

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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## Introduction

### Qualifications Pack – Courier Delivery Executive

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Courier and Mail Services

**OCCUPATION:** Ground Operations

**REFERENCE ID:** LSC/Q3023

**ALIGNED TO:** NCO-2004/9151.70

**Brief Job Description:** Courier Delivery Executives are also known as Delivery Executives or Couriers. Individuals in this role are on-the-road staff who are responsible for collecting packages from the local office and delivering them to the customers at their doorstep. They are also responsible for verifying customer ID, collecting payment, if applicable and obtaining customer signature. They are a critical part of courier operations as shipment delivery is a crucial activity.

**Personal Attributes:** This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Job Details

<b>Qualifications Pack Code</b>	<b>LSC/Q3023</b>		
<b>Job Role</b>	<b>Courier Delivery Executive</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/04/2015</b>
<b>Sub-sector</b>	<b>Courier and Mail Services</b>	<b>Last reviewed on</b>	<b>10/04/2015</b>
<b>Occupation</b>	<b>Ground Operations</b>	<b>Next review date</b>	<b>10/10/2016</b>
<b>NSQC Clearence on</b>	<b>TBD</b>		

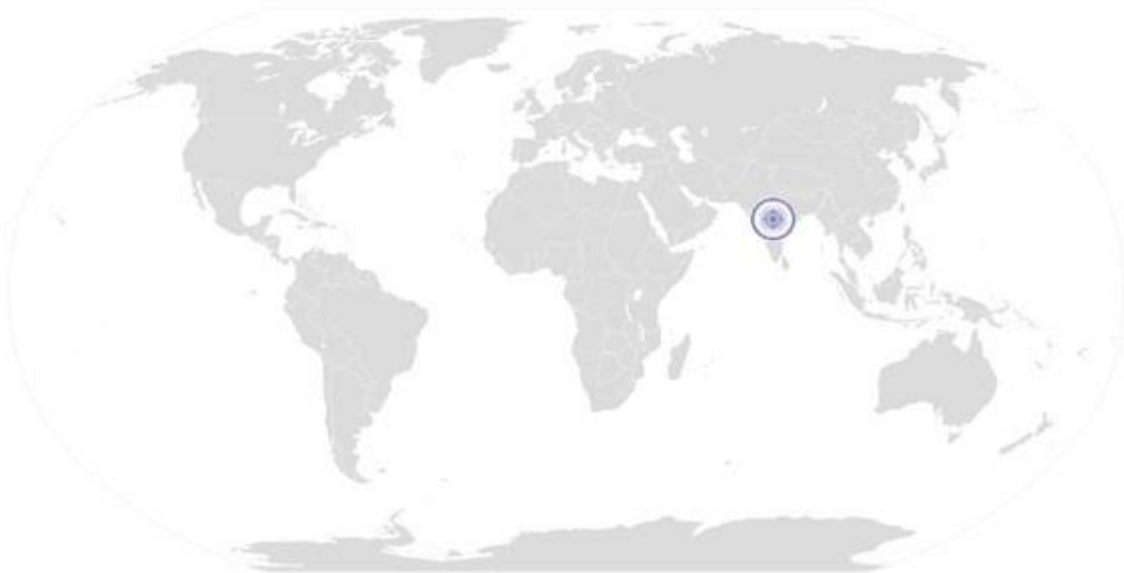
<b>Job Role</b>	<b>Courier Delivery Executive</b> (Delivery Executive, Courier)
<b>Role Description</b>	Deliver shipment to the customers
<b>NSQF level</b>	3
<b>Minimum Educational Qualifications*</b>	Class X (preferable)
<b>Maximum Educational Qualifications*</b>	Diploma/Graduate (Engineering, Arts, Commerce, Science)
<b>Training</b> (Suggested but not mandatory)	Trained in driving vehicles
<b>Minimum Job Entry Age</b>	Above 18 years
<b>Experience</b>	No experience necessary
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>LSC/N3001 (<a href="#">Prepare for Shipment Delivery</a>)</li> <li>LSC/N3002 (<a href="#">Perform Delivery</a>)</li> <li>LSC/N3003 (<a href="#">Perform Post Delivery activities</a>)</li> <li>LSC/N3042 (<a href="#">Maintain Health, Safety and Security measures during shipment delivery</a>)</li> </ol> <p><b>Optional:</b> Not Applicable</p>
<b>Performance Criteria</b>	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

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# National Occupational Standard



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## Overview

This unit is about preparing for shipment delivery.

<b>Unit Code</b>	LSC/N3001
<b>Unit Title (Task)</b>	Prepare for Shipment Delivery
<b>Description</b>	This unit is about preparing for shipment delivery
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Obtain requisite information for delivery</li> <li>• Prepare for delivery</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Obtain requisite information for delivery</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.</p> <p>PC2. Determine whether payment has been made or whether cash has to be collected on delivery.</p> <p>PC3. Understand priorities among orders and deadlines if any from coordinator.</p> <p>PC4. Obtain the optimal routing sequence from the coordinator.</p>
<b>Prepare for delivery</b>	<p>PC5. Collect necessary equipment such as Global Positioning System (GPS), tracking devices, money pouch to carry money safely, etc.</p> <p>PC6. Perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip.</p> <p>PC7. Ensure sufficient availability of missed delivery notes and other stationery.</p> <p>PC8. Collect all the packages to be delivered during the day's trip.</p> <p>PC9. Check to ensure that packages are in good condition and whether the package is to be delivered nearby.</p> <p>PC10. Report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.</p> <p>PC11. Load packages onto vehicle.</p> <p>PC12. Arrange shipments in an optimized manner in the vehicle to save space</p> <p>PC13. Shipments that are to be delivered first are to be arranged closest to the door</p> <p>PC14. Shipments should be arranged in a manner that they are not damaged</p> <p>PC15. Ensure availability to take instructions from supervisor and be flexible to change the day's plan</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures</p> <p>KA2. Knowledge of paperwork to be completed when delivering a package.</p>

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**Prepare for Shipment Delivery**

<p>company / organization and its processes)</p>	<p>KA3. Knowledge of organization's products/services and their pricing          KA4. Procedures for dealing with loss or damage to shipment          KA5. Risk and impact of not following defined procedures/work instructions          KA6. Knowledge of clients and their products being handled          KA7. Knowledge of all relevant safety and security procedures          KA8. Knowledge of coding system followed to label packages.</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of shipment being handled          KB2. Knowledge of operating a computer          KB3. Knowledge of special characteristics and handling requirements of shipment, if any.          KB4. Knowledge of air waybills          KB5. Excellent local and global geographical knowledge          KB6. Ability to read labels and understand delivery details of the package.          KB7. Knowledge of the local areas and routes.          KB8. Knowledge of how to use the GPS and other tracking/navigation devices.          KB9. Knowledge of traffic rules that need to be followed.</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to fill out customer forms and reimbursement forms.          SA2. Fill out any complaint/insurance related forms for damaged shipment</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read labels and understand the labelling codes as per company procedures          SA4. Read and understand customer and package details.          SA5. Read and understand traffic signage.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with customers, supervisors and peers          SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly          SA8. Share best practices with peers and juniors</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to make a decision when customers are not available</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p>

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**Prepare for Shipment Delivery**

	<p>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB3. Ability to concentrate on task at hand and complete it without errors</p> <p>SB4. Be a team player and achieve joint goals</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Understand the customer timelines and ensure that they are met.</p> <p>SB6. Have a well-mannered and pleasant personality and dress-up</p> <p>SB7. Be aware of how to deal with the cultural sensitivity and delivering in case of women receivers</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Identify trends/common causes for errors and suggest possible solutions to the manager.</p> <p>SB9. Ability to rapidly identify and correct errors.</p>
	<p><b>Analytical Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Suggest methods to streamline the delivery process.</p> <p>SB11. Notice common accidents and suggest safety measures to prevent the same</p>
	<p><b>Critical Thinking Skills</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Ability to concentrate on task at hand and complete it without errors</p>	

## NOS Version Control

<b>NOS Code</b>	LSC/N3001		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	10/04/2015
<b>Industry Sub-sector</b>	Couier and Mail Services	<b>Last reviewed on</b>	10/04/2015
<b>Occupation</b>	Ground Operations	<b>Next review date</b>	10/10/2016

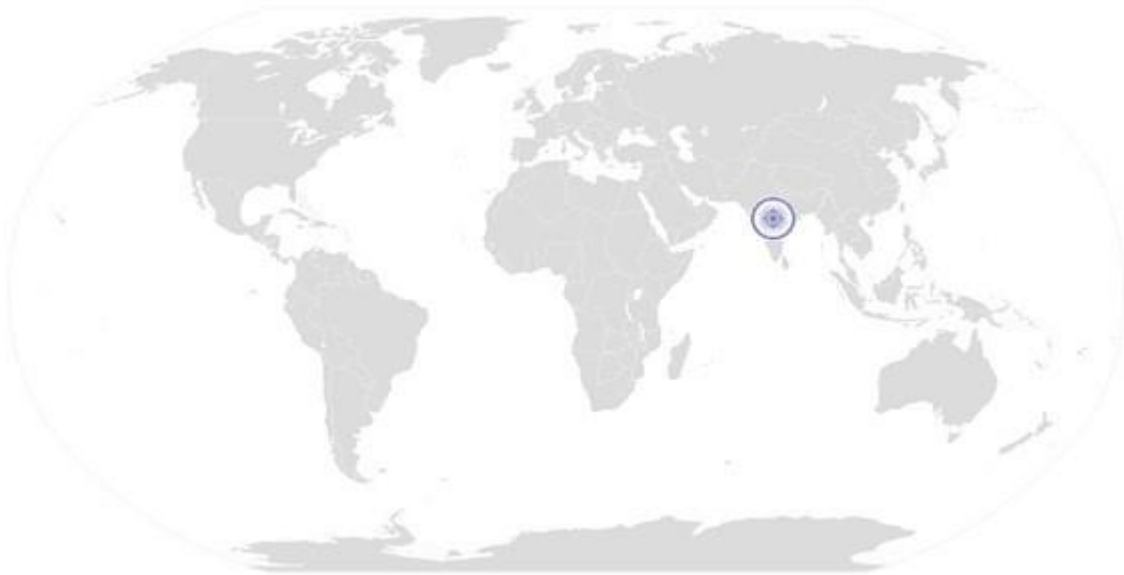


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# National Occupational Standard



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## Overview

This unit is about performing delivery

<b>Unit Code</b>	<b>LSC/N3002</b>
<b>Unit Title (Task)</b>	<b>Perform Delivery</b>
<b>Description</b>	This unit is about performing delivery
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Situations when the customer is available</li> <li>• Situations when the customer is not available</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Situations when the customer is available</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Arrive at the destination.</p> <p>PC2. Greet customer politely and confirm the shipment that had been ordered.</p> <p>PC3. If the package is important or of high value, request customer for a government issued ID card as proof of identity.</p> <p>PC4. Verify and note down the details of the ID proof shown.</p> <p>PC5. Hand over package to customer.</p> <p>PC6. Receive and store cash safely, if the customer had opted for cash on delivery option.</p> <p>PC7. Get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.</p> <p>PC8. Thank the customer and leave premises.</p>
<b>Situations when the customer is not available</b>	<p>PC9. If the customer is not available, contact the customer by telephone and politely explain the situation.</p> <p>PC10. If the package has been paid for and it does not required ID proof verification, hand over package to the person specified by the customer (receiver).</p> <p>PC11. Get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.</p> <p>PC12. Thank the receiver and leave premises.</p> <p>PC13. If the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer</p> <p>PC14. If the customer could not be contacted, leave behind a missed delivery note with contact details.</p> <p>PC15. Change the day plan accordingly to accommodate missed deliveries at the requested times.</p>

Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational procedures KA2. Knowledge of paperwork to be completed when delivering a package. KA3. Knowledge of organization's products/services and their pricing KA4. Procedures for dealing with loss or damage to shipment KA5. Risk and impact of not following defined procedures/work instructions KA6. Knowledge of clients and their products being handled KA7. Knowledge of all relevant safety and security procedures KA8. Knowledge of coding system followed to label packages.
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. Knowledge of types of shipment being handled KB2. Knowledge of operating a computer KB3. Knowledge of special characteristics and handling requirements of shipment, if any. KB4. Knowledge of air waybills KB5. Excellent local and global geographical knowledge KB6. Ability to read labels and understand delivery details of the package. KB7. Knowledge of the local areas and routes. KB8. Knowledge of how to use the GPS and other tracking/navigation devices. KB9. Knowledge of traffic rules that need to be followed.
Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. Ability to fill out customer forms and reimbursement forms. SA2. Fill out any complaint/insurance related forms for damaged shipment
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA3. Read labels and understand the labelling codes as per company procedures SA4. Read and understand customer and package details. SA5. Read and understand traffic signage.
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA6. Communicate clearly with customers, supervisors and peers SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly SA8. Share best practices with peers and juniors

<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. Ability to make a decision when customers are not available
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB3. Ability to concentrate on task at hand and complete it without errors SB4. Be a team player and achieve joint goals
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB5. Understand the customer timelines and ensure that they are met. SB6. Have a well-mannered and pleasant personality and dress-up SB7. Be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the manager. SB9. Ability to rapidly identify and correct errors.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB10. Suggest methods to streamline the delivery process. SB11. Notice common accidents and suggest safety measures to prevent the same
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to: SB12. Ability to concentrate on task at hand and complete it without errors

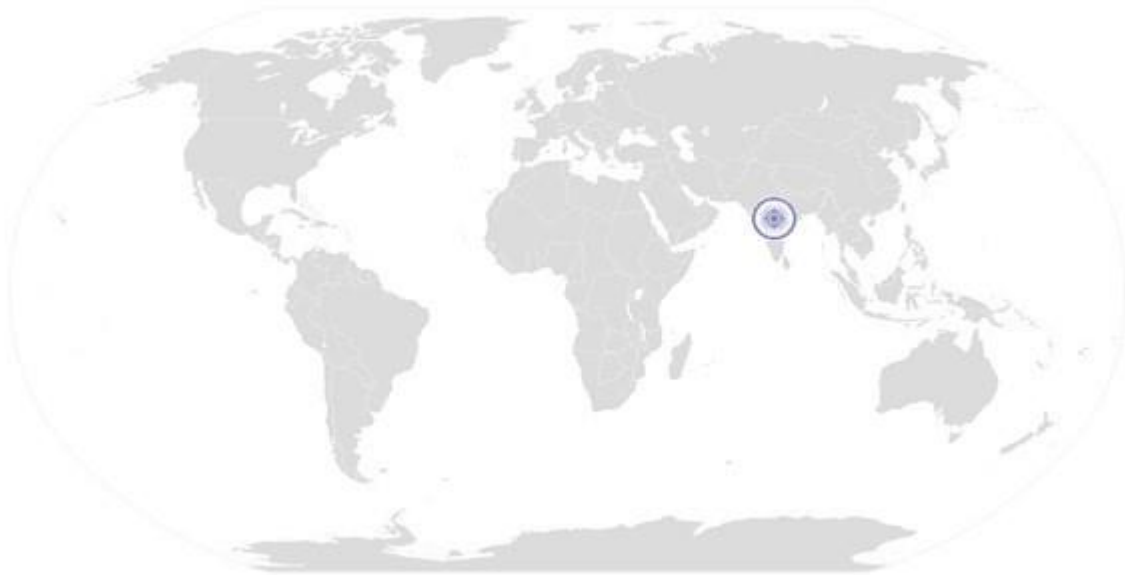
## NOS Version Control

<b>NOS Code</b>	<b>LSC/N3002</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/04/2015</b>
<b>Industry Sub-sector</b>	<b>Courier and Mail Services</b>	<b>Last reviewed on</b>	<b>10/04/2015</b>
<b>Occupation</b>	<b>Ground Operations</b>	<b>Next review date</b>	<b>10/10/2016</b>



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# National Occupational Standard



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## Overview

This unit is about performing post-delivery activities

<b>Unit Code</b>	LSC/N3003
<b>Unit Title (Task)</b>	Perform Post Delivery activities
<b>Description</b>	This unit is about performing post-delivery activities
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Return to office and complete handover to the counter staff</li> <li>Reporting to management</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Return to office and complete handover to the counter staff</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Bring any undelivered packages back to office.            PC2. Document appropriate reason for undelivered package            PC3. Park vehicle and carry out a safety inspection.            PC4. Unload packages and hand them over for storage.            PC5. Return GPS, tracking devices and any unused stationery.            PC6. Handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.</p>
<b>Reporting to management</b>	<p>PC7. Notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan.            PC8. Report any damages to packages that had occurred during transit.            PC9. Provide feedback regarding delays, damages, loss if any etc.            PC10. Account for the money that has been collected from the customers and handed over to the cashier.            PC11. Provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.            PC12. Report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.            PC13. Complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures            KA2. Knowledge of paperwork to be completed when delivering a package.            KA3. Knowledge of organization's products/services and their pricing            KA4. Procedures for dealing with loss or damage to shipment</p>

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**Perform Post Delivery activities**

its processes)	<p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Knowledge of clients and their products being handled</p> <p>KA7. Knowledge of all relevant safety and security procedures</p> <p>KA8. Knowledge of coding system followed to label packages.</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of shipment being handled</p> <p>KB2. Knowledge of operating a computer</p> <p>KB3. Knowledge of special characteristics and handling requirements of shipment, if any.</p> <p>KB4. Knowledge of air waybills</p> <p>KB5. Excellent local and global geographical knowledge</p> <p>KB6. Ability to read labels and understand delivery details of the package.</p> <p>KB7. Knowledge of the local areas and routes.</p> <p>KB8. Knowledge of how to use the GPS and other tracking/navigation devices.</p> <p>KB9. Knowledge of traffic rules that need to be followed.</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to fill out customer forms and reimbursement forms.</p> <p>SA2. Fill out any complaint/insurance related forms for damaged shipment</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read labels and understand the labelling codes as per company procedures</p> <p>SA4. Read and understand customer and package details.</p> <p>SA5. Read and understand traffic signage.</p>
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with customers, supervisors and peers</p> <p>SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA8. Share best practices with peers and juniors</p>
	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to make a decision when customers are not available</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p>



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**Perform Post Delivery activities**

	<p>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB3. Ability to concentrate on task at hand and complete it without errors</p> <p>SB4. Be a team player and achieve joint goals</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Understand the customer timelines and ensure that they are met.</p> <p>SB6. Have a well-mannered and pleasant personality and dress-up</p> <p>SB7. Be aware of how to deal with the cultural sensitivity and delivering in case of women receivers</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Identify trends/common causes for errors and suggest possible solutions to the manager.</p> <p>SB9. Ability to rapidly identify and correct errors.</p>
	<p><b>Analytical Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Suggest methods to streamline the delivery process.</p> <p>SB11. Notice common accidents and suggest safety measures to prevent the same</p>
	<p><b>Critical Thinking Skills</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Ability to concentrate on task at hand and complete it without errors</p>	

## NOS Version Control

<b>NOS Code</b>	LSC/N3003		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	10/04/2015
<b>Industry Sub-sector</b>	Courier and Mail Services	<b>Last reviewed on</b>	10/04/2015
<b>Occupation</b>	Ground Operations	<b>Next review date</b>	10/10/2016



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# National Occupational Standard



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## Overview

This unit is about maintaining health, safety and security standards during shipment delivery

National Occupational Standard	<b>Unit Code</b>	LSC/N3042
	<b>Unit Title (Task)</b>	Maintain health, safety and security standards during shipment delivery
	<b>Description</b>	This unit is about maintaining health, safety and security standards during shipment delivery
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Maintain health, safety and security standards during shipment delivery</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Maintain health, safety and security standards during shipment delivery</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain clean and hygienic vehicle</p> <p>PC2. Take all the necessary precautions when handling packages.</p> <p>PC3. Follow organization procedures with respect to security, materials handling and accidents</p> <p>PC4. Keep the bag with oneself while delivering the documents</p> <p>PC5. Do not leave the documents with security or any 3rd party</p> <p>PC6. Follow traffic rules when driving on the road.</p>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures</p> <p>KA2. Knowledge of paperwork to be completed when delivering a package.</p> <p>KA3. Knowledge of organization's products/services and their pricing</p> <p>KA4. Procedures for dealing with loss or damage to shipment</p> <p>KA5. Risk and impact of not following defined procedures/work instructions</p> <p>KA6. Knowledge of clients and their products being handled</p> <p>KA7. Knowledge of all relevant safety and security procedures</p> <p>KA8. Knowledge of coding system followed to label packages.</p>

LSC/N3042

**Maintain health, safety and security standards during shipment delivery**

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KB1. Knowledge of types of shipment being handled</li> <li>KB2. Knowledge of operating a computer</li> <li>KB3. Knowledge of special characteristics and handling requirements of shipment, if any.</li> <li>KB4. Knowledge of air waybills</li> <li>KB5. Excellent local and global geographical knowledge</li> <li>KB6. Ability to read labels and understand delivery details of the package.</li> <li>KB7. Knowledge of the local areas and routes.</li> <li>KB8. Knowledge of how to use the GPS and other tracking/navigation devices.</li> <li>KB9. Knowledge of traffic rules that need to be followed.</li> </ul>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA1. Ability to fill out customer forms and reimbursement forms.</li> <li>SA2. Fill out any complaint/insurance related forms for damaged shipment</li> </ul> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA3. Read labels and understand the labelling codes as per company procedures</li> <li>SA4. Read and understand customer and package details.</li> <li>SA5. Read and understand traffic signage.</li> </ul> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA6. Communicate clearly with customers, supervisors and peers</li> <li>SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</li> <li>SA8. Share best practices with peers and juniors</li> </ul>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB1. Ability to make a decision when customers are not available</li> </ul> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</li> <li>SB3. Ability to concentrate on task at hand and complete it without errors</li> <li>SB4. Be a team player and achieve joint goals</li> </ul>

LSC/N3042

**Maintain health, safety and security standards during shipment delivery**

	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to: SB5. Understand the customer timelines and ensure that they are met. SB6. Have a well-mannered and pleasant personality and dress-up SB7. Be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the manager. SB9. Ability to rapidly identify and correct errors.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB10. Suggest methods to streamline the delivery process. SB11. Notice common accidents and suggest safety measures to prevent the same
<b>Critical Thinking Skills</b>	
The user/individual on the job needs to know and understand how to: SB12. Ability to concentrate on task at hand and complete it without errors	



## NOS Version Control

<b>NOS Code</b>	LSC/N3042		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	10/04/2015
<b>Industry Sub-sector</b>	Courier and Mail Services	<b>Last reviewed on</b>	10/04/2015
<b>Occupation</b>	Ground Operations	<b>Next review date</b>	10/10/2016

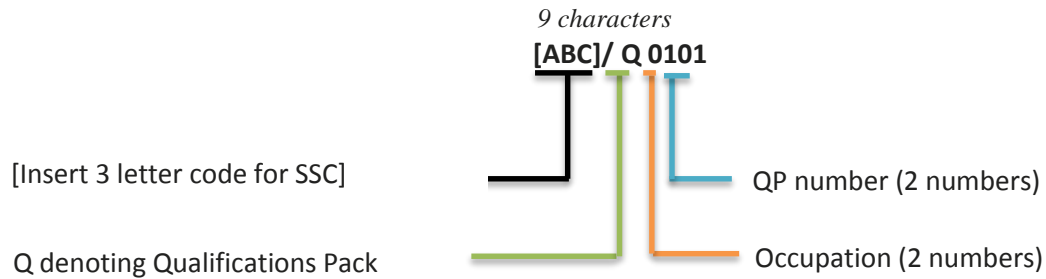


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## Annexure

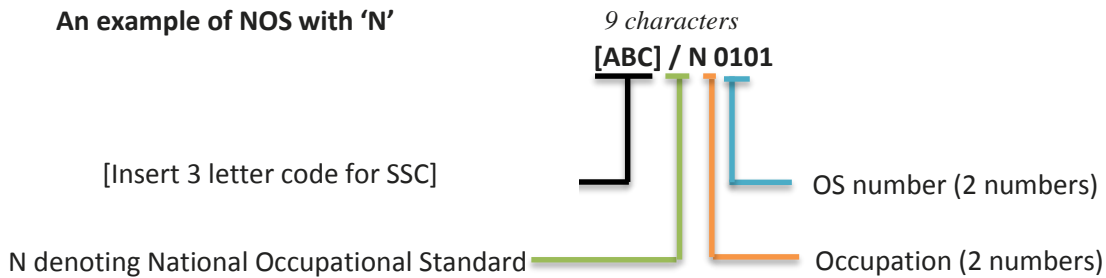
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'





*Qualifications Pack for Courier Delivery Executive*

The following acronyms/codes have been used in the nomenclature above:

<b>Sub-sector</b>	<b>Range of Occupation numbers</b>
<b>Warehousing Storage</b>	<b>21,23</b>
<b>Warehouse Packaging</b>	<b>22,23</b>
<b>Land Transportation</b>	<b>11,14</b>
<b>Shipping Transportation</b>	<b>12,14</b>
<b>Air Transportation</b>	<b>13</b>
<b>Courier and Mail Services</b>	<b>30</b>

<b>Sequence</b>	<b>Description</b>	<b>Example</b>
<b>Three letters</b>	Industry name	LSC
<b>Slash</b>	/	/
<b>Next letter</b>	Whether <b>QP</b> or <b>NOS</b>	N
<b>Next two numbers</b>	Occupation code	01
<b>Next two numbers</b>	OS number	01

*Qualifications Pack for Courier Delivery Executive*

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role:** Courier Delivery Executive

**Qualification Pack:** LSC/Q3023

**Sector Skill Council:** LSC

**Guidelines for Assessment**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/N3001 (Prepare for Shipment Delivery)	PC1. Obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.	<b>100</b>	8	2	6
	PC2. Determine whether payment has been made or whether cash has to be collected on delivery.		8	2	6
	PC3. Understand priorities among orders and deadlines if any from coordinator.		8	2	6
	PC4. Obtain the optimal routing sequence from the coordinator.		8	2	6
	PC5. Collect necessary equipment such as Global Positioning System (GPS), tracking devices, money pouch to carry money safely, etc.		8	2	6
	PC6. Perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip.		8	2	6
	PC7. Ensure sufficient availability of missed delivery notes and other stationery.		8	2	6
	PC8. Collect all the packages to be delivered during the day's trip.		8	2	6
	PC9. Check to ensure that packages are in good condition and whether the package is to be delivered nearby.		8	2	6

*Qualifications Pack for Courier Delivery Executive*

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC10. Report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.		8	2	6
	PC11. Load packages onto vehicle.		4	1	3
	PC12. Arrange shipments in an optimized manner in the vehicle to save space		4	1	3
	PC13. Shipments that are to be delivered first are to be arranged closest to the door		4	1	3
	PC14. Shipments should be arranged in a manner that they are not damaged		4	1	3
	PC15. Ensure availability to take instructions from supervisor and be flexible to change the day's plan		4	1	3
			<b>Total</b>	100	25
2.LSC/N3002 (Perform Delivery)	PC1. Arrive at the destination.	<b>100</b>	5	1	4
	PC2. Greet customer politely and confirm the shipment that had been ordered.		5	1	4
	PC3. If the package is important or of high value, request customer for a government issued ID card as proof of identity.		10	2	8
	PC4. Verify and note down the details of the ID proof shown.		10	2	8
	PC5. Hand over package to customer.		5	1	4
	PC6. Receive and store cash safely, if the customer had opted for cash on delivery option.		5	1	4
	PC7. Get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.		10	2	8
	PC8. Thank the customer and leave premises.		5	1	4
	PC9. If the customer is not available, contact the customer by telephone and politely explain the situation.		10	2	8
	PC10. If the package has been paid for and it does not required ID proof verification, hand over package to the person specified by the customer (receiver).		5	1	4
	PC11. Get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.		5	1	4
	PC12. Thank the receiver and leave premises.		5	1	4
	PC13. If the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer		10	2	8

*Qualifications Pack for Courier Delivery Executive*

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC14. If the customer could not be contacted, leave behind a missed delivery note with contact details.		5	1	4
	PC15. Change the day plan accordingly to accommodate missed deliveries at the requested times.		5	1	4
		<b>Total</b>	100	20	80
3. LSC/N3003 (Perform Post Delivery activities)	PC1. Bring any undelivered packages back to office.	<b>100</b>	8	2	6
	PC2. Document appropriate reason for undelivered package		8	2	6
	PC3. Park vehicle and carry out a safety inspection.		4	1	3
	PC4. Unload packages and hand them over for storage.		8	2	6
	PC5. Return GPS, tracking devices and any unused stationery.		4	1	3
	PC6. Handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.		8	2	6
	PC7. Notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan.		8	2	6
	PC8. Report any damages to packages that had occurred during transit.		12	3	9
	PC9. Provide feedback regarding delays, damages, loss if any etc.		8	2	6
	PC10. Account for the money that has been collected from the customers and handed over to the cashier.		8	2	6
	PC11. Provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.		4	1	3
	PC12. Report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.		8	2	6
	PC13. Complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.	12	3	9	
		<b>Total</b>	100	25	75
4. LSC/N3042 (Maintain health, safety and security)	PC1. Maintain clean and hygienic vehicle	<b>100</b>	10	2	8

*Qualifications Pack for Courier Delivery Executive*

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
standards during shipment delivery)					
	PC2. Take all the necessary precautions when handling packages.		30	6	24
	PC3. Follow organization procedures with respect to security, materials handling and accidents		30	6	24
	PC4. Keep the bag with oneself while delivering the documents		10	2	8
	PC5. Do not leave the documents with security or any 3rd party		10	2	8
	PC6. Follow traffic rules when driving on the road.		10	2	8
		<b>Total</b>	100	20	80

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