Aug 2026

21CC EDUCATION

ELEARNING COURSE CATALOGUE

Logistics
Warehousing
Health & Safety
Equipment Training
Dangerous Goods
Soft Skills
Life Skills



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LOGISTICS & TRANSPORTATION

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LOGISTICS & TRANSPORTATION

📘 Logistics 101

Back to TOC



Seat Time: 1 h 30 min

Languages: English
Hindi
Bengali
Kannada
Tamil
Marathi
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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 🎮

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

11. Warehouse Scenarios 🎮

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

📘 Freight Forwarding 101

Back to TOC



Seat Time: 1 h 45 min

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

⏳ **10 min**

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

⏳ **10 min**

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

⏳ **45 min**

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

⏳ **20 min**

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

⏳ **20 min**

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

Back to TOC

Seat Time: 40 min

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

⏳ **10 min**

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)

⏳ **30 min**

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

Back to TOC

Seat Time: 30 min

Languages: English, Hindi, Tamil, Kannada, Marathi, Bengali, Dutch



Pickers and packers usually work in logistics, retail, wholesale or manufacturing warehouses and distribution centers. '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

⏳ **15 min**

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

⏳ **15 min**

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. Packing Game

🎮

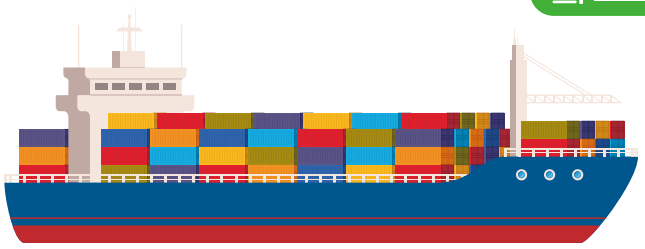
A game on how to package different sizes of goods.

📘 Ocean Freight

Back to TOC

Seat Time: 15 min

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

⏳ **15 min**

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

Back to TOC

Seat Time: 2 h 20 min

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 palletisation
- 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 Palletisation

⏳ **25 min**

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

2. Ramp Handling

⏳ **25 min**

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

3. TSA Cargo Safety Awareness

⏳ **20 min**

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

⏳ **20 min**

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

⏳ **20 min**

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

⏳ **20 min**

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

⏳ **10 min**

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 (Bitesizers)

Back to TOC

Seat Time: 1 h 30 m

Languages: English
Hindi
Bengali



This bitesized 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

⏳ **10 min**

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

⏳ **10 min**

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

⏳ **10 min**

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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 ⏳ 10 min

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.

📘 Cold Chain Logistics

Back to TOC

Seat Time: 3 h

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

- Understand the core fundamentals and operational mechanics of temperature-controlled global supply chains.
- Identify key industry segments (from pharmaceuticals to fresh foods) and apply appropriate temperature ranges to maintain product integrity.
- Implement strict hygiene and product safety protocols utilizing HACCP, PPP, and TTT frameworks.
- Evaluate the operational advantages and deployment challenges of modern cold chain technologies.
- Select optimal specialised packaging materials tailored to specific temperature-sensitive transport needs.
- Assess various cold chain transportation vehicles, understanding their unique components, benefits, and logistical challenges.
- Analyse the Indian cold chain market to identify infrastructure gaps, capacity constraints, and the impact of emerging technologies.
- Navigate core regulatory components to ensure strict standards and compliance across complex supply chains.
- Execute post-harvest management strategies, including precooling and FEFO/FIFO stock rotation, to extend shelf life and minimise food waste.
- Integrate sustainable logistics practices by leveraging green refrigeration, circular economy strategies, and digital traceability tools like IoT and AI.

1. Introduction to Cold Chain Logistics

⏳ **20 min**

Master the fundamentals of temperature-controlled supply chains with this introductory module. Designed for beginners and logistics professionals alike, this module provides a clear, practical guide to how temperature-sensitive goods are stored, transported, and managed across the globe.

2. Cold Chain Product Segments

⏳ **20 min**

Discover the significance of product segments within cold chain logistics. This course analyses different industry segments, from pharmaceuticals to fresh foods, and assesses the standard temperature ranges required to maintain product integrity. Enhance your logistics expertise and master these global supply chains.

3. Cold Chain Hygiene ⏳ 15 min

Gauge the vital importance of strict hygiene in cold chain logistics. This comprehensive course explores key hygiene aspects, teaching you to actively control product safety and quality using the Hazard Analysis Critical Control Point (HACCP) system, alongside essential PPP and TTT principles.

4. Cold Chain Technologies ⏳ 20 min

Assess key aspects of cold chain technologies and explore the diverse solutions used in logistics. This module provides valuable insights into modern systems, helping you evaluate the specific operational benefits and key challenges associated with deploying various cold chain technologies.

5. Cold Chain Packaging ⏳ 20 min

Explore the crucial importance of packaging within the cold chain. This comprehensive course helps you identify different types of cold chain packaging and describe the specialised materials used. Ultimately, you will learn to select the best packaging option for transporting temperature-sensitive products.

6. Cold Chain Transportation ⏳ 20 min

Discover the different types of transport vehicles utilised in modern cold chain logistics. This comprehensive course helps you gauge the various components for each vehicle type, whilst gaining valuable insights into the unique benefits and challenges associated with every transportation method.

7. Cold Chain Infrastructure ⏳ 15 min

Explore the Indian cold chain market, including future growth, storage capacity, and product segmentation. This course enables you to gauge key infrastructure gaps, delve into industry challenges, and assess how emerging technology adoption is impacting the evolution of India's cold chain infrastructure.

8. Standards and Compliance ⏳ 15 min

Understand the vital significance of strict standards and compliance within modern cold chain logistics. This insightful course explores all core regulatory components, helping you to identify the specific logistical challenges faced when maintaining these essential standards across the complex Indian supply chain.

9. Post-harvest Management ⏳ 20 min

Define the critical role of post-harvest management in extending shelf life and minimising food waste. This comprehensive course empowers you to execute essential precooling stages, implement optimal packaging, manage environmental factors using FEFO/FIFO stock rotation, and maintain stringent quality assurance throughout the cold chain.

10. Sustainable Cold Chains ⏳ 20 min

Discover the principles of sustainable cold chain logistics. This module assesses the environmental impacts of mechanical refrigeration while exploring green technologies and infrastructure. Learn to leverage digital traceability tools like IoT and AI, alongside adopting circular economy practices and sustainable packaging strategies.

📘 Warehouse Management

Back to TOC

Seat Time: 2 h 15 min

Languages: English



This curriculum is designed to help you become business leaders in the world of logistics. This program 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

⏳ **15 min**

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

⏳ **15 min**

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

⏳ **15 min**

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

⏳ 10 min

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

5. Managing your Team

⏳ 10 min

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

6. Communicating with Senior Management

⏳ 10 min

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

⏳ 10 min

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

⏳ 10 min

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

⏳ 10 min

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

⏳ 10 min

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

11. Conflict Resolution

⏳ 10 min

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

⏳ **10 min**

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.

📘 Value-added Services

Back to TOC



Seat Time: 55 min

Languages: English

Service providers at shipping ports offer value-added services for all types of goods tailored to their customers. In addition to unloading and loading goods, many companies provide other services like palletisation, garment-on-hanger, fumigation and lashing. This course will provide you with valuable insights on the types of value-added services provided and guide you with the standard operating procedures to be followed.

Learning Outcomes

- Gain insights into the various value-added services offered by service providers
- Learn about the standard operating procedures involved with each value-added service
- Get visibility of common exceptions while performing value-added services

1. Quality Checks

⏳ **5 min**

In this module, you will begin by understanding the need for quality checks. You will go through the standard steps involved in the quality-checking process and gain insights into how it enhances warehouse efficiency.

2. Lashing

⏳ **5 min**

In this module, you will learn what lashing is and why it is a critical process during cargo stuffing. You will also go through the SOPs involved with the lashing process and also learn about the different types of lashings used to secure your cargo.

3. Slip Sheets

⏳ **5 min**

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. Barcode Printing

⏳ **5 min**

In this module, you will start by learning about the importance of barcodes for identifying cargo. You will get to know the components required to print a barcode and finally, you will go through the standard steps associated with generating and printing barcodes.

5. Palletisation

⏳ **5 min**

In this module, you learn what palletisation means and why it is done. You will understand the steps involved in the palletisation of cargo. In conclusion, you will go through some exceptional scenarios associated with palletisation and ways to manage them for a smooth process.

6. Garment-on-Hanger

⏳ **5 min**

In this module, you will learn what GOH means and why it is done. You will also understand the standard steps involved with the movement of garments and go through some common exceptions associated with this type of cargo.

7. Scanning

⏳ **5 min**

In this module, you will begin by understanding what scanning means, why it is important. You will learn the steps involved with scanning cargo during the carting and stuffing stages. You will also learn to recognise scanning scenarios that occur commonly and gain insights into managing them.

8. Fumigation

⏳ **5 min**

In this module, you will begin by learning the meaning and importance of fumigating containers to safeguard your precious cargo. You will learn the standard steps involved in the process of fumigating a freight cargo container.

9. Sorting

⏳ **5 min**

Starting with the importance of PO-wise sorting of cargo, you will learn how this process can be customised based on customer requirements. You will then learn about the steps involved in sorting cargo based on their destination.

10. Air Balloon

⏳ **5 min**

In this module, you will learn what air balloons are and why they play an important role inside cargo-filled shipping containers. You will learn about the SOPs involved when using air balloons to secure your cargo during its transit to its destination.

11. Super Dry

⏳ **5 min**

In this module, you will begin by understanding the significance of super dry sacks and how they maintain a moisture-free environment inside the container to safeguard your cargo. You will get to know the right procedure to use these sacks based on the type of container used to store your cargo.

📘 Beginning Trade Logistics

Back to TOC

Seat Time: 2 h 25 min

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

15 min

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

20 min

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

20 min

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

25 min

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

⏳ **20 min**

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

⏳ **20 min**

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

⏳ **20 min**

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

Back to TOC

Seat Time: 2hr 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

⏳ **30 min**

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

⏳ **35 min**

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

⏳ **30 min**

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)

⏳ **35 min**

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

⏳ **20 min**

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 and Contract Logistics

9. Ports and Terminals

AIRLINE

📘 Passenger Handling

Back to TOC

Seat Time: 2 h 20 min

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

⏳ **30 min**

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

⏳ **30 min**

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

⏳ **30 min**

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

⏳ **20 min**

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

⏳ **10 min**

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

⏳ **20 min**

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

LIFE SKILLS

📘 Spoken English



Back to TOC

Seat Time: 40 min

Languages: Hindi, English

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 / नमस्तेऔर अलवि दा

⏳ 5 min

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

2. Flashcards: Hello and Bye /फ्लैशकार्ड: नमस्तेऔर अलवि दा

🎮 5 min

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

3. Conversation / बातचीत

⏳ 5 min

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

4. Flashcards: Conversation /फ्लैशकार्ड: बातचीत

🎮 5 min

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

5. Confirming Order and Address

📺 5 min

Designed for gig workers/delivery riders, this video will show learners how to confirm their orders and make sure they have the right delivery address.

6. Asking for Directions

📺 5 min

This short video will show delivery executives the procedures to be followed in case they are not able to find the delivery address for their orders.

7. Handling Special Requests/Instructions ⏳ 5 min

This video is will teach delivery drivers how to handle special customer requests and any additional instructions to be follwed based on the requests of the customer.

Under development

8. At the Right Door

9. Collecting Payment

10. Handling Payment Issues

11. Vehicle Breakdown

12. Entry Gate Issues

13. Delivering to Homes with Dogs

14. Explaining Late Delivery Issues

15. Resolving Wrong Order Complaints

16. Tackling Damaged Package Complaints

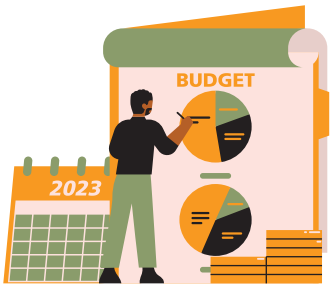
17. Handling Returns

18. Talking to Aggressive Customers

19. Requesting Feedback and Review

📘 Financial Literacy

Back to TOC



Seat Time: 1 h 15 min

Languages: English, Hindi, Kannada, Malayalam, Tamil, Telugu

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

⏳ **10 min**

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

2. Whack-a-mole / छछूँदर को मारो!

🎮 **5 min**

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

3. Managing Your Money / पैसेकैसेसंभाले

⏳ **10 min**

This module is designed to teach you 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 रुपैया

🎮 **10 min**

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

⏳ **10 min**

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

6. Setting Personal Financial Goals ⏳ 10 min

This module will help you 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 ⏳ 10 min

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 ⏳ 10 min

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

9. Government Finance Schemes ⏳ 10 min

This module will take you through the various government financial schemes available to secure the financial future for you and your family.

📘 Digital Literacy

Back to TOC

Seat Time: 1 h 15 min

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 उसकेउपयोग — ⏳ 10 min

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

2. Computers and Smartphones / कंप्यूटर औरस्मार्टफोन — ⏳ 10 min

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 / नेवि गेशन ऐप्स — ⏳ 10 min

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 वीडि यो कॉलिग केतरीके — ⏳ 10 min

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 — ⏳ 10 min

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

6. Social Media / सोशयल मीडि या केऐप्स — ⏳ 10 min

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 — ⏳ 15 min

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.

8. Microsoft Excel 1 - Getting Started

📹 **5 min**

This short video will help you gain a basic understanding of Microsoft Excel. You will learn how to navigate the tool and get a view of key menu options within the Excel worksheet.

9. Microsoft Excel 2 - Basic Workbook Operations

📹 **5 min**

This video will introduce the basic operations of an Excel workbook. You will learn about commands used to perform basic numeric and analytical tasks.

10. Microsoft Excel 3 - Basic Formulas and Functions

📹 **5 min**

This video will cover basic Excel formulas and functions that will help you build your confidence in using Excel for quick calculations and functions.

11. Microsoft Word 1 - Getting Started

📹 **5 min**

This short video will help you gain a basic understanding of Microsoft Word. You will learn how to navigate the tool and get a view of key menu options within a Word document.

12. Microsoft Word 2 - Basic Text Operations

📹 **5 min**

This video will introduce the basic operations of a Word document. You will learn about commands and menu options used to perform basic text operations.

13. Microsoft Word 3 - Text Formatting, Spell Check and Document Security

📹 **5 min**

This video will take you through the various options offered by MS Word for text formatting, spell check and document security.

14. Microsoft PowerPoint 1 - Getting Started

📹 **5 min**

This short video will help you gain a basic understanding of Microsoft PowerPoint. You will learn how to navigate the tool and get a view of key menu options within the MS PowerPoint presentation.

15. Microsoft PowerPoint 2 - Basic Slide Operations

📹 **5 min**

This video will introduce the basic operations of an PowerPoint presentation. You will learn about commands used to perform basic slide-related tasks.

16. Microsoft PowerPoint 3 - Presentation Tools

📹 **5 min**

This video will cover the wide array of presentation tools available within MS PowerPoint that will help you build eye-catching presentations.

SOFT SKILLS

📘 Customer Orientation



Back to TOC

Seat Time: 1 h

Languages: English

Being customer-oriented is an approach in which, rather than solving for the business's needs, the company focuses on solving the customer's problems first. This course will empower you to be customer-oriented.

Learning Outcomes

- Identify the specific service elements that constitute good customer service from the point of view of a customer and of a service provider
- Recommend services to customers
- Deliver high quality delivery service, specifically the right goods at the right place at the right time in the right condition
- Communicate effectively with customers
- Establish and maintain excellent customer relationships

1. Are you a customer or a service provider? ⏳ 10 min

In this module, you will understand your role as customers and as service providers and understand the impact of customer service on us all.

2. What are the components of good customer service? ⏳ 10 min

In this module, you will learn what the components of good customer service are, understand your role in bringing these to life, and understand how the customer experiences the service as it is delivered.

3. The right goods at the right time ⏳ 10 min

In this module, you will learn the meaning of the term “the right goods”, identify the steps that help in a timely delivery, and understand whether timely delivery should be achieved at any cost or not.

4. Communication

⏳ **10 min**

In this module, you will understand the different ways in which we communicate, recognise what constitutes good and bad communication, and learn to become an effective communicator.

5. What does good customer service mean for you?

⏳ **10 min**

In this module, you will understand what is meant by good customer service and how good customer service impacts you and your brand.

6. Customer Service for Medical Field Service Engineers

⏳ **10 min**

This module is specifically targeted towards service engineers working in the medical field. It delves into such questions as 'What does a customer look for when they ask for your services?', 'Why is it important to help your customer feel satisfied with your services?' and 'What does it take to not only satisfy but wow a customer?'

📘 Soft Skills Essentials



Back to TOC

Seat Time: 1 h 5 min

Languages: English

Hindi

This course equips learners with fundamental skills crucial for professional success across various industries. From mastering communication techniques to effectively managing time and stress, participants will gain invaluable insights and practical strategies to excel in their roles. Each module offers concise yet comprehensive guidance, ensuring learners acquire essential competencies efficiently. Topics covered include communication skills, time management techniques, body language interpretation, customer service excellence, email, telephone, and messaging etiquette, as well as stress and time pressure management strategies.

1. Communication Skills

⏳ 10 min

This module focusses on how effective communication is an essential tool in maintaining strong, lasting working relationships at all levels of any profession and what effective communication entails.

2. Time Management

⏳ 10 min

This module focusses on how time management skills are essential for meeting on-time KPIs as well as delivering excellent customer service. The module gives learners some tips on how they can manage their time well.

3. Body Language

⏳ 10 min

This module teaches learners the different ways in which we communicate, with a special focus on non-verbal communication and how they can use body language effectively.

4. Excelling at Customer Service

⏳ 10 min

This module teaches learners the components of good customer service are, their role in bringing these to life, and how the customer experiences the service as it is delivered.

5. Email Etiquette

⏳ 5 min

This module teaches learners how to communicate effectively on emails.

6. Telephone Etiquette

⏳ 5 min

This module teaches learners how to communicate effectively on phone calls.

7. Messaging Etiquette

⏳ **5 min**

This module teaches learners how to communicate effectively through messages.

8. Dealing With Stress and Time Pressure

⏳ **10 min**

This module gives learners some practical tips and strategies on how they can manage stress and time pressure at work.

HEALTH, SAFETY & ENVIRONMENT

📘 Warehouse Safety



Back to TOC

Seat Time: 1 h 15 min

Languages: English, Hindi, Bengali, Kannada, Tamil, Marathi

This course will help you in understanding the importance of health, safety and environment procedures to be followed in warehouses. Warehouses form the epicenter 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

⏳ **15 min**

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

⏳ **15 min**

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

⏳ **15 min**

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

⏳ **10 min**

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 Levelers and procedures to be followed with trailers and trucks while working in the loading bay.

5. Back Safety Awareness

⏳ **10 min**

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

Back to TOC

Seat Time: 2 h 10 min

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

⏳ **20 min**

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

⏳ **20 min**

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

⏳ **30 min**

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

⏳ **30 min**

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

⏳ **15 min**

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

⏳ **10 min**

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

⏳ **10 min**

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



Back to TOC

Seat Time: 2 h

Languages: English
Hindi
Bengali

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 behavior at work
- Learn techniques to combat human factors and mitigate safety risks in the workplace

1. Complacency

⏳ **10 min**

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

2. Lack of Knowledge

⏳ **10 min**

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

3. Distraction

⏳ **10 min**

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

4. Lack of Resources

⏳ **10 min**

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

5. Time Pressure

⏳ **10 min**

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

⏳ **10 min**

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

7. Lack of Communication

⏳ 10 min

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

8. Lack of Teamwork

⏳ 10 min

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

9. Fatigue

⏳ 10 min

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

10. Lack of Assertiveness

⏳ 10 min

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

11. Lack of Awareness

⏳ 10 min

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

12. Norms

⏳ 10 min

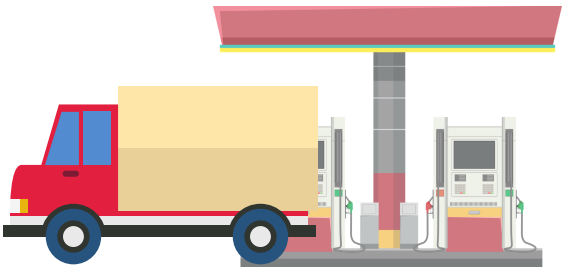
This module highlights how negative norms can distract from safety standards and how a different perspective can prevent injuries and save lives.

📘 Eco-Driving and Fuel Efficiency

Back to TOC

Seat Time: 2 h

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 refueling can limit fuel costs
- Learn about ways to become an “eco-driver”

1. The World of Fuel

⏳ **5 min**

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

2. Fuel as Part of the Cost

⏳ **5 min**

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 Refueling

⏳ **5 min**

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

4. Fuel and the Environment

⏳ **5 min**

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

⏳ **5 min**

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

⏳ **5 min**

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

⏳ **5 min**

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

⏳ **10 min**

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

⏳ **10 min**

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

📘 Carbon Footprinting



Back to TOC

Seat Time: 25 min

Languages: English
Dutch

With the intention of simplifying carbon emission calculations, this course will help you understand how CO_2 emissions have an impact on the over-efficiency of any logistics cycle. Starting with a clear introduction to the concept of carbon footprinting, you will gain valuable insights into calculating these emissions for your delivery runs and compare your numbers to EU emission standards.

Learning Outcomes

- Understand how CO_2 emissions have an impact on the efficiency of a logistics company
- Calculate CO_2 emissions for delivery runs
- Compare your numbers to EU emission standards

1. Introduction to Carbon Footprinting

⏳ **5 min**

This short 5-minute module will introduce you to the concept of carbon footprinting and shed light on the importance of recording and reporting CO_2 emissions to gauge your ecological impact on the environment and reduce your overall transportation costs. You will learn more about the ISO global standard used for calculating CO_2 emissions in logistics. Additionally, you will gain insights into CO_2 allocation for specific loads and customers by learning about the COFRET Performance Indicator or CPI, the key unit used to measure CO_2 emissions.

2. Calculating CO_2 Emissions

⏳ **5 min**

This 5-minute training module will guide you with allocating CO_2 emissions to freight and customers and calculating them. You will go through each step involved in this process with examples of real-world cargo delivery runs. In addition to CO_2 calculations, you will also learn to allocate CO_2 emissions fairly to your customer shipments by using the concept of greater circle distance.

3. CO_2 Emissions within Storage and Transshipment

⏳ **5 min**

In this module, you will begin by understanding the implications of storage and transshipment on CO_2 emissions. This short 5-min module will teach you what factors within storage and transshipment have an impact on CO_2 emissions. In addition to standard storage, you will also gain insights into the CO_2 emissions associated with temperature-controlled storage facilities. In conclusion, you will get to apply these concepts to an inland shipping terminal and a cargo sorting center, to get a real-world perspective of these concepts.

4. CO_2 Calculations for Load Carriers

⏳ **5 min**

Starting with the concept of cargo data, this short training module will show you how this concept applies to cargo units and load carriers. You will go through the different types of load carriers used in logistics and learn to use the right cargo data for calculating CO_2 emissions. In conclusion, you will gauge the significance of cargo weight in CO_2 calculations by taking into account the maximum capacities of all load carriers in a standard EU trailer load.

5. Data Quality

⏳ **5 min**

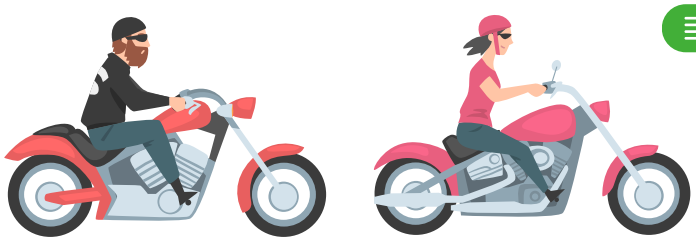
In this module, you will examine CO_2 calculations more closely to determine its quality and accuracy. You will get to know how accurate data determines a shipment's carbon footprint. At times when real time data is not available, you will learn to use other data sources to calculate your CO_2 emissions. In conclusion, you will learn about data quality indicators and how that can be assigned to input data.

📘 Road Safety

Back to TOC

Seat Time: 1 h 15 min

Languages: English



Motorcycle crashes are one of the leading causes of road traffic injuries and death in young adults, which can be prevented if everyone follows some basic road safety measures. This course will help you understand how you can keep yourself and others around you safe on the roads.

Learning Outcomes

- Identify key pointers that constitute road safety
- Ensure that you are in an able condition to drive a two-wheeler for an entire day
- Check and maintain personal fitness and presentation/attire
- Adhere to the prevailing traffic rules
- Mitigate/resolve poor and dangerous working conditions and related safety risks
- Troubleshoot key delivery problems
- Assess the road worthiness of vehicle

1. Road Safety Pointers ⏳ 10 min

In this module, you will learn what road safety is, what the causes of road accidents are, and some basic safety pointers.

2. Vehicle and Personal Conditions ⏳ 15 min

In this module, you will learn how to get a license, about safety guidelines to adhere to in preparation of a delivery and vehicle maintenance checklists.

3. Traffic Rules and Road Safety Signs ⏳ 15 min

In this module, you will learn about road signs and traffic rules in your country that are absolutely vital for staying safe.

4. Working Conditions and Safety Risks ⏳ 15 min

In this module, you will learn about the human and environmental challenges commonly faced on the road, safety tips and the concept of defensive driving.

5. Troubleshoot ⏳ 10 min

In this module, you will learn about the key problems that plague delivery riders and we will troubleshoot and identify some solutions.

6. Road Worthiness ⏳ 10 min

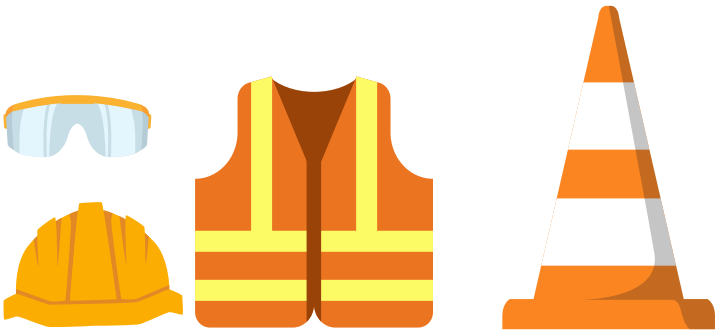
In this module, you will revisit the road safety rules and regulations discussed in this course.

📘 Safety Management

Back to TOC

Seat Time: 25 min

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 ⏳ 15 min

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 ⏳ 10 min

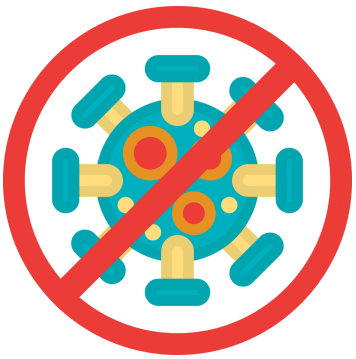
The objective of this module is to make you aware of your responsibility as part of the middle management at your organisation towards safety and to talk about ways in which you can constantly reduce risks at the workplace and improve overall safety performance of the organisation.

📘 Covid-19 Prevention

Back to TOC

Seat Time: 15 min

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

⏳ **6 min**

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

⏳ **7.5 min**

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

⏳ **3 min**

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



Back to TOC

Seat Time: 1 h 50 min

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

⏳ **25 min**

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

2. Fire Triangle

⏳ **25 min**

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 oxidizing 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

⏳ **20 min**

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

⏳ **20 min**

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

⏳ **20 min**

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



Back to TOC

Seat Time: 50 min

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

⏳ **10 min**

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

⏳ **10 min**

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

⏳ **15 min**

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

4. Forklift Operations and Safety 2

⏳ **15 min**

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

Back to TOC



Seat Time: 40 min

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

15 min

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

15 min

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

15 min

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.

HEAT PUMP HAZARD MANAGEMENT

📘 Carbon Monoxide Handling for Installers

Back to TOC

Seat Time: 3 hr 15 min

Languages: English, Dutch



Essential for heat pump installers working with hybrid systems or existing infrastructure, this course ensures you can safely manage gas-fired appliances. You will gain critical skills in identifying carbon monoxide risks, installing compliant flue gas exhausts, and performing rigorous pressure tests and combustion analyses. You will also learn to recognise unsafe situations, commission boilers correctly, and protect residents through precise CO alarm placement and rigorous safety standards.

Learning Outcomes

- Identify CO risks and recognise the signs of poisoning, and identify hazardous conditions within appliances and building ventilation systems.
- Install Compliant Flue Gas Systems that strictly adhere to current safety regulations and Rogafa standards.
- Perform Commissioning and Diagnostics to ensure optimal combustion and leak-free operation.
- Manage System Integration and Safety to ensure a safe, efficient, and legally compliant installation space.

1. Carbon Monoxide

🎮 **15 min**

This game will help you gain fundamental knowledge of carbon monoxide (CO): how it is produced, the associated risks, and the mechanisms that contribute to CO poisoning, both within the appliance and in the broader context of the building and its ventilation.

2. Gas-Fired Appliances

🎮 **15 min**

In this game, you will learn to identify various types of gas-fired appliances, understands their operation, and can correctly name the relevant characteristics and coding.

3. Unsafe Situations

🎮 **15 min**

This game will help you recognise unsafe situations related to gas-fired appliances and flue gas exhausts, enabling timely intervention to minimise the risk of carbon monoxide poisoning or other safety incidents.

4. Connecting

🎮 15 min

This game will help you identify which pipes and components are required for hydraulically connecting a central heating boiler and understands the function of different fittings within the installation.

5. Flue Gas Exhaust

🎮 15 min

In this game, you will learn to identify and name the materials used for flue gas exhausts, understands the permitted connection techniques, and is aware of the risks of combining different materials. Engineers learn which methods are safe and how to correctly combine various materials.

6. Installation

🎮 15 min

This game will show you how to correctly install and support the flue gas exhaust in line with current regulations; can identify materials and connection methods, assess the installation according to Rogafa standards, and understands how and why the flue gas exhaust should be installed with a gradient. This ensures a safe and durable installation of gas-fired appliances.

7. Pressure Testing

🎮 15 min

In this game, you will learn about the different methods for pressure testing gas pipes for leaks and understands the correct procedures and pressure values required to guarantee the safety of the installation.

8. Gas Combustion Process

🎮 15 min

This game will show you how the combustion process within a central heating boiler works, including the components involved, and understands the importance of optimal combustion for efficiency and safety.

9. Central Heating Boiler

🎮 15 min

In this game, you will learn how to read the gas code on an appliance, which indicates the gases, pressure, and conditions the appliance is suitable for. This ensures safe and correct installation, tailored to the specific situation.

10. Flue Gas Analysis Measurement

🎮 15 min

This game will help you develop the skills to adjust a central heating boiler, perform a flue gas analysis, and commission the appliance correctly. By the end of this module, you will be able to independently optimise burner pressure and gas/air ratio, and check the Lambda value to ensure combustion efficiency.

11. Valves

🎮 15 min

In this game, you will learn how to hydraulically balance radiators and other heat emitters to achieve optimal comfort and energy efficiency.

12. Installation Space

15 min

This game will cover the requirements for setting up a safe and functional installation space for various types of appliances (A, B, C), with attention to space, ventilation, and exhaust termination.

13. CO Alarms

15 min

This game will help you learn how to correctly position CO alarms so they are effective in detecting carbon monoxide, and can explain the operation and maintenance of the alarm to residents.

14. Mock Assessments

NA

This module will consist of a set of assessments designed to gauge the knowledge of the learners. It will test how well the learners remember the concepts discussed in through the modules of this course.

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