concept of a warehouse operations management and types.

Duration: 85 hours

Theory: 34 hours

Practical: 51 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Receive finished goods from manufacturing	Trainee must be able to: <ul style="list-style-type: none"> • Coordinate with production department for the receiving of finished products • Identify the warehouse capacity for product stocking • Arrange to receive the products from production department • Prepare the receiving documents • Identify the material 	<ul style="list-style-type: none"> • Describe role of warehouse in logistics system • Perform break-bulk, consolidation and cross dock operations • Describe warehouse cubical capacity • Brief the concept of packaging and unitization • Perform the functions of receiving docks and 	Total 23 hours Theory 10 hours Practical 13 hours	1. Office stationary and equipment 2. E-communication equipment 3. Material handling equipment Warehouse management system(WMS)/ Layout plan	Theory: Class room Practical: Class room

	<p>handling equipment for the handling of finished products</p> <ul style="list-style-type: none"> • Arrange to receive of finished product at receiving dock of warehouse 	<p>dispatching docks of warehouse</p> <ul style="list-style-type: none"> • Define the various types of pallets and packaging materials being used • Describe usage of materials handling equipments • Explain the inventory stocking policies and procedures 			
<p>LU-2: Store at allocated place</p>	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> • Receive the products from production department • Checking the products packaging • segregate for stocking • palletize or pack in 	<ul style="list-style-type: none"> • Demonstrate the ability to Identify the products description and quantity • Explain the required packaging and its condition for the products • Describe the use of 	<p>Total 21 hours</p> <p>Theory 08 hours</p> <p>Practical 13 hours</p>	<ol style="list-style-type: none"> 1. Office stationary and equipment 2. E-communication equipment 3. 4. Material handling equipment 5. Warehouse 	<p>Theory: Class room</p> <p>Practical: Class room</p>

	<p>the master cartons</p> <ul style="list-style-type: none"> Identify the stocking location from warehouse management system Place the product at the designated location 	<p>pallet and master cartons for products stocking</p> <ul style="list-style-type: none"> Explain warehouse management systems Describe the material handling equipment usage and operations 		<p>management system(WMS)/ Layout plan</p>	
<p>LU-3: Identify the packaging and handling requirements</p>	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> Identify the product marketing and selling strategy Understand the special packaging / co-packing requirements Select the suitable packaging material and size for retail selling Arrange the 	<ul style="list-style-type: none"> Explain marketing and sales management Define the various retail selling schemes explain retail pack sizes and materials to be used 	<p>Total 21 hours</p> <p>Theory 08 hours</p> <p>Practical 13 hours</p>	<ol style="list-style-type: none"> Packaging materials Material handling equipment 	<p>Theory: Class room</p> <p>Practical: Class room</p>

	packaging of the products for selling purpose				
LU-4: Co-ordinate with distribution	<p>Trainee must be able to:</p> <ul style="list-style-type: none"> • Interact with the distribution department for inventory requirements • Arrange the inventory replenishment to meet the distribution requirements 	<ul style="list-style-type: none"> • Brief company's stocking prioritize • Define inventory management strategies • Determine the stock level • explain the inventory replenishment requirements and procedures • Describe the economic order quantity 	<p>Total 20 hours</p> <p>Theory 08 hours</p> <p>Practical 12 hours</p>	<p>1. Office stationary and equipment</p> <p>E-communication equipment</p>	<p>Theory: Class room</p> <p>Practical: Class room</p>

3.7 Module: Title: Delivery and Distribution

Objective of the Module: To understand the concept of order processing and physical distribution operations

Duration: 45 hours

Theory: 18 hours

Practical: 27 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Provide customer service	Trainee must be able to: <ul style="list-style-type: none"> • Receive the customer inquiries • Identify the products/ services required • Respond to customers inquiries regarding products & services • Follow-up with customers to receive their orders • Receive order from customers with required details • Inform the tentative date of order delivery to the 	<ul style="list-style-type: none"> • Describe the important attributes of customer service • Describe dealing with different types of customers • Demonstrate communication skills • Demonstrate use of internet and emails • Define email etiquettes • Define products and stock levels • Describe the concept of order processing 	Total 15 hours Theory 06 hours Practical 09 hours	1. Office stationary and equipment 2. E-communication equipment	Theory: Class room Practical: Class room

	customer	cycle			
LU-2: Arrange / process the order	Trainee must be able to: <ul style="list-style-type: none"> • Feed the order details in the system • Check for the stock level • Generate the order invoice • Prepare the dispatch note • Forward the dispatch note to warehouse to arrange the orders • Arrange the order packing for shipping • Arrange to dispatch the order to customer 	<ul style="list-style-type: none"> • Explain the order processing procedures • Describe product line • Describe products/ Services pricing • Define the details to be included in the invoice • prepare the dispatch note • Demonstrate communication skills to coordinate with warehouse for order processing and dispatch 	Total 15 hours Theory 06 hours Practical 09 hours	1. Office stationary and equipment 2. E-communication equipment 3. Packing material Weighing and measuring machines	Theory: Class room Practical: Class room
LU-3: Arrange delivery	Trainee must be able to: <ul style="list-style-type: none"> • Identify the incoterm and mode of transport • Check for the transport service schedule • Arrange the booking with carrier 	<ul style="list-style-type: none"> • Describe the purpose and scope of responsibility of incoterm • Describe modes of transport 	Total 15 hours Theory 06 hours Practical 09 hours	1. Office stationary and equipment 2. Material handling equipment 3. Delivery vehicle	Theory: Class room Practical: Class room

	<ul style="list-style-type: none"> • prepare the transport documents • Forward the transport documents to customer for tracking 	<ul style="list-style-type: none"> • Explain the transport service availability and schedules • Define shipping instruction to prepare the transport documents 			
--	---	--	--	--	--

3.8 Module Title: After Sales Service

Objective of the Module: To understand the function of after sales support in business

Duration: 21 hours

Theory: 09 hours

Practical: 12 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
---------------	-------------------	-------------------	----------	-----------------	----------------

LU-1: Receive complaints	Trainee must be able to: <ul style="list-style-type: none"> • Keep the record of sales • Check the complaint for service, repair and replacement • Check the company policy for after sales service guarantee and warrantee 	<ul style="list-style-type: none"> • Define importance of maintaining the customer sales record • Describe the customer complaints and claims policy • Explain after sales services, guarantee and warrantee policies 	Total 11 hours Theory 05 hours Practical 06 hours	1. Office stationary and e-equipment	Theory: Class room Practical: Class room
LU-2: Respond to customer	Trainee must be able to: <ul style="list-style-type: none"> • Identify the nature of customer complaint • Communicate with customer for further details and company policy • Reply to customer complaint and company's tentative response • Bring the claimed product for service, repair or replacement • Coordinate with 	<ul style="list-style-type: none"> • Explain type of product service, repair and replacement requirements • Describe the scope and nature of customer complaint • Define the concept of reverse logistics • Describe the required procedures to settle the customer claims and 	Total 10 hours Theory 04 hours Practical 06 hours	1. Office stationary and e-equipment	Theory: Class room Practical: Class room

	<p>distribution department, workshop for service, repair and replacement</p> <ul style="list-style-type: none"> • Send invoice to customer for due charges, if any • Follow-up with customer for feedback 	<p>complaint</p> <ul style="list-style-type: none"> • calculate the applicable charges on customer claims and complaint • Maintain the good working relation with the customer for feedback and repeat orders 			
--	---	---	--	--	--

3.9 Module Title: Occupational Health and Safety

Objective of the Module: To understand the importance of health and safety at work place

Duration: 25 hours

Theory: 10 hours

Practical: 15 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Implement safe working practices	Trainee must be able to: <ul style="list-style-type: none"> Understand the importance of safe working practices Study the company's Health, Safety, Security and Environment (HSSE) guidelines or manual Understand the scope of HSSE for each area of activity Identify the required supplies, tools and 	<ul style="list-style-type: none"> Explain safe working practices at work places Describe the Health, Safety, Security and Environment guidelines to be followed Explain potential hazard, risk and threat at work place Demonstrate usage of safety and 	Total 25 hours Theory 10 hours Practical 15 hours	1. Safety shoes 2. Safety uniform Health and safety manual	Theory: Class room Practical: Class room

	<p>materials for each area of activity</p> <ul style="list-style-type: none"> • Arrange the required supplies, tools and materials • Ensure to follow the HSSE instructions • use required HSSE supplies, equipment and tools during the work at work place 	<p>security supplies, tools and equipment</p> <ul style="list-style-type: none"> • Describe the importance of safety measures at work place to avoid any accident • Define objectives and benefits of safe working practices 			
--	--	--	--	--	--

3.10 Module: Title: Customer Service

Objective of the Module: To Understand the overall scope, needs and importance of Customer Service sand its fundamental aspects

Duration: 72 hours

Theory: 28 hours

Practical: 44 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Customer Services and its Fundamentals		See Annexure A			
LU-2: Dealing with Difficult Customers		See Annexure A			
LU-3: Problem Solving Approach to Customer		See Annexure A			
LU-4: Power Talk		See Annexure A			
LU-5: Tele-customer services		See Annexure A			

3.11 Module: Title: Sales

Objective of the Module: To Understand the overall scope, needs and importance of sales and sales process and build relevant skills.

Duration: 72 hours

Theory: 38 hours

Practical: 34 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Sales and Getting Ready for Selling		See Annexure A			
LU- 2: Techniques of Selling		See Annexure A			
LU- 3: Becoming a Successful Sales Person		See Annexure A			
LU- 4: Developing Goals and Sales Plans for Success		See Annexure A			
LU- 5: Tele Sales		See Annexure A			

3.12 Module: Title: Computer

Objective of the Module: To Learnt to use MS Office effectively to accomplish their tasks

Duration: 20 hours

Theory: 52 hours

Practical: 72 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1. MS Word		See Annexure A			
LU-2. MS Excel		See Annexure A			
LU-3. MS Power Point		See Annexure A			
LU-4. Internet and emails		See Annexure A			

3.13 Module: Title: Functional English

Objective of the Module: To Enhance reading, writing, listening and speaking skills in English vis-à-vis the work requirement

Duration: 72 hours

Theory: 24 hours

Practical: 48 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1. Enhancement in Reading Skills		See Annexure A			
LU-2. Improving Writing Skills		See Annexure A			
LU-3. Refining Listening Comprehension Skills		See Annexure A			
LU-4. Advancing Speaking Skills		See Annexure A			

3.14 Module: Title: Life Skills

Objective of the Module: To add value to vocational skills through personal effectiveness and interpersonal skills

Duration: 56 hours

Theory: 18 hours

Practical: 38 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Tool/ equipment	Learning Place
LU-1: Exploring and Understanding Self		See Annexure A			
LU-2: Effective Communication		See Annexure A			
LU-3: Personal Grooming		See Annexure A			
LU-4: Working with Teams		See Annexure A			
LU-5: Vision and Goal Setting		See Annexure A			
LU-6: Professional Development		See Annexure A			
LU-7: Personal and Social Responsibility		See Annexure A			

3.15 On Job Training

Objective of the Module: Gain real workplace understanding, skills and experience

Duration: Theory: 0 hours Practical: 800 Hours, Total: 800 Hours

Month	Week	Recommended Rotation Plan	Applied Knowledge and skill gained
Month 1			
	Week 1	Orientation to develop a good understanding about the company and its work Understand the Supply chain of the company Understand the logistics work of the company Materials and procurement	Organizational structure Supply chain management concept Logistics management Operations Supplier Selection and Material sourcing
	Week 2		
	Week 3		
	Week 4		
Month 2			
	Week 1	Import department Shipping or Logistics department	Method of payment LC etc. Booking and transportation of shipments
	Week 2		
	Week 3		
	Week 4		
Month 3			
	Week 1	Shipping or Logistics department Import or Raw material warehouse	Transport documentation Material receiving, handling and stocking procedures Material handling equipments
	Week 2		
	Week 3		
	Week 4		
Month 4			
	Week 1	Import or Raw material warehouse Production / manufacturing	Deconsolidation / labeling / barking Production schedule / Economies of scale
	Week 2		
	Week 3		
	Week 4		
Month 5			
	Week 1	Export / Distribution / customer service e	Physical distribution / channel of distribution

	Week 2		Customer service
	Week 3		Warehousing / warehouse management system
	Week 4		Packaging and consolidation
Month 6			
	Week 1	Export / Distribution / customer service	Export shipment procedures and documentation, Reverse logistics
	Week 2	After sales service department	Health and safety procedures at work place
	Week 3	Administration / HR	
	Week 4		

4. Assessment Guide

Assessment is the process of collecting evidence and making judgments on whether competence has been achieved. This confirms that an individual can perform to the standard expected in the workplace as expressed in the nationally endorsed competency standards (where they exist), good assessment practices should be adopted for sessional and final assessments. Such practices by vocational training providers during sessional and final assessments will form the basis of qualifying the trainees.

4.1 Differences between sessional and final assessments

Sessional assessment shall be on an all-time basis. Its purpose is to provide feedback on what students are learning:

To the student: It will identify achievement and areas for further teaching and its level.

To the teacher: It will evaluate the effectiveness of teaching, and guide to determine the future plan.

Assessors need to advise sessional assessments for both theoretical and practical work. Guidance is provided in the assessment strategy.

Final assessment is the assessment, usually carried out on completion of a course or module. This determines whether or not the student has "passed". It is - or should be - undertaken with reference to all the objectives or outcomes of the course, and is often fairly formal. Considerations of security - ensuring that the student who gets the credit is the person who did the work - assume considerable importance in final assessment.

4.2 Methods of assessment

For lessons with a high quantity of theory, written or oral tests related to learning outcomes and/ or learning content can be conducted. For work place lessons, assessment will focus on the quality of planning and executing the related process along with the quality of the product and/or evaluation of the process.

4.2.1. Direct assessment:

Direct assessment is the most desirable form of assessment. For this, evidence shall be obtained by directly observing the student's performance.

Examples for direct assessment of a LSA will include:

Work performances, for example the application of warehouse management system

- Demonstrations, for example demonstrating the appropriate method of filling the shipment booking request.
- Direct questioning, where the assessor will ask the student how to select the suitable incoterm
- Paper-based tests, such as multiple choice or short answer questions at entrepreneurship, health and safety issues, communicating and working with others and types of logistics operation etc.
- Portfolio of evidence, such as compilation of all assignment and presentations done during the course

4.2.2 Indirect assessment

Indirect assessment shall be used where the performance could not be watched and evidence is gained indirectly.

Examples for indirect assessment of a Logistic & Supply Chain will include:

- Selection of appropriate equipment to communicate with the customer
- Taking all health and safety measures at workplace.
- keeping the proper record of shipments
- Indirect assessment should only be a second choice. (In some cases, it may not even be guaranteed that the work produced by the person being assessed).

4.3 Principles of assessment

All assessments should be valid, reliable, fair and flexible:

Fairness means that there should be no advantages or disadvantages for any assessed person. For example, it should not happen that one student gets prior information about the type of work performance that will be assessed, while another candidate does not get any prior information. Provide all learners with an equal opportunity for and access to assessment

Reliability means that the assessment is consistent and reproducible. For example, if the preparation procedure of workplace/services area has been assessed, another assessor (e.g. the future employer) should be able to see the same work performance and witness the same level of achievement.

Flexibility means that the assessor has to be flexible concerning the assessment approach. For example, if there is a power failure during the assessment, the assessor should modify the arrangements to accommodate the students' needs.

4.4 Assessment strategy for Logistics and Supply Chain Assistant

This curriculum consists of 15 modules

Module 1: Supplier Selection
Module 2: Procurement.....
Module 3: Transportation
Module 4: Raw Material Storage.....
Module 5: Manufacturing / Production.....

Module 6: Warehousing.....
Module 7: Delivery & Distribution.....
Module 8: After Sales Returns
Module 9: Occupational Health & Safety
Module 10 : Customer Service
Module 11: Sales
Module 12: Computer
Module 13: Functional English ...
Module 14 : Life Skills
Module 15: On the Job Training

4.5 Suggestions for sessional assessment

- The sessional assessment for all modules shall be in two parts: theoretical assessment and practical assessment. The sessional marks shall contribute to the final qualification.

Theoretical assessment for all learning modules must consist of a written paper lasting at least one hour per module. This can be a combination of multiple choice and short answer questions.

- For practical assessment, all procedures and methods for the modules must be assessed on a sessional basis. Guidance is provided under the title “Planning for assessment”.

4.6 Suggestions of final assessment

Final assessment shall be in two parts:

- **Theoretical assessment**

The final theoretical assessment shall consist of multiple choice and short answer questions, covering all modules

- **Practical assessment**

For practical assessment, proper procedures of services, management of stock, health & safety shall be selected to assess the competencies of student expected to be gained after this training course.

(The final assessment marks shall contribute to the final qualification)

It is also proposed that the assessment may take place in such a way that covers each of the modules. Time and markings may be distributed according to the importance of module that is reflected from the time invested during teaching. The distribution of time and markings for assessment are given below:

Distribution of Time for Assessment			
Modules	Total	Theory	Practical
Module 1: Supplier Selection	5 hours	2 hours	3 hours
Module 2: Procurement	5 hours	2 hours	3 hours
Module 3: Transportation	9 hours	3 hours	6 hours
Module 4: Raw Material Storage	8 hours	3 hours	5 hours
Module 5: Production/Manufacturing	3 hours	1 hour	2 hours
Module 6: Warehousing	8 hours	3 hours	5 hours
Module 7: Distribution and Delivery	5 hours	2 hours	3 hours
Module 8: After Sales Return	3 hours	1 hour	2 hours
Module 9: Occupational Health and Safety	3 hours	1 hour	2 hours
Module 10: Customer Service	3 hours	1 hour	2 hours
Module 11: Sales	3 hours	1 hour	2 hours
Module 12: Computer	2 hours	1 hour	1 hours
Module 13: Functional English	2 hours	1 hour	1 hours
Module 14: Life Skills	2 Hours	0 Hours	2 Hours

Module 1: Supplier Selection	PRACTICAL	THEORY
LU-1: Search the Potential Supplier :	Trainee should be able to: <ul style="list-style-type: none"> • Get the feedback from all the stakeholder in the firm • Define the supplier selection criteria • Identify and shortlist the potential supplier • Communicate with suppliers to share material requirements and specifications with the suppliers • Send inquires to short listed suppliers for their rates and terms and conditions 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe importance of effective communication in international trade › Explain the supplier selection criteria › What information should be included in material inquiry to supplier › Describe the suppliers pre-qualification process
LU-2: Analyze the suppliers and their proposal	Trainee should be able to: <ul style="list-style-type: none"> • Develop supplier audit and assessment program • Categorize the supplier • Compare the suppliers proposals 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the important features of supplier audit and assessment program › Explain the comparison criteria for suppliers
LU-3: Finalize the suppliers	Trainee should be able to: <ul style="list-style-type: none"> • Negotiate the rates and terms and conditions with the supplier • Finalize the terms of business with the supplier • Prepare the sales agreement for management approval • Developing the partnership with the supplier • Communicating with the supplier for manufacturing requirements, availability of raw material, delay etc 	Trainee will be asked for: <ul style="list-style-type: none"> › Skills required for negotiating the rates with the supplier › Describe the important terms and condition of international purchase › Explain the concept of strategic alliance or partnership of supply chain management

Module 2: Procurement	PRACTICAL	THEORY
LU-1: Identify the requirements	Trainee should be able to: <ul style="list-style-type: none"> • Undertake internal consultation to determine the material requirements and procurement objectives 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the concept of MRP and ERP › Explain the cross functional integration with in an organization
LU-2: Place Orders	Trainee should be able to: <ul style="list-style-type: none"> • Prepare the purchase order and get approve management • Forward the purchase order to the supplier • Follow-up with supplier for order acknowledgement 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the international procurement process › Purpose of purchase order and what information should be included in it
LU-3: Process Payments	Trainee should be able to: <ul style="list-style-type: none"> • Identify the payment term • Arrange the payments to supplier as per the mode of payments • Opening of LC, Bank contract or advance payment etc. 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the international trade › Explain the method of payment in international trade LC, Bank Contract and advance payment

Module 3: Transportation	PRACTICAL	THEORY
LU-1: Identify the incoterm	Trainee should be able to: <ul style="list-style-type: none"> Analyze the incoterm • Arrange the shipment as per the incoterm 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the purpose of ICC incoterm 2010 › Explain the various categories of incoterms for international trade

<p>LU-2: Select mode of transport</p>	<p>Trainee should be able to:</p> <ul style="list-style-type: none"> • Identify the place of shipment • Identify the mode of transport to be used for the shipment • Follow the safety and security guidelines for transportation 	<p>Trainee will be asked for:</p> <ul style="list-style-type: none"> › Understand the various aspects of international transport geography [Air and Sea] and its importance in international logistics › Describe the importance of C-TPAT, ISF, AMS, filing for international transport › Explain the strength and weaknesses of air, sea, rail and road transport and compare them for selection
<p>LU-3: Select carrier</p>	<p>Trainee should be able to:</p> <ul style="list-style-type: none"> • Identify the port of loading • Check for the various transport service available • Send the freight inquiries to carriers • Negotiating the freight and charges with the carriers • Confirm the booking to the carriers 	<p>Trainee will be asked for:</p> <ul style="list-style-type: none"> › Explain the various shipping and airlines routes for international trade › Know the various shipping and air freight service available from / to our country › Describe the freight and charges structures of shipping lines, airlines, rail and road transport services › Explain the various types of containers and unit load devices for sea and air transport › Know to calculate the shipment volume and volumetric weight › Demonstrate to calculate the applicable freight and charges on the shipment
<p>LU-4: Arrange booking</p>	<p>Trainee should be able to:</p> <ul style="list-style-type: none"> • Send booking request to shipping line via online, email or fax • Ask for the booking confirmation from carrier • Ask for the tentative schedule of shipment • Arrange the transport documents of the shipment for loading 	<p>Trainee will be asked for:</p> <ul style="list-style-type: none"> › Describe the shipment booking process › Explain and prepare the various transport documents used in international trade [Bill of Lading, Air Way Bill, Consignment note, Warehouse receipt etc.] [

<p>LU-5: Prepare and dispatch docs</p>	<p>Trainee should be able to:</p> <ul style="list-style-type: none"> • Arrange the packing of the shipment • Mention the shipment handling instructions labels and marks and numbers on each package • Finalize the shipping docs invoice and packing list • Dispatch the shipment to port for loading on the scheduled vessel • Perform export custom and handover the cargo to the carrier with the documents • Asking for the carrier invoice for payment • Pay the due charges to carrier and collect the original transport docs 	<p>Trainee will be asked for:</p> <ul style="list-style-type: none"> › Describe the function of packaging in logistics › Explain the different types of packing materials › Explain the purpose of marking and labeling › Describe the export shipment clearance process › Demonstrate skills for filing the custom entry or GD on WeBoc › Know the freight and charges payment procedures to shipping line
<p>LU-6: Trace and Track shipment</p>	<p>Trainee should be able to:</p> <ul style="list-style-type: none"> • Follow-up the shipments with the carrier for arrival • Tracking the shipment on internet or with the carrier customer service 	<p>Trainee will be asked for:</p> <ul style="list-style-type: none"> › How to send the shipment status queries to carriers › Demonstrate to use internet to track the shipment
<p>LU-7: Manager clearance and delivery</p>	<p>Trainee should be able to:</p> <ul style="list-style-type: none"> • Coordinate with the carrier destination office for the arrival details with the carrier • Asking for the import charges invoice for payment • Collect the deliver order from the carrier • Filing the custom entry for clearance • Checking and calculating the applicable duty and taxes amount • Pay the duty and taxes to custom for the release of shipment • Checking for the port charges for the delivery of shipment • Pay the port charges and take the 	<p>Trainee will be asked for:</p> <ul style="list-style-type: none"> › Demonstrate skills to check the carrier import charges for payment › Know the carrier import delivery procedure › Describe the custom import clearing process to file the import GD on WeBoc › Explain the HS Code or Pakistan custom tariff and custom act 1969 for import trade › Demonstrate good skills to calculate the import duty and taxes on the shipment › To calculate the port and delivery charges for the shipment

	delivery of shipment	
--	----------------------	--

Module 4: Raw Material Storage	PRACTICAL	THEORY
LU-1: Design Layout and Material Handling Equipments	Trainee should be able to: <ul style="list-style-type: none"> • Understand the warehouse constructions, floorings and receiving and dispatching docks • Understand the warehouse internal layout, product flow, and storage areas • Understand the various material handling equipments being used in the warehouse for the handling of inventories • Understand the Warehouse management systems being used in the warehouse • Understand the inventory and storage policies and procedures 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the role of warehouse in logistics › Explain the break-bulk, consolidation, cross dock, mixing and value added operations in warehouse › Know the impact of warehouse location, design and layout on logistics operations › Demonstrate the skills to select the right type of material handling equipment › Discuss the stocking requirements and inventory management objectives
LU-2: Receive Consignment	Trainee should be able to: <ul style="list-style-type: none"> • Coordinate with the procurement for the new material arrival details • Workout the warehouse storage capacity for the storage of new inventory • Receiving the consignment with the docs • Compare the consignment number of packages and description of goods with invoice and packing list • Break-bulk the consignment for details examination • Arrange the quality check, if required • Receive the consignment and include in 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe receiving, sorting and storage process in warehouse › Explain the important aspect of consignment receiving and recording in warehouse management system ›› Discuss the quality check and control strategy in warehouse

	the record	
LU-3: Store at designated place	Trainee should be able to: <ul style="list-style-type: none"> • Bring the cargo at the sorting area • Segregate the cargo according to the material category • Paste / attached the barcodes on inventory • Dispatch the material to the location as assigned by warehouse management system • Place the material at the assigned locations 	Trainee will be asked for: <ul style="list-style-type: none"> › Discuss the concept of warehouse management systems and its application › Explain the different types of cargo [General, DG, Temperature control etc.] for handling and storage
LU-4: Dispatch raw material to production	Trainee should be able to: <ul style="list-style-type: none"> • Coordinate with the production for material requirements • Checking the material stock level and availability • Arranging the material for dispatching to production • Preparing the material receiving note for production 	Trainee will be asked for: <ul style="list-style-type: none"> › Identify the material requirements for productions › Know the stock level requirements › Explain importance of coordination b/w storage and production

Module 5: Production / Manufacturing	PRACTICAL	THEORY
LU-1: Prepare production schedule	Trainee should be able to: <ul style="list-style-type: none"> • Understand the production policies and prioritize • Understand the product inventory requirements and deadline • Coordinate with manufacturing to develop the production plan 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the Economies of scale concept for production › Discuss the important features of production plan › Demonstrate good understanding to of product line and material required for

	<ul style="list-style-type: none"> • Coordinate with manufacturing to determine the batch size • Coordinate with production to identify the material requirements • Coordinate with production for setting the batch / product wise production time frame 	production
LU-2: Liaison with production and procurement	Trainee should be able to: <ul style="list-style-type: none"> • Create the interface between production and procurements for smooth coordination • Identify the material requirements • Establish the procurement priorities • Set the timeline for raw material availability • Arrange the required materials for production 	Trainee will be asked for: <ul style="list-style-type: none"> › Discuss importance of coordination b/w procurement and production › Demonstrate skills to calculate the material delivery time or lead time for production planning

Module 6: Warehousing	PRACTICAL	THEORY
LU-1: Receive finish goods from production	Trainee should be able to: <ul style="list-style-type: none"> • Coordinate with manufacturing for the receiving of finish products • Identify the warehouse capacity for product stocking • Arrange to receive the products from production • Prepare the receiving docs • Identify the material handling equipment for the handling of finished products • Arrange to receive of finish product at 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the inventory receiving and recording process in warehouse › Benefits of unitization in warehouse operations › Explain the safe working practices in warehouse

	receiving dock of warehouse	
LU-2: Store at allocated place	Trainee should be able to: <ul style="list-style-type: none"> • Receive the products from manufacturing • Checking the products packaging • Sorting and segregation for stocking • If required, palletize or pack in the master cartons • Identify the stocking location from warehouse management system • Place the product at the designated location 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the fast moving and slow moving product storage strategy in warehouse › Explain the product dispatch process in warehouse [picking, packaging and transport] ›
LU-3: Identify the packaging and handling requirements designated place	Trainee should be able to: <ul style="list-style-type: none"> • Identify the product marketing and selling strategy • Understand the special packaging / co-packing requirements • Select the suitable packaging material and size for retail selling • Arrange the packaging of the products for selling purpose 	Trainee will be asked for: <ul style="list-style-type: none"> › Explain the marketing and selling objectives and their relation with the logistics planning and operations › Discuss the various marketing strategies and their impact on logistics operations › Describe the term stock keeping unit [SKU] and factors for selecting the product packaging
LU-4: Co-ordinate with distribution	Trainee should be able to: <ul style="list-style-type: none"> • Interact with the distribution department for inventory requirements • Arrange the inventory replenishment to meet the distribution requirements 	Trainee will be asked for: <ul style="list-style-type: none"> › Discuss the concept of ordering and order taking › Explain the inventory replenishment strategies in warehouse

Module 7: Delivery and Distribution	PRACTICAL	THEORY
--	------------------	---------------

LU-1: Provide customer service	Trainee should be able to: <ul style="list-style-type: none"> • Receiving the customer inquiries • Respond to customers to satisfy their queries for products specifications and prices • Follow-up with customers for their orders • Receive order from customers • Note the order details • Identify the products required • Determine the date of delivery of order to the customer delivery 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the role and importance of customer service in business and logistics › Discuss some important attributes of customer service
LU-2: Arrange/Process the order	Trainee should be able to: <ul style="list-style-type: none"> • Feed the order details in the system • Checking for the stock level • Generate the order invoice • Prepare the dispatch note • Forward the dispatch note to warehouse to arrange the orders • Arrange the order packing for shipping • Arrange to dispatch the order to customer 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the order processing procedure › Know the order processing documentation › Explain the order packaging and shipping process and costs involve
LU-3: Arrange delivery	Trainee should be able to: <ul style="list-style-type: none"> • Identify the incoterm and mode of transport • Check for the transport service schedule • Arrange the booking with carrier • prepare the transport docs • Forward the transport docs and schedule to customer for tracking 	Trainee will be asked for: <ul style="list-style-type: none"> › Discuss the delivery process to customer and factors and cost to be considered › Explain the role of transport in the delivery process › Demonstrate skills to prepare the order delivery documents

Module 8: After sales	PRACTICAL	THEORY
--	------------------	---------------

services		
LU-1: Receive complaints	Trainee should be able to: <ul style="list-style-type: none"> • Keep the record of sales • Acknowledge customer complaints on receipt • Checking the complaint for service, repair and replacement • Check the sales record for details • Check the company policy for after sales service, repair and replacement guarantee and warrantee 	Trainee will be asked for: <ul style="list-style-type: none"> › Describe the concept of after sales service, guarantee and warrantee › Discuss the importance of sales record for after sales services › Explain the different after sales service policies for service, repair and replacement › Demonstrate the skills for claim handling
LU-2: Respond to customers	Trainee should be able to: <ul style="list-style-type: none"> • Evaluate the nature of customer complaint • Communicate with customer for further details and company policy • Send reply to customer about their complaint and tentative response • Arrange to bring the product for service, repair or replacement • Coordinate with distribution, workshop or manufacturing for service, repair and replacement • Send invoice to customer for due charges, if any • Follow-up with customer for feedback 	Trainee will be asked for: <ul style="list-style-type: none"> › Demonstrate good customer service and communication skills › Describe the reverse logistics process › Explain the steps for claim settlement

Module 9: Occupational Health and Safety	PRACTICAL	THEORY
LU-1: Identify and	Trainee should be able to: <ul style="list-style-type: none"> • Understand the importance of safe 	Trainee will be asked for: <ul style="list-style-type: none"> › Explain the importance of safe working

implement safe working practices	working practices <ul style="list-style-type: none"> • Study the company’s Health, Safety, Security and Environment (HSSE) guidelines or manual • Understand the scope of HSSE for each area of activity • Identify the required supplies, tools and materials for each area of activity • Arrange the required supplies, tools and materials • Ensure to follow the HSSE instructions • Wear or utilize the required HSSE supplies, equipment and tools during the work at work place 	practices at work place <ul style="list-style-type: none"> › Describe the risk assessment process › Discuss the important features of safety and security manual › Demonstrate to choose the appropriate safety measures and tools at work place to prevent accident
----------------------------------	--	---

Module 10: Customer Service	PRACTICAL	THEORY
LU-1: Customer Services and its Fundamentals	See Annexure A	
LU-2: Dealing with Difficult Customers	See Annexure A	
LU-3: Problem Solving Approach to Customer	See Annexure A	
LU-4: Power Talk	See Annexure A	

LU-5: Tele-customer services	See Annexure A

Module 11: Sales	PRACTICAL	THEORY
LU-1: Sales and Getting Ready for Selling	See Annexure A	
LU- 2: Techniques of Selling	See Annexure A	
LU- 3: Becoming a Successful Sales Person	See Annexure A	
LU- 4: Developing Goals and Sales Plans for Success	See Annexure A	
LU- 5: Tele Sales	See Annexure A	

Module 12: Computer	PRACTICAL	THEORY
LU-1. MS Word	See Annexure A	
LU-2. MS	See Annexure A	

Excel	
LU-3. MS Power Point	See Annexure A
LU-4. Internet and emails	See Annexure A

Module 13: Functional English	PRACTICAL	THEORY
LU-1. Enhancement in Reading Skills	See Annexure A	
LU-2. Improving Writing Skills	See Annexure A	
LU-3. Refining Listening Comprehension Skills	See Annexure A	
LU-4. Advancing Speaking Skills	See Annexure A	

Module 14: Life Skills	PRACTICAL	THEORY
LU-1: The Confident Personality	See Annexure A	
LU-2: Assertive Communication	See Annexure A	
LU-3: Planning Techniques	See Annexure A	
LU-4: Working in	See Annexure A	

a Team	
LU-5: Career Development	See Annexure A
LU-6: Emotional Intelligence	See Annexure A
LU-7: Gender Sensitivity	See Annexure A
LU-8: Workplace Harassment	See Annexure A

4.7 Structure of the assessment team

The number of assessors must meet the needs of the students and the training provider. For example, where **two assessors** are conducting the assessment, there must be a maximum of **five students per assessor**. In this example, a group of 25 students shall therefore require assessments to be carried out over a five-day period.

4.8 Planning for assessment

Sessional assessment: assessors need to plan in advance how they will conduct sessional assessments for each module. The tables on the following pages are for assessors to use to insert how many hours of theoretical and practical assessment will be conducted and what the scheduled dates are.

Final assessment: Training providers need to decide ways to combine modules into a cohesive two-day final assessment programme for each group of five students. Training providers must agree the settings for practical assessments in advance

5. List of Tools, Machinery, Equipment & Consumables

5.1 List of Tools, Machinery & Equipment

Materials, tools, equipment etc. are listed within the learning units. It is advisable for a class of 25 trainees, following equipment quantity will be sufficient.

Sr. No.	Name of Equipment	Quantity
1.	Computer with UPS	25
2.	Computer tables and chairs	25
3.	Printer	1
4.	Scanner	1
5.	Photocopier	1

5.2 List of Consumable Supplies

Sr. No.	Name of Consumable Supplies	Quantity
1.	Flip Charts	300
2.	Ball points	40
3.	White board markers	60
4.	A4 Papers for printing	10 Rims
5.	Box files	25
6.	Paper Files	30
7.	Scotch Tapes 1 Inch	12

8.	Paper tapes 1 inch	12
----	--------------------	----