21CC Catalogue

February 2023

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📌 LOGISTICS & TRANSPORTATION

📘 Logistics 101

⏳ **Seat Time: 1h 30m**
🌎 **Languages: English, Hindi, Dutch**

A curriculum on key logistics processes that talks about what logistics means and its relation to supply chains, the stakeholders involved and their functions, the different warehouse operations and processes, and the various warehouse jobs.

LEARNING OUTCOMES
- Learn about the basics of the logistics industry
- Understand why logistics is important to businesses globally
- Learn about the main players in a supply chain
- Learn about warehousing operations

1. Introduction to Logistics   ⏳ **10m**

This module aims to provide a basic understanding of the meaning of logistics and its relationship to supply chains. It sheds light on why logistics is considered a core function in any business and how it creates value for suppliers as well as consumers.

2. Links in a Supply Chain   ⏳ **10m**

This module gives an overview of the main links in a supply chain, that is, the organisations, people, activities, information, and resources who work together to move a product or service from the supplier to the customers.

3. Warehouse Operations   ⏳ **10m**

This module provides an overview of the various operations involved in warehousing: receiving, inbound check, locating and storage, order picking, packing and dispatch.

4. Warehouse Job Roles   ⏳ **10m**

Large warehouses typically employ hundreds of workers to receive, handle, process, pack, transport and track goods. Warehouse jobs are usually complex and require high energy and hard work. This module gives an overview of the main job roles within a warehouse.

5. Warehouse Operations: Receiving and Inbound Check   ⏳ **10m**

Warehouse receiving operations play a crucial part in maintaining the integrity of the inventory and ensuring the availability of products for customers. This module explains the core processes of receiving and inbound check.

6. Warehouse Operations: Locating and Storage ⏳**10m**

After goods have been received at the warehouse, they are put away or moved to designated storage locations. This module explains the core warehouse processes of locating available spaces in a warehouse and storing the received goods.

7. Warehouse Operations: Order Picking ⏳**10m**

Order picking is the process of locating and pulling product from the warehouse inventory to fulfil a customer order. The product is then packed into shipment containers and sent to the customer. This module explains the core warehouse process of order picking.

8. Warehouse Operations: Packing ⏳**10m**

Once a customer order is received at the warehouse, items are picked and packed into shipment containers before being sent to the customer. This module explains the core warehouse process of packing.

9. Warehouse Operations: Dispatch ⏳**10m**

Dispatch is the last step in warehouse operations. Once the goods have been picked and packed as per the orders received, they are made ready for dispatch. This module explains the core warehouse process of dispatch.

10. Scan & Store (Game)

A game on proper sorting and storage of different categories of goods in a warehouse.

11. Warehouse Scenarios (Game)

A trio of games on common warehouse scenarios to learn about general safety rules and precautions.

📘 Freight Forwarding 101

⏳ **Seat Time: 1h 45m**
🌐 **Languages: English**

Freight forwarders are indispensable to international trade. Delve into the basics of freight forwarding and find out about the various functions they carry out.

LEARNING OUTCOMES

- Learn how goods are shipped around the world
- Understand how freight forwarders link importers and exporters
- Learn about the tasks performed by freight forwarders
- Discover how freight forwarders make profits

1. Role of a Freight Forwarder   ⏳ 10m

This module will introduce you to the basics of freight forwarding and help you understand who is a freight forwarder, what it is that a freight forwarder does, and what are the various functions performed by a freight forwarder.

2. Shipping and Accounting   ⏳ 10m

The objective of this module is to understand how a freight forwarder acts as a consolidator, compare delivery scenarios with and without a freight forwarder and look at the importance of shipping and accounting in freight forwarding.

3. Incoterms 2020   ⏳ 45m

Using detailed scenarios, this module will help you understand all the Incoterms that are used in the export and import of goods around the world to determine the responsibility of sellers and buyers in the whole process.

4. Freight Forwarding - Air Freight   ⏳ 20m

This module provides the learners an in-depth understanding of the export and import process flows for air freight along with details on the documentation required.

5. Freight Forwarding - Ocean Freight   ⏳ 20m

This module provides the learners an in-depth understanding of the export and import process flows for ocean freight along with details on the documentation required.

📘Freight Forwarding 201

⏳ **Seat Time: 40m**
🌍 **Languages: English**

The customs classification of goods into the tariff scheme of the Harmonised System (HS) nomenclature that is followed by most countries around the world is a complex subject that freight forwarders must master to do well at their jobs. This curriculum introduces you to the topic of HS and takes you through all the rules that govern classification of goods.

LEARNING OUTCOMES
- Learn about the harmonised system
- Learn why the HS is important
- Learn how to read HS codes and assign them to products
- Understand how to apply the rules that govern the HS

1. Introduction to the Harmonised System　　　　　⏳10m

The objective of this module is to understand what the Harmonised System is, why it is important and to look at the standard format of an HS code.

2. General Rules of Interpretation (GRIs)　　　　　⏳30m

This module introduces you to the six General Rules for the Interpretation of Import Tariff and discusses how to classify products as per the Harmonised System (HS) that governs classification of goods.

📘 Picker Packer

⏳ **Seat Time: 30m**
🌐 **Languages: English, Hindi, Tamil, Kannada, Marathi, Dutch**

Pickers and packers usually work in logistics, retail, wholesale or manufacturing warehouses and distribution centres. 'Pick' refers to choosing and picking up the items on the order form or 'pick list', while 'pack' refers to packing the order and getting it ready for transportation. This course introduces you to the basics of picking and packing activities in a warehouse.

LEARNING OUTCOMES
- Learn about the basic elements and processes of picking activities
- Learn about the basic elements and processes of packing activities
- Learn about safety precautions for working in a warehouse as a picker or a packer
- Learn about the qualities required to become a picker or a packer

1. Introduction to Picking ⏳ 15m

The purpose of this module is to know what is picking, what are the procedures involved in picking, what is a pick list, what are the safety precautions related to picking and what are the qualities of a good picker.

2. Introduction to Packing ⏳ 15m

The purpose of this module is to know what is packing, what are the processes involved in packing, pre-packing and additional packing, what is quality check, what are the safety precautions related to packing and what are the qualities of a good packer.

3. The Stacking Game

A game on packaging of dangerous goods.

4. Packaging Game

A game on how to package different sizes of goods.

📘Ocean Freight

⏳ **Seat Time: 15m**
🌐 **Languages: English**

Ocean freight (or sea freight) is the most common form of transport for importers and exporters. About ninety per cent of everything we buy comes through ocean transport. This curriculum will take you through the ins and outs of ocean freight.

LEARNING OUTCOMES
- Understand the different types of cargos used in shipping
- Types of ships used for transporting marine cargo

1. Cargo Ships ⏳15m

This module will take you through the different types of marine cargo transported through shipping networks. You will gauge the diversity of sea transport by going through the different types of ships used for transporting marine cargo. Learning the characteristics of each type of ship you will gauge their cargo-carrying capabilities.

📘Air Cargo Processes

⏳ **Seat Time: 2h 20m**
🌐 **Languages: English**

An end-to-end overview of the air cargo export process, from the delivery of the cargo to the warehouse to its preparation for loading onto an aircraft. The module covers all the steps involved in the export process, from cargo and document acceptance to building the cargo for a specific flight.

LEARNING OUTCOMES
- Learn about general principles of air cargo palletization
- Learn about ramp handling safety
- Improve security awareness
- Identify goods that can pose safety risks
- Learn about export processes for airfreight
- Understand TSA screening procedures
- Develop customer service skills

1. Cargo Palletization ⏳ 25m

This module outlines the general principles of air cargo palletization. The focus is on familiarising the learners with preparation of freight for air transportation.

2. Ramp Handling ⏳ **25m**

Trainees are taught to be cognizant of their personal safety as well as to care for their handling equipment.

3. TSA Cargo Safety Awareness ⏳ **20m**

This module aims to improve security awareness, to give better control of acceptance of shipments from shippers, and to reduce the risk of accepting explosives and incendiary devices.

4. TSA Cargo Security Acceptance ⏳ **20m**

This module aims to help employees maintain better control of the acceptance of shipments from unknown shippers and reduce the risk of accepting explosives, incendiary devices, and stowaways.

5. Export Process ⏳ **20m**

This module aims to teach learners to apply steps in loading and manifesting tasks, verifying shipments, exporting shipments, and checks. It also explains the basics of cargo build-up.

6. Certified Cargo Screening Facility ⏳ **20m**

This module details the screening procedures and compliance standards laid down in the TSA Certified Cargo Screening Program (CCSP). It also explains the chain of custody that Certified Cargo Screening Facilities (CCSFs) need to adhere to.

7. Customer Service ⏳ **10m**

This is a basic course on the key components of good customer service in a cargo environment. The emphasis is on the role of the individual, supported by technology and processes.

📘 Cold Chain Management

⏳ **Seat Time: 1h 30m**
🌐 **Languages: English**

This course is targeted towards beginners who aim to build their careers in cold chain management. The modules featured in this course will take you through the processes followed in cold chains and will provide you with guidance on specialising your career in cold chain management. Featuring assessments at regular intervals, this series of bite-sized training modules will provide you with the basic knowledge of cold chain management and prepare you for the road ahead.

LEARNING OUTCOMES
- Components and categories of cold chain management
- Challenges faced in cold chains
- Standard temperature ranges for cold chain products
- Temperature tracking technologies used in cold chains
- Importance of IoT in temperature monitoring
- Role of hygiene in cold chain management and diseases caused due to lack of it
- Types of packaging techniques
- Modes of transportation in cold chains
- State of cold chain infrastructure in India
- Cold chain standards and key certifications
- Post-harvest management techniques to ensure a fresh product.

1. Cold Chain Management Part 1   ⏳ 10m

The objective of this module is to learn what cold chain management means and what are its components. You will also go through the various challenges faced while working with cold chains.

2. Cold Chain Management Part 2   ⏳ 10m

This module will educate you on the different categories of cold chain management and its application and benefits for each category. You will also take a look at the standard temperature ranges to be maintained in cold chains across all categories of products.

3. Cold Chain Technologies   ⏳ 10m

In this module you will learn the importance of tracking temperature in cold chains. You will go through some of the most effective temperature tracking technologies for cold chains and also learn how IoT enabled cold chain monitoring solutions are enhancing overall cold chain efficiency. In conclusion, you will get to know how IoT can reduce your overall supply chain costs.

4. Cold Chain Hygiene   ⏳ 10m

In this module you will learn what role hygiene plays in cold chains and also gauge its importance for supply chain management. You will also learn to identify various diseases that are caused due to lack of hygiene.

5. Packaging in Cold Chains   ⏳ **10m**

In this module you will learn the importance of packaging in cold chains. You will go through the types of packaging techniques and gauge what type of packaging can be used based on the type of product being transported. In conclusion, you will compare the advantages and disadvantages of types of packaging that will aid you in choosing the right packaging solution for your cold chain product.

6. Transportation in Cold Chains   ⏳ **10m**

This module will look at transportation as a key aspect in achieving maximum cold chain efficiency. You will go through the various modes of transport used in cold chains and also look at some of the latest developments in cold chain transportation that can enhance the shelf lives of products.

7. Cold Chain Infrastructure   ⏳ **10m**

The objective of this module is to teach you the significance of cold chain infrastructure and its current state in India. You will go through the types of cold chain infrastructure and take note of the obstacles faced in managing it. In conclusion, you will grasp some of the emerging trends that are boosting cold chain infrastructure in India.

8. Cold Chain Standards & Compliance   ⏳ **10m**

In this module you will begin by understanding the importance of standards in cold chain management. You will then go through key cold chain standards followed globally and will get to know more about cold chain compliance followed in India. In conclusion, you will learn more about vital certifications you can acquire in cold chain management to jumpstart your career in supply chain and logistics.

9. Post-Harvest Management in Cold Chains   ⏳ **10m**

In this module, you will learn the processes followed after produce is harvested, to prepare it for the cold chain. You will learn the importance of maintaining an optimal temperature range by going through some disorders caused by temperature mismanagement. You will also go through various cooling methods used for fresh produce and gain insights on the storage and transportation of commodities.

10. Cold Chain Trends   ⏳ **10m**

The objective of this module is to give you a glimpse of the future of the Indian Cold Chain Industry. You will begin by getting an overall view of the current cold chain industry in India and gauge factors driving its growth. You will then go through key trends to watch out for in the Indian cold chain space to prepare yourself for the future of cold chain logistics.

📘 Beginning Trade Logistics

⏳ **Seat Time: 2h 25m**
🌎 **Languages: English**

Trade logistics refers to the process of managing the flow of goods and information between companies and customers. This course will give you an introduction to trade logistics by going through its key elements like rail, container freight stations, ports and terminals. You will go through the costs associated in running these operations to ensure a constant flow of goods. These modules will also show you the factors affecting costs and operations, to give you a complete view of the trade logistics process.

1. Rail PFT   ⏳ 15m

You will begin by learning the importance of rail and Private Freight Terminals or PFTs in trade logistics and gauge the benefits of rail transport. You will then identify cost drivers associated with rail and learn about the factors that impact them. In conclusion you will gauge what customers need to fulfil, to achieve success in the rail trade business.

2. Global Logistics   ⏳ 20m

In this training module, you will understand the role of Global Logistics in the supply chain. You will go through the primary cost drivers affecting the flow of goods and learn about the factors impacting them. In addition to cost drivers, you will go through the factors impacting freight. You will also learn about the types of operations conducted under Global Logistics and get guidance on choosing the right logistics partner.

3. Container Freight Stations   ⏳ 20m

You will begin by learning the importance of a CFS in the supply chain. You will also go through the primary cost drivers for Container Freight Stations and learn about the factors impacting them. You will get clarity on the market forces and seasonality that impact our Container Freight Stations. You will also learn about the business needs and gauge what geographical factors affect Container Freight Stations.

4. Free Trade and Bonded Warehousing   ⏳ 25m

Beginning with the basic concept of free trade warehousing zones or FTWZs, you will learn when to choose them. You will go through the types of products that are frequently stored in FTWZs and gauge the benefits they provide to suppliers. You will also learn about the cost drivers associated with an FTWZ. Shifting focus to bonded warehouses, you get to learn what they are and gain insights on their features. You will then learn about the importance of bonded warehouses for supply chains and go through the business costs associated with them. In conclusion, you will compare FTWZs and bonded warehouses to general ones to gauge their benefits.

5. Express and Contract Logistics   ⏳ 20m

In this training module, you will learn about the 2 key types of logistics used to achieve supply chain accuracy. Focusing on part truck load deliveries, express logistics uses a hub and spoke model for seamless product flow. You will go through this model and look at the common products that use express logistics. You will also go through the factors governing profits while using express logistics. Moving on to full truck loads, you will learn the

principles of contract logistics and go through the activities involved in storing and moving goods. In conclusion you will learn about the factors governing profitability in contract logistics applied to warehousing and distribution.

6. Ports and Terminals ⏳ **20m**

This module introduces you to some of the most common concepts and critical issues surrounding ports and terminals, such as hinterlands and hinterland accessibility, lead time, transport corridors, factors for dynamic hinterlands, indicators of port performance and port efficiency. The module also covers the importance of cost competitiveness and common customer needs and goes on to discuss how ports and terminals can stay competitive through value-added services.

7. Cold Chains ⏳ **20m**

In this training module, you will take a look at the current cold chain infrastructure in India. You will go through the primary cost drivers for the cold chain business and learn about the factors impacting them. You will also get clarity on the market forces and seasonality that impact the business and pricing in cold chains. In conclusion you will learn about key business needs of customers in the cold chain segment and gauge what geographical factors have an effect on it.

📘 Mastering Trade Logistics

⏳ **Seat Time: 2h 30m**
🌐 **Languages: English**

Keeping the concepts of Learning Trade Logistics in mind, this course will dive deeper into the concepts of trade logistics by taking you through a number of use cases involving different kinds of products. You will get to know the finer details of trade involving rail import, rail export, FTWZs, cold chains and bonded warehouses.

1. Rail Import ⏳ **30m**

The complete process of import of goods through rail will be covered in this module. Taking the examples of waste paper and metal scrap, you will go through each step involved in importing these goods from origin to destination.

2. Rail Export ⏳ **35m**

In this module, you will take a look at two trading scenarios on rail export. One scenario will deal with the export of rice and one will look at the export of textiles. You will go through the complete process of transporting goods from origin to destination and gain insights on the nature of these products. You will also learn the concept of load consolidation and learn how it aids in saving transportation costs for the organisation.

3. Cold Chains ⏳ **30m**

This module introduces you to the concept of end-to-end cold chains. It discusses different product segments and the related temperature ranges. It then takes you on a deep dive into the various process steps involved in the cold chains of imported fresh fruits, chocolates, and imported active pharmaceutical ingredients or APIs to throw light on the differences between local, regional and global cold chains and to discuss the economic reasons for the growth of cold chain networks in recent years.

4. Free Trade Warehousing Zones (FTWZ) ⏳ **35m**

In this module, you will take a detailed view of free trade warehousing zones or FTWZ. You will go through their purpose and gain insights on the benefits they bring to the supply chain. To gain a better understanding of the functions of an FTWZ, you will look at a case involving pharma products and consumer electronics. You will also gain insights on government concessions on free trade warehousing zones and go through their benefits for importers, exporters and re-exporters.

5. Bonded Warehousing ⏳ **20m**

This module will take a look at the role of bonded warehouses, understand the benefits and features they offer and the processes carried out in them. You will learn the role of imports in the fashion industry and go through a number of scenarios and statistics of the shoe import industry. Finally, you will learn the role of a bonded warehouse in the process of receiving goods from origin and transporting them to the final destination.

Under development

6. Global Logistics

7. Container Freight Stations

8. Express & Contract Logistics

9. Ports & Terminals

📘 Warehouse Management

⏳ **Seat Time: 2h 15m**
🌐 **Languages: English**

This curriculum is designed to help you become business leaders in the world of logistics. This programme will focus on the following four areas to build you up as a well-rounded business leader: Business Acumen, People Management, Business Technology and Soft Skills.

LEARNING OUTCOMES

- Understand how warehousing and the role of warehouse managers has changed in recent years
- Learn to make trade-offs to meet organisational goals
- Learn about 'lean' warehousing
- Develop core skills and competencies required of managers to run modern warehouses
- Learn how to manage internal and external stakeholders
- Gain systems knowledge (warehouse management systems and transportation management systems)
- Develop the soft skills necessary for maintaining a conflict-free, productive and collaborative environment

1. Advances in Warehousing ⏳ 15m

This first module sets the context for the entire curriculum by talking about the evolution of warehouses from stockholding points to dynamic spaces at the heart of supply chains that have to keep up with ever-changing market trends and expectations.

2. Lean Warehousing ⏳ 15m

A module on "lean" thinking, that is, removing any activity that uses resources but does not create additional value. The module discusses two "lean" tools: TIMWOOD and 5S.

3. Core Skills for Warehouse Managers ⏳ 15m

This module delves into four core skills that warehouse managers require to tackle daily operational challenges and drive continuous improvement at warehouses: problem-solving and decision-making, customer management, flexibility and adaptability, and initiative and innovation.

4. Managing Customers ⏳ 10m

This module aims to inculcate in learners the people skills necessary for building strong relationships with warehouse customers.

5. Managing Your Team ⏳ 10m

This module aims to build in learners the people skills necessary for managing warehouse employees involved in various operations.

6. Communicating with Senior Management ⏳ **10m**

This module aims to help learners develop the people skills necessary for communicating with the senior management of their organisation.

7. Warehouse Management System Part I ⏳ **10m**

This first part on warehouse management systems discusses such features as advanced shipping notification, goods receipt note, real-time data, and management information system reports.

8. Warehouse Management System Part II ⏳ **10m**

This second part on warehouse management systems focuses on more advanced features of the essential IT tool, such as inventory management, stock keeping unit (SKU) profiling, replenishment and cycle count.

9. Transportation Management System ⏳ **10m**

This module discusses an essential IT tool used widely in warehouses across the world: the transportation management system. A TMS can help optimise the physical movements of goods into and out of a warehouse.

10. Communication Skills ⏳ **10m**

This first module on soft skills talks about the communication skills necessary for managing modern warehouses.

11. Conflict Resolution ⏳ **10m**

This second module on soft skills discusses conflict resolution strategies that can be used for managing conflicts between employees at a warehouse.

12. Time Management ⏳ **10m**

This third module on soft skills focuses on time management skills that are essential for executing on-time deliveries and meeting customer expectations.

13. SKU Is the Word (Game)

A game on SKU management. Players have to choose the most optimum storage location for the goods based on the product profile shown in the WMS report to enable a faster picking process.

14. Strife & Fracas (Game)

A game on conflict resolution in warehouses. Players have to go through branching scenarios based on different kinds of conflicts that can emerge in a warehouse and make choices to resolve the conflicts successfully.

📘 Passenger Handling

⏳ **Seat Time: 2h 20m**
🌐 **Languages: English**

This course is geared towards making learners knowledgeable in various aspects of airport ground operations, from check-in procedures to customer service to baggage and ramp handling activities. The modules provide an understanding of the best industry practices that aim to increase efficiency in the dynamic environment of airports.

LEARNING OUTCOMES
- Understand basic job functions of a check-in agent
- Manage customer needs and deal with difficult situations
- Gain detailed knowledge of baggage handling procedures

1. Check-in   ⏳ 30m

This module is designed to acquaint the learner with the basic job functions of a check-in agent – from verifying documents to accepting baggage to assisting passengers with special service requests, such as unaccompanied minors, passengers with pets, armed individuals, prisoners, etc.

2. Customer Service Interaction   ⏳ 30m

This module is designed to make the learner customer-focused. Through scenarios, the module imparts knowledge about the key soft skills required to interact with customers and manage their needs, from responding to common customer requests to dealing with difficult passengers.

3. Baggage Handling - Customer Service   ⏳ 30m

This module will acquaint you with the luggage service responsibilities associated with the role of a Customer Service Agent. It will train you to be able to accept luggage, read bag tags, secure baggage, and assist passengers with complaints of mishandled baggage.

4. Baggage Handling – Ramp Service   ⏳ 20m

This module will provide you initial training information for handling outbound and inbound baggage that is common to most carriers.

5. Baggage Handling - ULD Management   ⌛ **10m**

This short module on the management of ULDs will introduce you to the importance of inspecting ULDs for airworthiness and safe handling of ULDs as well as the procedures for identifying and reporting damaged ULDs.

6. Baggage Handling - Ramp Service Safety   ⌛ **20m**

This module will familiarise you with the health and safety aspects of ramp handling services.

📌 **LIFE SKILLS**

📘 Functional English

⏳ **Seat Time: 40m**
🌐 **Languages: Hindi**

Being able to speak and understand English can be very useful in a workplace. These modules and games will help the learners master some basic English words and sentences that they can use in everyday communication with their employers, peers and customers.

1. Hello and Bye / नमस्ते और अलविदा ⏳ 10m

This module is designed to teach learners some basic forms of greetings and saying bye in English.

2. Flashcards: Hello and Bye / फ्लैशकार्ड: नमस्ते और अलविदा ⏳ 10m

This game is designed to help learners revise and memorise the words and phrases taught in the first module.

3. Conversation / बातचीत ⏳ 10m

This module is designed to teach learners some basic elements of conversation, such as introducing oneself and thanking people.

4. Flashcards: Conversation / फ्लैशकार्ड: बातचीत ⏳ 10m

This game is designed to help learners revise and memorise the phrases and sentences taught in the second module.

📘 Financial Literacy

⏳ **Seat Time: 1h 15m**
🌐 **Languages: English, Hindi**

Financial literacy is the foundation of one's relationship with money and is a lifelong learning journey. These modules and games will help the learners understand some basics about finance so that they can make better decisions and plan their futures well.

1. Needs and Wants / जरूरत और चाहत ⏳ **10m**

This module is designed to teach learners to differentiate between needs and wants and why that is important.

2. Whack-a-mole / छछूँदर को मारो! ⏳ **5m**

This game is designed to reinforce the concept of needs and wants introduced in the first module.

3. Managing Your Money / पैसे कैसे संभाले ⏳ **10m**

This module is designed to teach learners the basic tenets of managing personal finances: knowing their income, spending wisely, saving regularly and making a budget.

4. Don't Bust Your Budget / आमदनी अठन्नी खर्चा रूपैया ⏳ **10m**

This game is designed to reinforce the financial tenets taught in the second module in a more interactive format.

5. Bank Accounts, Credit and Debt ⏳ **10m**

This module will help learners understand the differences between different types of accounts and teach them how to choose a bank account. It will also make them understand what credit and debt are.

6. Setting Personal Financial Goals ⏳ **10m**

This module will help learners understand why personal financial goal setting is important and teach them how to set short-term and long-term goals using the SMART framework.

7. Women and Financial Literacy ⏳ **10m**

This module will discuss the specific financial challenges that women face, what women need to know when it comes to their financial wellbeing and what guidelines women can follow to secure their future.

8. Insurance ⏳ **10m**

This module will help learners understand what insurance is, how it works, how to choose an insurance policy and the meaning of key insurance terms.

📘 Digital Literacy

⏳ **Seat Time: 1h 15m**
🌐 **Languages: English, Hindi**

Digital Literacy is the foundation of one's digital skills and their uses in the present world. These modules will help learners understand and apply the different uses of the internet for their benefit in their professional as well as personal lives, so that they can be globally connected and at par with global digital trends.

1. Internet and Its Uses / इंटरनेट और उसके उपयोग   ⏳10m

This module is designed to teach learners about the internet and its many uses and applications across different industries.

2. Computers and Smartphones / कंप्यूटर और स्मार्टफोन   ⏳10m

This module is designed to teach learners about the main parts of a computer and its uses, such as browsing the internet, viewing and storing data, and the features of a smartphone and its uses.

3. Navigation Apps / नेविगेशन ऐप्स   ⏳10m

This module is designed to teach learners about the features and uses of navigation apps to use for delivery proposes, and to reach from one location to another.

4. Email and Video Calling / ईमेल और वीडियो कॉलिंग के तरीके   ⏳10m

This module is designed to teach learners how to use email and video calling as a means of communication and understand their uses and applications.

5. Productivity Software / उत्पादकता सॉफ्टवेयर   ⏳10m

This module is designed to introduce learners to the features and uses of different productivity software such as Microsoft Office (Word, PowerPoint, Excel) and Adobe(Photoshop and Premier Pro).

6. Social Media / सोशल मीडिया के ऐप्स   ⏳10m

This module is designed to teach learners about the different social media platforms—such as Instagram, Facebook, Twitter—and their various uses in business promotion and communication.

7. Internet Safety / इंटरनेट सुरक्षा   ⏳15m

This module is designed to help learners understand the importance of internet safety, look at some typical risks associated with internet use—such as malware, spyware, viruses, spam, phishing, identity theft and cyberbullying—and discuss the necessary steps that can protect one from these threats.

📌HEALTH, SAFETY AND ENVIRONMENT

📘 Warehouse Safety

⏳ **Seat Time: 1h 15m**
🌐 **Languages: English**

This course will help you in understanding the importance of health, safety and environment procedures to be followed in warehouses. Warehouses form the epicentre of every logistics operation with a constant flow of goods running through them. Managing such a flow of goods is bound to cause mishaps on the warehouse floor as various groups of personnel work to ensure the goods are flowing. The intention of this course is to make you aware of the various accidents that may occur in warehouses and how to defend yourself against them.

LEARNING OUTCOMES
- Importance of safety while carrying out daily tasks in the warehouse
- Common accidents that may cause harm to employees and warehouse property
- Best practices to avoid fire-related incidents in the warehouse
- Safe operating procedures for working with forklifts
- Identify and resolve safety hazards in and around loading docks
- Apply ergonomics to warehouse tasks to ensure back safety for employees.

1. Warehouse Safety ⏳**15m**

This module will explain the importance of safety while carrying out daily tasks in the warehouse. It will identify common issues that can cause injuries to warehouse employees and damage warehouse property. You will also gain insights on resolving these issues and reduce the risk of accidents in the warehouse.

2. Fire Prevention in Warehouses ⏳**15m**

In this module, you will begin by looking at the impact fire incidents have on the operations of warehouses. You will get to know the common causes of fires in warehouses and learn to develop a fire risk management plan for your warehouse. You will also learn more about fire protection procedures to be followed to defend your warehouse from fire outbreaks.

3. Forklift Safety ⏳**15m**

In this module, you will begin by going through the different components of a forklift. You will also take note of how accident-prone forklifts can be in warehouses. Keeping this in mind, you will go through the various forklift operating hazards that can occur in the warehouse. You will take note of key tips on pedestrian and operator safety and also learn more about forklift maintenance and charging.

4. Loading Bay Safety ⏳**15m**

This module will explain the importance of loading bays in daily warehouse operations. You will go through the risks involved with working in close proximity of loading bays and learn key safety procedures to be followed. You

will also gain insights on Dock Levellers and procedures to be followed with trailers and trucks while working in the loading bay.

5. Back Safety Awareness   ⌛ **15m**

This module will explain the importance of ergonomics in warehouses. You will go through various processes to be followed around the warehouse to make routine material handling tasks more comfortable for personnel. You will learn about ergonomics related risk factors that will aid you in coming up with effective ergonomics programs for your warehouse.

6. (Safety) Risk Icons Memory Game

A game to help you memorise the meanings of various workplace risk icons.

📘 Workplace Safety

⏳ **Seat Time: 2h 10m**
🌍 **Languages: English**

Safety forms a vital aspect of one's daily life at the workplace. This series of modules will help you gain valuable insights into important safety norms to protect yourself and your colleagues from accidents and mishaps that may commonly occur in your workplace. From risk assessment procedures to safe driving tips, this series will not only help you protect yourself but also spot any unsafe activities around you.

1.   Working at Heights   ⏳ 20m

This training module will take users through the safety procedures involved while working at heights. Starting by defining the term 'working at heights' you will gauge the risks associated with it. After understanding the hierarchy of fall protection, you will get acquainted with different fall protection systems like safety harnesses and inertia reels. Followed by this you will learn the importance of anchor points, signage and ladder usage to ensure your safety from workplace accidents.

2. Defensive Driving   ⏳ 20m

This training module will teach users the safety protocols to be followed while driving a vehicle. You will begin by gauging what a defensive driver is and why seatbelts are necessary. You will learn about the 2-second rule to be followed while on the road and get tips on driving at night and under harsh weather conditions. You will then learn how fatigue, intoxication, and presence of blind spots can have an impact on driving. In conclusion, you will go through the basic traffic rules to be followed and will gain insights on the 12 commandments of defensive driving.

3. Risk Assessment and Job Safety Analysis   ⏳ 30m

In this training module, you will begin by understanding what safety is and learn about common terms associated with workplace safety. You will then learn how risk management can be achieved through risk assessment and job safety analysis by going through each step involved in detail.

4. Energy Isolation   ⏳ 15m

This training module will aid you in gauging the presence of energy sources around your workplace and show you how such sources can be safely isolated to prevent fatal injuries. After gaining insights on isolation points, you will look at lockout tagout devices and learn the lockout tagout sequence. You will then learn about permit to work and lockout tagout applications. You will also get to know about the roles associated with lockout tagout processes.

5. Confined Spaces   ⏳ 15m

This module will discuss the characteristics of confined spaces, dangers posed by confined spaces, safe systems for working in confined spaces, and emergency arrangements.

6. Manual Handling ⏳ **15m**

This gamified module will teach you about the proper lifting technique. It will explain risk factors and risk assessment, with special focus on common musculoskeletal disorders that can result from poor lifting techniques.

7. Permit-to-Work Systems ⏳ **15m**

This module looks at what a permit-to-work or PTW system means. Learners will understand why these systems are necessary and why they need to be properly maintained through a case study. They will look at the responsibilities of different stakeholders and, finally, different types of permit-to-work forms.

📘 Human Factors

⏳ **Seat Time: 2h**
🌐 **Languages: English**

Human errors rather than technical errors underlie most accidents and incidents that occur in the world of logistics. The objective of these modules is to make you aware of human limitations and create an environment that ensures continuing worker safety, and, ultimately, a more involved and responsible workforce.

LEARNING OUTCOMES
- Identify common human errors that can lead to accidents or incidents in the workplace
- Understand how environmental, organisational and job factors, and individual characteristics can influence behaviour at work
- Learn techniques to combat human factors and mitigate safety risks in the workplace

1. Complacency ⏳ **10m**

This module highlights how a sense of complacency may make you skip essential procedures and cause incidents.

2. Lack of Knowledge ⏳ **10m**

This module highlights how a false sense of knowledge and confidence can lead to accidents.

3. Distraction ⏳ **10m**

This module highlights how distraction can break your concentration and inadvertently lead you to cause accidents.

4. Lack of Resources   ⌛**10m**

This module highlights how improvised work carried out when all resources are not available may prove to be catastrophic.

5. Time Pressure   ⌛**10m**

This module highlights how a race against time may not always help you achieve productivity goals and instead compromise on quality and safety.

6. Stress   ⌛**10m**

This module highlights how stress can lead to workplace incidents and accidents.

Under development

7. Lack of Communication   ⌛**10m**

This module highlights how lack of communication can lead to performance errors and workplace accidents.

8. Lack of Teamwork   ⌛**10m**

This module highlights how coordination and collaboration between team members can reduce or prevent safety incidents.

9. Fatigue   ⌛**10m**

This module highlights how mental or emotional fatigue can reduce alertness and prove to be quite dangerous.

10. Lack of Assertiveness   ⌛**10m**

This module highlights how the inability to stand up to your colleagues and supervisors can lead to serious incidents.

11. Lack of Awareness   ⌛**10m**

This module highlights how situational awareness in the face of repetitive tasks can help prevent accidents.

12. Norms   ⌛**10m**

This module highlights how negative norms can distract from safety standards and how a different perspective can prevent injuries and save lives.

📘 Eco-Driving and Fuel Efficiency

⏳ **Seat Time: 1h**
🌍 **Languages: English, Dutch, German, Czech, Polish**

Fuel is one of the highest sources of expense within fleets. Fuel-efficient driving or "eco-driving" has gained significance in recent years for environmental and legal reasons. This course is a great way to make truck drivers aware of fuel efficiency and get them thinking about how they can do their part in reducing emissions and cutting fuel costs.

LEARNING OUTCOMES

- Understand why fuel efficiency matters
- Understand the ecological impact of fuel usage on Earth
- Look at trends in fuel costs
- Learn how smart refuelling can limit fuel costs
- Learn about ways to become an "eco-driver"

1. The World of Fuel ⏳ **5m**

In this module we look at some fun facts about fuel.

2. Fuel as Part of the Cost ⏳ **5m**

In this module we explore the trends in fuel prices and demand and take a closer look at the cost breakdown and impact of fuel.

3. Smart Refuelling ⏳ **10m**

In this module we see how refuelling behaviour can limit fuel costs and then look at the factors we consider for a great refuelling plan.

4. Fuel and the Environment ⏳ **5m**

In this module, we focus on fuel and explore the need to discuss it, what its environmental impact is and what we can do to reduce this impact.

5. Fuel Theft ⏳ **5m**

Fuel theft has a strong impact on the total cost we pay for fuel. In this module, we cover theft prevention, incident response, fuel card theft and high-risk areas.

6. Eco-Driving Part 1 ⏳ **5m**

In this module we focus on the approach to driving that is known as "eco-driving." We take a look at what it means and understand the various benefits it offers.

7. Eco-Driving Part 2 ⏳ **5m**

In this module, we take a look at how digitalisation is sweeping the automobile industry. We look at why it is beneficial to drive with a cold engine and learn the things you must consider regarding acceleration and braking.

8. Eco-Driving Part 3 ⏳**10m**

In this third part, we touch upon some important topics and guidelines to be a more economical driver in terms of driving in hilly terrain, using cruise control, maintaining brake distance and using the truck computer and traffic insight for optimal results.

9. Eco-Driving Part 4 ⏳**10m**

In this module, we will focus on tyre pressure and its importance for fuel economy, parking guidelines, and the importance of being smart when it comes to engine idling.

📘 Safety Management

⏳ **Seat Time: 25m**
🌐 **Languages: English, Hindi, Tamil, Kannada, Marathi**

A set of modules geared towards senior and middle management aimed at building safety awareness by bringing home the consequences and cost of poor safety management. The modules highlight why safety performance is everybody's responsibility and the ways in which safety risks can be reduced at the workplace and operational sites.

LEARNING OUTCOMES
- Understand the consequences and costs of poor safety management in organisations
- Risk reduction techniques in the workplace to avoid accidents
- Gauge the role of middle management in ensuring safety policies are adhered to.
- View safety through the eyes of senior management and learn to make the right decisions

1. Senior Management and Safety Performance ⏳15m

This module will show you the impact not following safety norms has on the profitability of the organisation. You will go through 2 detailed real-world cases that will show you how safety can have a direct effect on the reputation of the organisation on the market and its stock price.

2. Middle Management and Safety Performance ⏳10m

The objective of this module is to make you aware of your responsibility as part of the middle management at your organisation towards safety and to talk about ways in which you can constantly reduce risks at the workplace and improve overall safety performance of the organisation.

📘 Covid-19 Prevention

⏳ Seat Time: 15m
🌎 Languages: English, Hindi, Tamil, Kannada, Marathi

This course features training modules on preventing the spread of the Covid-19 pandemic. The modules in this course provide you with tips on protecting yourself and your workplace from the spread of the virus.

LEARNING OUTCOMES

- Symptoms of Covid-19
- Best practices to be followed to ensure complete protection
- Tip on getting your workplace ready for Covid-19 prevention
- Containing the spread of the virus at your workplace
- Covid 19 prevention tips for your handheld devices.

1. Protecting Yourself from Covid-19   ⏳ 6m

The Covid-19 pandemic has not only exposed the fragile nature of our lives, but also changed the way we operate and interact with each other. With no vaccines to combat the illness yet, prevention is the only option left to consider. This module will take you through the symptoms of Covid-19 and provide you with tips on protecting yourself from the virus.

2. Getting Your Workplace Ready for Covid-19   ⏳ 7.5m

While the majority of workplaces remain shut to prevent the spread of Covid-19, there are those who still operate to provide essential services for the public. This module will show you how to protect their workplace from the spread of the Covid-19 virus and how to contain its spread in case a co-worker gets infected.

3. Protecting Your Smartphone from Covid-19   ⏳ 3m

When people think about smartphones and viruses, they think of their software. But the outside of the phone can also be a breeding ground for actual viruses. This module will teach you how to ensure your smartphone surface is virus free, as this surface continuously comes in contact with your face, thus increasing the risk of contracting the Covid-19 virus.

📌DANGEROUS GOODS

📘Dangerous Goods

⏳ **Seat Time: 1h 50m**
🌍 **Languages: English**

The courses introduce you to the IATA's set of regulations and norms regulating the global transportation by air of dangerous goods. It familiarises you with the finer details of transporting dangerous goods across the globe subject to carriers' acceptance while adhering to the rigorous standards that ensure the health and safety of the staff and general public. This course has been developed in conjunction with AllTransPack, Inc.

LEARNING OUTCOMES
- Gain insight into the classifications of dangerous goods
- Understand the necessary ingredient for most fires through the fire triangle model
- Learn about documentation required for transporting dangerous goods
- Learn to identify dangerous goods through markings and placards
- Gain deeper understanding of international road transportation procedures for hazardous substances

1. Dangerous Goods Awareness ⏳ **25m**

This module provides an overview of the basic principles of dangerous goods and common commodities that qualify as dangerous goods.

2. Fire Triangle ⏳ **25m**

The fire triangle is a simple model for understanding what a fire really is. A fire naturally occurs when three elements - heat, fuel and an oxidising agent like oxygen - are in place. Removing any of these three elements will extinguish a fire. Special attention is paid to truck- and tank-specific ignition sources like hot surfaces and static electricity. With oxygen and fuel being around almost everywhere, it is mainly heat and ignition a driver carrying Dangerous Goods must control.

3. Documentation ⏳ **20m**

Wherever you go and whatever happens, having the correct documents on board is essential. A good understanding of the content of documents makes all the difference, especially in the case of incidents; it is the driver's responsibility to act responsibly, and your documents provide a wealth of information... if you know where to look.

4. Marking & Placarding ⏳ **20m**

Proper identification of the dangerous goods that are being carried is essential in the case of accidents, but also for roadside checks and interstate traffic. This module explains the difference between marking and placarding, what information it should contain and how they should be attached to the vehicle. Extra attention paid to the Emergency Information Panel, as required in India.

5. An Introduction to ADR - Part 1 ⏳ **20m**

This module discusses hazardous substances and their international transportation procedures by land.

6. Gloop Ninja (Game)

A game on classification of dangerous goods.

📌EQUIPMENT TRAINING

📘 Equipment Training

⏳ **Seat Time: 50m**
🌐 **Languages: English**

A set of modules created for entry-level as well as experienced operators who would like to learn or relearn basic knowledge on heavy equipment safety, pre-operation maintenance, parts of the machine and basic operating procedures, along with dos and don'ts.

LEARNING OUTCOMES
- Learn about basic operating features of reach stackers and forklifts
- Understand the function of different parts of reach stackers and forklifts
- Gain knowledge of safe practices around heavy equipment
- Learn about maintenance protocols for heavy equipment

1. Reach Stacker I ⏳ **10m**

The objective of this module is to learn about the different parts and functions of a reach stacker, the pre-operational checks and the no-go checklist, and the risks involved in operating a reach stacker and your responsibility.

2. Reach Stacker II ⏳ **10m**

This module discusses the safety protocols related to operation of a reach stacker. With the use of animated illustrations, the module delves into the details of what you should do and what you should NOT do when operating a reach stacker.

3. Forklift Operations and Safety 1 ⏳ **15m**

This module explains the basic handling of a forklift, including all controls, in an interactive way. The centre of gravity of a forklift is also demonstrated with a 'bottom up' view of a forklift.

4. Forklift Operation and Safety 2 ⏳ 15m

This module focuses on general principles of safe forklift operation. It makes use of animated demonstrations to teach learners how to operate a forklift in a way that would prevent accidents and ensure workplace safety.

5. Forklift Labelling Game

Players have to drag the names of forklift parts to their right location on the equipment.

📘 OOG Cargo

⏳ **Seat Time: 40m**
🌍 **Languages: English**

An out of gauge cargo is defined as a cargo that cannot be loaded onto conventional 6-sided freight containers. This course will take you through the principle of out of gauge cargo and introduce you to containers specifically designed to carry such type of cargo. The course also features a module covering the ways in which out of gauge cargo can be loaded onto containers so that they do not fall off during sea voyages. You will also go through processes followed while loading OOG containers to shipping vessels.

LEARNING OUTCOMES
- Principles of out of gauge cargo
- Types of containers used for out of gauge cargo
- Lashing techniques for securing OOG cargo to containers
- Mistakes to be avoided while securing OOG cargo to containers
- Container loading processes for OOG cargo
- Out of Gauge stowage on cargo ships

1. Understanding OOG ⏳ 15m

This module introduces you to the types of freight containers used to handle OOG (out of gauge) or oversized cargo. You will compare the specifications of each type of container and go through OOG cargo examples to gauge which container is most suitable for carrying it.

2. OOG Cargo Stuffing ⏳ 15m

This module will show you how OOG cargo is secured to containers covered in the first module. It will also go through lashing techniques and guide you with dos and don'ts of lashing. By the end of this module, you will gain a complete understanding of securing OOG loads to freight containers.

3. OOG Loading & Transportation ⏳ 15m

In this module, you will go through the operations followed for loading OOG containers onto shipping vessels. The module will focus on points to keep in mind while loading OOG containers, as even the smallest of errors while loading can lead to massive cargo damage and financial losses.