

Model Curriculum

Warehouse Claims Coordinator

SECTOR: LOGISTICS
SUB-SECTOR: WAREHOUSING
OCCUPATION: WAREHOUSE CLAIMS COORDINATOR

REF ID: LSC/Q2117, V1.0
NSQF LEVEL: 4



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: **'Warehouse Claims Coordinator'** QP No. **'LSC/Q2117 NSQF Level 4'**

Date of Issuance: February 25th, 2015

Valid up to: March 31st, 2021

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



Authorised Signatory
(Logistics Sector Skill Council of India)

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Warehouse Claims Coordinator

CURRICULUM / SYLLABUS

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

Program Name	Warehouse Claims Coordinator		
Qualification Pack Name & Reference ID.	LSC/Q2117, v1.0		
Version No.	1.0	Version Update Date	25-02-2019
Pre-requisites to Training	Class XII		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <p>Compulsory:</p> <ul style="list-style-type: none"> • Detail the activities to be performed before starting claims processing • Perform claims processing and inspect goods to ensure authenticity of claims • Prepare all necessary documentation for claims processing • Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms. 		

This course encompasses 4 out of 4 Compulsory NOS (National Occupational Standards), of “Warehouse Claims Coordinator” Qualification Pack issued by “Logistics Sector Skill Council”.

COMPULSORY NOS:

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Introduction to Warehouse Claims Coordinator</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 10:00</p> <p>Corresponding NOS Code Bridge Module</p>	<ul style="list-style-type: none"> Classify the components of Supply Chain and Logistics sector Detail the various sub-sectors and the opportunities in them Identify various activities in warehouse, land transportation, port yard, land, ship and air transportation Explain job roles in warehousing Detail your job role as warehouse claims coordinator and its interface with other job roles Discuss the documentation requirements in warehousing operations Describe the various MHEs and equipment used in warehouses 	Teaching board, computer, projector, video player or TV
2	<p>Prepare for claims processing</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N2115</p>	<ul style="list-style-type: none"> Discuss the list of data to be collected regarding claims, claims processing checklist and inspection checklist Detail the data to be collected regarding priorities Discuss the necessary equipment to be collected before starting inspection Perform pre inspection testing of cameras and other equipment Perform adjustment corrections to the testing equipment 	Sample forms, camera, vernier, calipers, screw gauge, testing equipment, MS Office, computer, printer, etc.
3	<p>Inspect goods and validate claims</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N2116</p>	<ul style="list-style-type: none"> Detail the process of visual inspection of shipment such as testing, taking photographs etc. Demonstrate the usage of testing equipment to inspect the accuracy of claims Fill inspection checklist Estimate the reimbursable amount based on the reason of damage and accuracy of the claims Conduct interviews and expert opinions to understand the genuineness and reason of claim Refer to older cases Ensure filling of claims within the allowable time period Distinguish genuine claims from false claims Report client on the status of the claim Detail the claims documentation 	Sample forms, camera, testing equipment, MS Office, computer, printer, etc.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
		<p>process</p> <ul style="list-style-type: none"> Inspect the quarantined goods for conformance to reasons provided in the documentation Inspect documentation for correctness to dates, reasons, valuation, supporting documentation etc Prepare claims documentation Coordinate with internal stakeholders, customer and insurance agencies for claims processing 	
4	<p>Documentation and reporting to management</p> <p>Theory Duration (hh:mm) 20:00</p> <p>Practical Duration (hh:mm) 50:00</p> <p>Corresponding NOS Code LSC/N2117</p>	<ul style="list-style-type: none"> Detail documents in the claims processing checklist such as assessment certificate, insurance forms etc. Discuss the legally permitted range for claims amount Process the claims amount and forward to concerned insurance company Document results of inspection, claim amounts, false claims etc Solve issues resulted due formalities, interaction with claimants, government etc Report list of claims under process and reason for delay Solve any queries/escalations raised by the insurance companies 	<p>Sample forms, markers and stationery, computer, printer, calculator</p>
5	<p>Compliance to health, safety and security norms</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code LSC/N2125</p>	<ul style="list-style-type: none"> Detail health, safety and security procedures in land transport, port terminals, CFS & ICD and warehouse Implement 5S at workplace Inspect the activity area and equipment, for appropriate and safe conditions Identify unsafe working conditions Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods Implement standard protocol in case of emergency situations, accidents, and breach of safety Document all health, safety and security violations Explain escalation matrix for reporting deviation 	<p>PPE, MHE, instructional material, alarms, safety guidelines, safety signs, computer, projector etc.</p>
	<p>COMPULSORY NOS: Total Duration 290:00</p> <p>Theory Duration</p>	<p>Unique Equipment Required: Teaching board, computer, projector, video player or TV, SOP, worksheets, white board, stationery, markers, PPEs printers, , safety guidelines, safety signs, sample forms – assessment certificate, invoice/bills, claims and insurance forms), testing equipment, camera, vernier,calipers, screw gauge etc.</p>	

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	90:00 Practical Duration 200:00		

(This syllabus/ curriculum has been approved by Logistics Sector Skill Council)

Trainer Prerequisites for Job role: “Warehouse Claims Coordinator” mapped to Qualification Pack: “LSC/Q2117, v1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “LSC/ Q2117”
2	Personal Attributes	The job requires the individual to have strong communication skills, presentation skills, measuring, evaluating and problem-solving skills. He/she should be able to facilitate learning
3	Minimum Educational Qualifications	Graduate or Diploma/ Class XII with relevant experience
4a	Domain Certification	Certified for Job Role: “Warehouse Claims Coordinator” mapped to QP: “LSC/Q2117, V 1.0”. Minimum accepted score is 80%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q0102”. Minimum accepted score is 80%
5	Experience	<ul style="list-style-type: none"> Graduate with minimum 3 years (with minimum 1 years of experience as Manager) of experience in Warehouse operations (or) Diploma with minimum 5 years (with minimum 3 years of experience as Manager) of experience in Warehouse operations (or) Class XII pass with minimum 10 years (with minimum 3 years of experience as Manager) of experience in Warehouse operations Detailed knowledge of warehouse operations management including goods receipt and dispatch, inventory analysis, maintenance and repair, budgeting and resource management Has supervisory skills with good knowledge of IT and control systems in Warehousing, and reporting and data management skills The trainer should have the ability to read write and communicate in vernacular language, Hindi and English

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Warehouse Claims Coordinator
Qualification Pack	LSC/Q2117, v1.0
Sector Skill Council	Logistics Sector Skill Council

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 centre (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 criterion
5	To pass the Qualification Pack, every trainee should score a minimum of 70% in each NOS
6	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Compulsory NOS					
Total Marks: 400			Marks Allocation		
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	The ory	Skills Practical
LSC/N3039 Prepare for processing claims	PC1. Understand the work schedule for the day from the manager		13	3	10
	PC2. Obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager		15	3	12
	PC3. If there are any pending claims, understand how they are included in the schedule.		13	3	10
	PC4. Understand priorities (if any) among claims		10	1	9
	PC5. Collect and wear all the necessary Personal Protective Equipment (PPE) as required by the product or the environment.		13	3	10
	PC6. Get the camera, any testing equipment required such as Vernier calipers, screw gauge, densimeter, etc.		10	4	6
	PC7. Inspect the camera and testing equipment to ensure that they are in good working condition		13	4	9
	PC8. Perform a trial run and make any configuration adjustments to ensure that the		13	4	9

	testing equipment are ready.					
			100	25	75	
LSC/N2116 Inspect goods and determine the genuinity of the claim	PC1. Check the reason in the claim form and perform a visual inspection of the quarantined shipments	100	9	2	7	
	PC2. Perform visual inspection. Use the testing equipment to verify the accuracy of the claim or refer it to the Quality Assurance team if required		10	4	6	
	PC3. Note down the results of the tests and fill out inspection checklists.		9	1	8	
	PC4. Form a hypothesis on the reason for the damage, the accuracy of the claim and estimate the reimbursable amount.		8	3	5	
	PC5. Take photographs to use as evidence.		5	1	4	
	PC6. Interview the claimants, witnesses (if any), clients, suppliers or insurance companies to understand the genuineness and the reason for the claim.		5	1	4	
	PC7. Discuss the cause of damage with workers who are experienced in the area or industry/subject matter experts to validate the hypothesis.		8	3	5	
	PC8. Check whether the claims were filed within the allowable period and are not outdated		5	1	4	
	PC9. Separate genuine claims from false claims. Escalate outdated and false claims to the manager.		8	3	5	
	PC10. Refer to earlier cases and previous claims that are similar in nature for reference		8	3	5	
	PC11. Update Client/Claimant on status of claim through the process		8	3	5	
	PC.12 Return any PPE used and the testing equipment used to the respective storage rack.			5	0	5
	PC.13. Have the housekeeping staff dispose quarantined goods and clean up any spillage or breakages that occurred while testing.			6	1	5
	PC.14. Perform an inspection of the quarantine area to ensure that it is clean and safe.		6	1	5	
			100	25	75	
LSC/N2117 Documentati on and reporting to management	PC1. Verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine	100	10	5	5	
	PC2. Ensure that the claim amounts are within the legally permitted range.		10	3	7	
	PC3. Inform the claimant whether the claim would be processed or not, explain the maximum permissible claim amounts and		11	3	8	

	resolve any other issues				
	PC4. Process the claim forms and forward them to the concerned insurance companies along with evidence and recommendations.		13	3	10
	PC 5. Prepare detailed reports about the results of the inspection, claim amounts, etc.		11	3	8
	PC 6. Prepare a report with reasons why certain claims were considered false.		11	3	8
	PC 7. Explain any difficulties or delays due to formalities, interaction with claimants, government or other agencies and have them resolved.		11	3	8
	PC 8. Provide a list of claims that are still being processed and the reasons for the delay in processing.		12	4	8
	PC9. Resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required.		11	4	7
			100	30	70
LSC/N2125 Maintain Health, Safety and Security measures for processing claims in the warehouse	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	100	10	3	7
	PC2. Wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments.		10	3	7
	PC3. Follow organization procedures with respect to documentation		10	3	7
	PC4. Recognize and report unsafe conditions and practices		10	3	7
	PC5. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action		10	3	7
	PC6. Identify reasons for occurrence of incident		10	3	7
	PC7. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC8. Report any deviations from standard protocol along with reasons (if any)		10	3	7
	PC9. Visually inspect the activity area and equipment for appropriate and safe condition		20	6	14
			100	40	60