

## 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 – Shipment Query Handler

**SECTOR:** LOGISTICS

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

**OCCUPATION:** Customer Support

**REFERENCE ID:** LSC/Q3031

**ALIGNED TO:** NCO-2004/5220.22

**Brief Job Description:** Shipment Query Handlers are also known as Contact Center Executives. Individuals in this role, who work out of customer care centers or corporate offices, are responsible for providing customer service support over the phones and re-directing the calls to the concerned department, or to the Delivery Management Cell. They are a key customer-facing role in the courier sub-sector.

**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/Q3031</b>                 |                         |                   |
| <b>Job Role</b>                 | <b>Shipment Query Handler</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>Customer Support</b>          | <b>Next review date</b> | <b>10/10/2016</b> |
| <b>NSQC Clearance on</b>        | <b>TBD</b>                       |                         |                   |

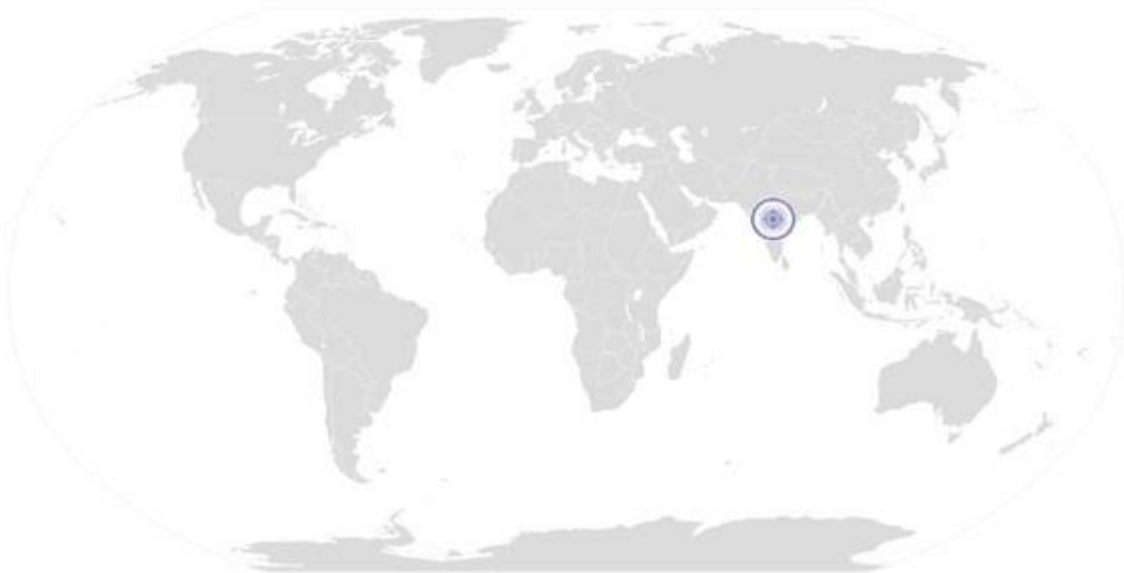
|   |  |
|---|--|
| <b>Job Role</b>   | <b>Shipment Query Handler<br/>(Contact Center Executive)</b>   |
| <b>Role Description</b>                                 | Provide customer service support over the phone by re-directing calls to the concerned department, or to the Delivery Management Cell  |
| <b>NSQF level</b>                                       | 4  |
| <b>Minimum Educational Qualifications*</b>              | Class X (preferable)   |
| <b>Maximum Educational Qualifications*</b>              | Diploma/Graduate (Engineering, Arts, Commerce, Science)  |
| <b>Training</b><br>(Suggested but not mandatory)        | NA   |
| <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/N3024 (<a href="#">Prepare to handle customer queries</a>)</li> <li>LSC/N3025 (<a href="#">Provide customer query support</a>)</li> <li>LSC/N3026 (<a href="#">Post customer query support</a>)</li> <li>LSC/N3050 (<a href="#">Maintain health, safety and security standards while handling customer queries</a>)</li> </ol> <p><b>Optional:</b><br/>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 to handle customer queries

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|---|---|
| <b>Unit Code</b>  | <b>LSC/N3024</b>  |
| <b>Unit Title (Task)</b>  | <b>Prepare to handle customer queries</b>   |
| <b>Description</b>  | This unit is about preparing to handle customer queries   |
| <b>Scope</b>  | <p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Prepare to handle customer queries</li> <li>• Safety and Security aspects</li> </ul>  |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>   |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Prepare to handle customer queries</b>   | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure the telephone line is uninterrupted and working without any electrical/physical disturbance.</p> <p>PC2. Keep the query resolution book on the desk for reference (if applicable).</p> <p>PC3. Boot the computer and login using the provided company credentials.</p> <p>PC4. Open software required to perform the service support task.</p>   |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(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. Procedures for dealing with errors committed with reference to the service support.</p> <p>KA3. Risk and impact of not following defined procedures/work instructions .</p> <p>KA4. Escalation matrix for reporting identified problems</p> <p>KA5. Chain of command for reporting problems</p> <p>KA6. A clear understanding and extensive knowledge of the company, services offered, and related solutions to problems.</p> <p>KA7. Knowledge of company policies and legal aspects.</p> |
| <b>B. Technical Knowledge</b>   | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of common problems and solutions for the same</p> <p>KB2. Knowledge to use the computer for electronic documentation of information.</p> <p>KB3. Knowledge to use the company software to manage and update phone logs.</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 take swift notes regularly for later reference.</p> <p>SA2. Prepare reports for management, if necessary.</p>  |

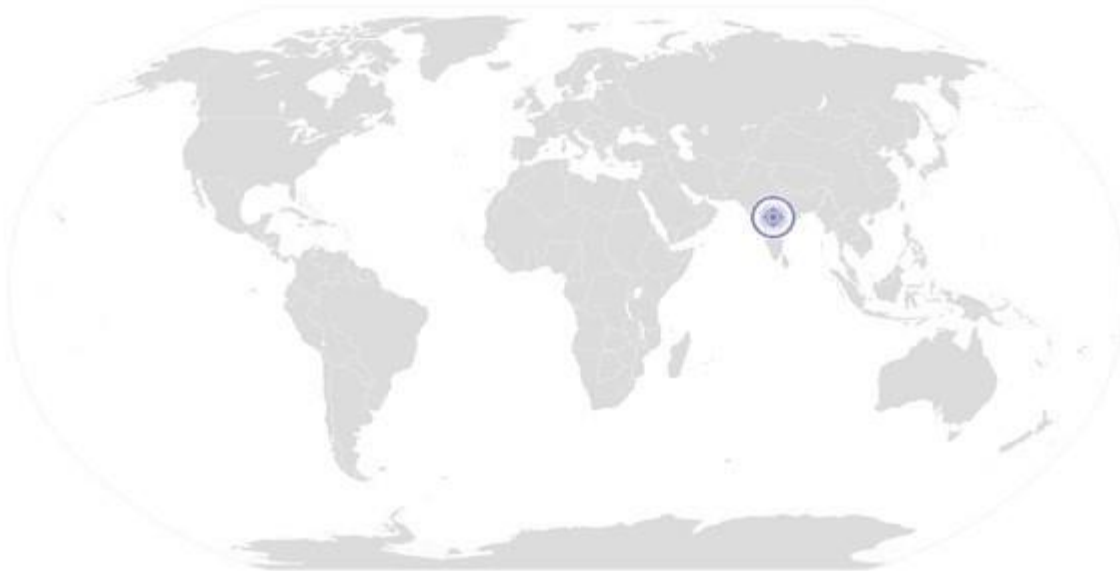
**Prepare to handle customer queries**

|                               |  |
|-------------------------------|--|
|                               | SA3. Ability to write effective e-mails  |
|                               | <b>Reading Skills</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SA4. Read the notes of the call.  |
|                               | <b>Oral Communication (Listening and Speaking skills)</b>  |
| <b>B. Professional Skills</b> | The user/individual on the job needs to know and understand how to:<br>SA5. Speak in a clear and polite manner to the customer and ensure there is no communication gap.<br>SA6. Converse in regional language to build rapport with customers.<br>SA7. Listen carefully to customers and ensure a good audibility and clarity throughout the conversation.<br>SA8. Share best practices with peers and juniors. |
|                               | <b>Decision Making</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB1. Act objectively, rather than impulsively or emotionally when speaking to hard-to-handle customers.   |
|                               | <b>Plan and Organize</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB2. Prioritize and execute tasks within the scheduled time limits<br>SB3. Maintain schedules and punctuality and avoid absenteeism.<br>SB4. Schedule and ensure daily targets are met.<br>SB5. Develop a positive attitude to keep stress levels low.  |
|                               | <b>Customer Centricity</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB6. Define issue/problem after relevant questioning from the customer.<br>SB7. Build rapport with customers to create positive experience for them.<br>SB8. Implement solution by taking necessary action.   |
|                               | <b>Problem Solving</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB9. Identify trends/common causes for errors and suggest possible solutions to the customs broker.<br>SB10. Handle day to day problems like delays, staffing shortage, etc.  |

LSC/N3024

**Prepare to handle customer queries**

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|--|--|
|  | <b>Analytical Skills</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB11. Verify the authenticity of the customer and shipment information by checking with the database. |
|  | <b>Critical Thinking Skills</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB12. Ability to concentrate on task at hand and complete it without errors.                          |





## NOS Version Control

|                            |                           |                         |            |
|----------------------------|---------------------------|-------------------------|------------|
| <b>NOS Code</b>            | LSC/N3024                 |                         |            |
| <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>          | Customer Support          | <b>Next review date</b> | 10/10/2016 |



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# National Occupational Standard



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## Overview

This unit is about providing customer query support

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|---|---|
| <b>Unit Code</b>  | <b>LSC/N3025</b>  |
| <b>Unit Title (Task)</b>  | <b>Provide customer query support</b>   |
| <b>Description</b>  | This unit is about providing customer query support   |
| <b>Scope</b>  | <p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Engage with the customer</li> <li>Coordinate with the Delivery Management Cell</li> <li>Safety and Security aspects</li> </ul>  |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>   |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Engage with the customer</b>   | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Answer telephone call and greet the customer.</p> <p>PC2. Clearly mention the name of the company and that they have reached the customer contact center.</p> <p>PC3. Request the customer for his/her name and consignment booking information.</p> <p>PC4. Verify if the disclosed customer information matches with the ID registered in the system.</p> <p>PC5. Listen to the customer's query very carefully.</p> <p>PC6. Raise questions on query-related clarifications, if necessary.</p> <p>PC7. Identify the issue.</p> |
| <b>Coordinate with the Delivery Management Cell</b>   | <p>PC8. Assess if the issue needs to be redirected.</p> <p>PC9. Inform the customer that the query will be re-directed to the concerned department for issue resolution.</p> <p>PC10. Request customer to stay on-line while coordinating Delivery Management Cell or raise internal query to the appropriate department.</p> <p>PC11. Inform the customer about the status of the query and the likely date it would be resolved</p>   |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(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. Procedures for dealing with errors committed with reference to the service support.</p> <p>KA3. Risk and impact of not following defined procedures/work instructions .</p> <p>KA4. Escalation matrix for reporting identified problems</p>   |

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**Provide customer query support**

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|--|---|
|  | <p>KA5. Chain of command for reporting problems</p> <p>KA6. A clear understanding and extensive knowledge of the company, services offered, and related solutions to problems.</p> <p>KA7. Knowledge of company policies and legal aspects.</p>   |
| <p><b>B. Technical Knowledge</b></p>             | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of common problems and solutions for the same</p> <p>KB2. Knowledge to use the computer for electronic documentation of information.</p> <p>KB3. Knowledge to use the company software to manage and update phone logs.</p>   |
| <p><b>Skills (S)</b></p>                         |   |
| <p><b>A. Core Skills/<br/>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 take swift notes regularly for later reference.</p> <p>SA2. Prepare reports for management, if necessary.</p> <p>SA3. Ability to write effective e-mails</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read the notes of the call.</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>SA5. Speak in a clear and polite manner to the customer and ensure there is no communication gap.</p> <p>SA6. Converse in regional language to build rapport with customers.</p> <p>SA7. Listen carefully to customers and ensure a good audibility and clarity throughout the conversation.</p> <p>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. Act objectively , rather than impulsively or emotionally when speaking to hard-to-handle customers.</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Prioritize and execute tasks within the scheduled time limits</p> <p>SB3. Maintain schedules and punctuality and avoid absenteeism.</p> <p>SB4. Schedule and ensure daily targets are met.</p> <p>SB5. Develop a positive attitude to keep stress levels low.</p>   |

**Provide customer query support**

|   |  |
|---|--|
|   | <b>Customer Centricity</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SB6. Define issue/problem after relevant questioning from the customer.<br>SB7. Build rapport with customers to create positive experience for them.<br>SB8. Implement solution by taking necessary action. |
|   | <b>Problem Solving</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SB9. Identify trends/common causes for errors and suggest possible solutions to the customs broker.<br>SB10. Handle day to day problems like delays, staffing shortage, etc.                                |
|   | <b>Analytical Skills</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SB11. Verify the authenticity of the customer and shipment information by checking with the database.   |
| <b>Critical Thinking Skills</b>   |  |
| The user/individual on the job needs to know and understand how to:<br>SB12. Ability to concentrate on task at hand and complete it without errors. |  |



## NOS Version Control

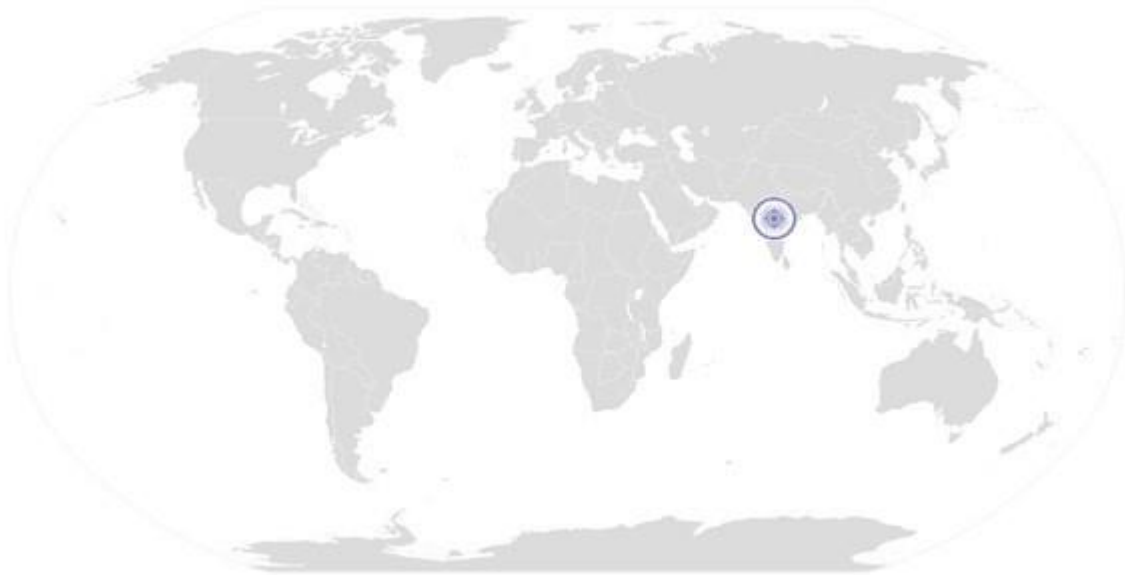
|                            |                                  |                         |                   |
|----------------------------|----------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>LSC/N3025</b>                 |                         |                   |
| <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>Customer Support</b>          | <b>Next review date</b> | <b>10/10/2016</b> |



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## Overview

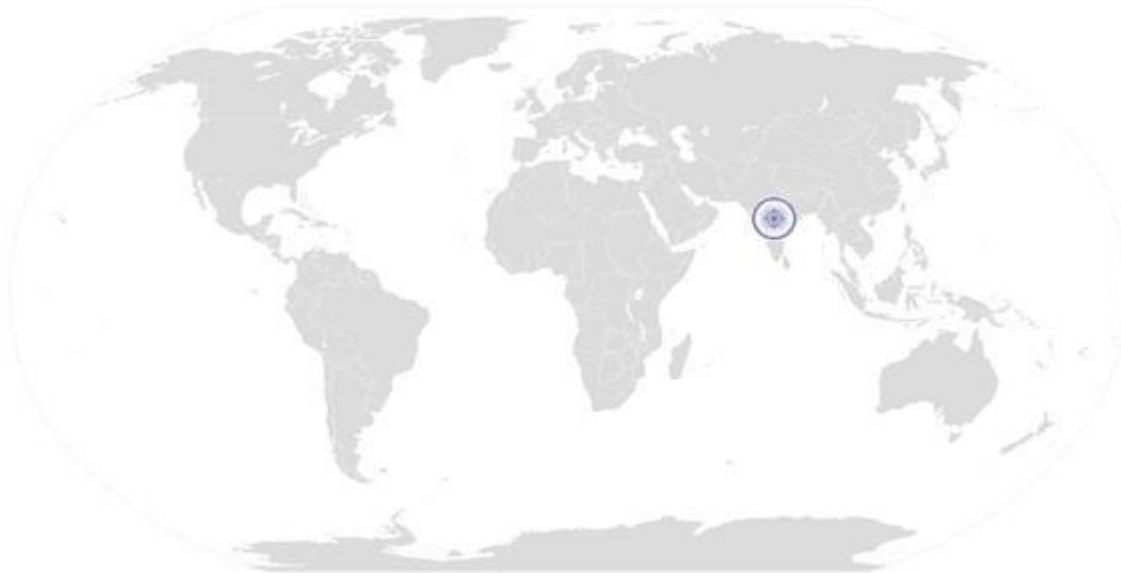
This unit is about providing post customer query support

|   |   |
|---|---|
| <b>Unit Code</b>  | <b>LSC/N3026</b>  |
| <b>Unit Title (Task)</b>  | <b>Post customer query support</b>  |
| <b>Description</b>  | This unit is about providing post customer query support  |
| <b>Scope</b>  | <p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Reporting and documentation</li> <li>• Safety and Security aspects</li> </ul>   |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>   |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Reporting and documentation</b>  | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Maintain detailed call activity reports for internal use.</p> <p>PC2. Provide weekly activity/statistical summary report to the upper management.</p>   |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(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. Procedures for dealing with errors committed with reference to the service support.</p> <p>KA3. Risk and impact of not following defined procedures/work instructions .</p> <p>KA4. Escalation matrix for reporting identified problems</p> <p>KA5. Chain of command for reporting problems</p> <p>KA6. A clear understanding and extensive knowledge of the company, services offered, and related solutions to problems.</p> <p>KA7. Knowledge of company policies and legal aspects.</p> |
| <b>B. Technical Knowledge</b>   | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of common problems and solutions for the same</p> <p>KB2. Knowledge to use the computer for electronic documentation of information.</p> <p>KB3. Knowledge to use the company software to manage and update phone logs.</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 take swift notes regularly for later reference.</p>  |



|                               |  |
|-------------------------------|--|
|                               | SA2. Prepare reports for management, if necessary.<br>SA3. Ability to write effective e-mails  |
|                               | <b>Reading Skills</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SA4. Read the notes of the call.  |
|                               | <b>Oral Communication (Listening and Speaking skills)</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SA5. Speak in a clear and polite manner to the customer and ensure there is no communication gap.<br>SA6. Converse in regional language to build rapport with customers.<br>SA7. Listen carefully to customers and ensure a good audibility and clarity throughout the conversation.<br>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:<br>SB1. Act objectively , rather than impulsively or emotionally when speaking to hard-to-handle customers.  |
|                               | <b>Plan and Organize</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB2. Prioritize and execute tasks within the scheduled time limits<br>SB3. Maintain schedules and punctuality and avoid absenteeism.<br>SB4. Schedule and ensure daily targets are met.<br>SB5. Develop a positive attitude to keep stress levels low.  |
|                               | <b>Customer Centricity</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB6. Define issue/problem after relevant questioning from the customer.<br>SB7. Build rapport with customers to create positive experience for them.<br>SB8. Implement solution by taking necessary action.   |
|                               | <b>Problem Solving</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB9. Identify trends/common causes for errors and suggest possible solutions to the customs broker.   |

|  |  |
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|  | <p>SB10. Handle day to day problems like delays, staffing shortage, etc.</p>   |
|  | <p><b>Analytical Skills</b></p>  |
|  | <p>The user/individual on the job needs to know and understand how to:<br/>SB11. Verify the authenticity of the customer and shipment information by checking with the database.</p> |
|  | <p><b>Critical Thinking Skills</b></p>   |
|  | <p>The user/individual on the job needs to know and understand how to:<br/>SB12. Ability to concentrate on task at hand and complete it without errors.</p>                          |



## NOS Version Control

|                            |                           |                         |            |
|----------------------------|---------------------------|-------------------------|------------|
| <b>NOS Code</b>            | LSC/N3026                 |                         |            |
| <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>          | Customer Support          | <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 while handling customer queries

|                                |   |   |
|--------------------------------|---|---|
| National Occupational Standard | <b>Unit Code</b>  | LSC/N3050   |
|                                | <b>Unit Title (Task)</b>  | Maintain health, safety and security standards while handling customer queries  |
|                                | <b>Description</b>  | This unit is about maintaining health, safety and security standards while handling customer queries  |
|                                | <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 while handling customer queries</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 while handling customer queries</b>           | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with data safety regulations of the organization</p> <p>PC2. Follow all security procedures with respect to company information</p> <p>PC3. Follow all precautionary data handling procedures</p> <p>PC4. Recognize and report unsafe conditions and practices.</p>  |
|                                | <b>Knowledge and Understanding (K)</b>  |   |
|                                | <b>A. Organizational Context</b><br>(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. Procedures for dealing with errors committed with reference to the service support.</p> <p>KA3. Risk and impact of not following defined procedures/work instructions .</p> <p>KA4. Escalation matrix for reporting identified problems</p> <p>KA5. Chain of command for reporting problems</p> <p>KA6. A clear understanding and extensive knowledge of the company, services offered, and related solutions to problems.</p> <p>KA7. Knowledge of company policies and legal aspects.</p> |
|                                | <b>B. Technical Knowledge</b>   | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of common problems and solutions for the same</p> <p>KB2. Knowledge to use the computer for electronic documentation of information.</p> <p>KB3. Knowledge to use the company software to manage and update phone logs.</p>   |

| Skills (S)                                |  |
|---|--|
| <b>A. Core Skills/<br/>Generic Skills</b> | <b>Writing Skills</b>  |
|   | The user/ individual on the job needs to know and understand how to:<br><br>SA1. Ability to take swift notes regularly for later reference.<br>SA2. Prepare reports for management, if necessary.<br>SA3. Ability to write effective e-mails   |
|   | <b>Reading Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:<br><br>SA4. Read the notes of the call.  |
| <b>B. Professional Skills</b>             | <b>Oral Communication (Listening and Speaking skills)</b>  |
|   | The user/individual on the job needs to know and understand how to:<br><br>SA5. Speak in a clear and polite manner to the customer and ensure there is no communication gap.<br>SA6. Converse in regional language to build rapport with customers.<br>SA7. Listen carefully to customers and ensure a good audibility and clarity throughout the conversation.<br>SA8. Share best practices with peers and juniors. |
|   | <b>Decision Making</b>   |
|   | The user/individual on the job needs to know and understand how to:<br><br>SB1. Act objectively, rather than impulsively or emotionally when speaking to hard-to-handle customers.   |
| <b>B. Professional Skills</b>             | <b>Plan and Organize</b>   |
|   | The user/individual on the job needs to know and understand how to:<br><br>SB2. Prioritize and execute tasks within the scheduled time limits<br>SB3. Maintain schedules and punctuality and avoid absenteeism.<br>SB4. Schedule and ensure daily targets are met.<br>SB5. Develop a positive attitude to keep stress levels low.  |
|   | <b>Customer Centricity</b>   |
|   | The user/individual on the job needs to know and understand how to:<br><br>SB6. Define issue/problem after relevant questioning from the customer.<br>SB7. Build rapport with customers to create positive experience for them.<br>SB8. Implement solution by taking necessary action.   |

|  |   |
|--|---|
|  | <b>Problem Solving</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB9. Identify trends/common causes for errors and suggest possible solutions to the customs broker.<br>SB10. Handle day to day problems like delays, staffing shortage, etc. |
|  | <b>Analytical Skills</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB11. Verify the authenticity of the customer and shipment information by checking with the database.  |
|  | <b>Critical Thinking Skills</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB12. Ability to concentrate on task at hand and complete it without errors.   |





## NOS Version Control

|                            |                           |                         |            |
|----------------------------|---------------------------|-------------------------|------------|
| <b>NOS Code</b>            | LSC/N3050                 |                         |            |
| <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>          | Customer Support          | <b>Next review date</b> | 10/10/2016 |

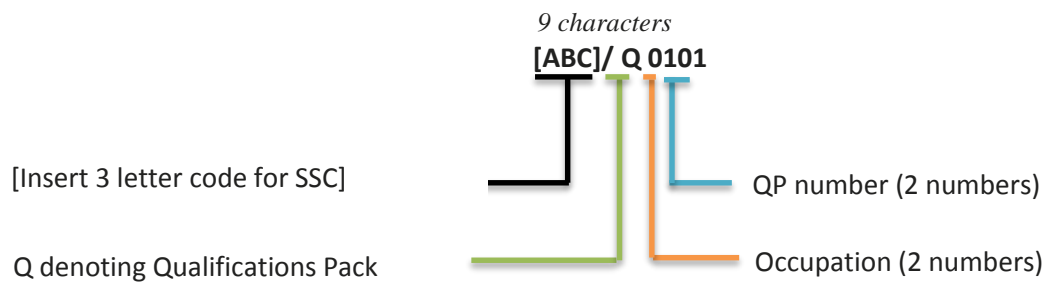


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## Annexure

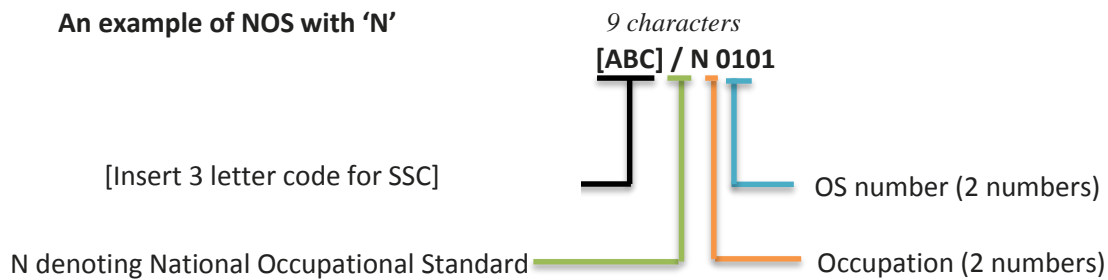
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

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



*Qualifications Pack for Shipment Query Handler*

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

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

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

*Qualifications Pack for Shipment Query Handler*

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role:** Shipment Query Handler

**Qualification Pack:** LSC/Q3031

**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/N3024<br>(Prepare to handle customer queries) | PC1. Ensure the telephone line is uninterrupted and working without any electrical/physical disturbance. | <b>100</b>       | 25     | 5      | 20               |
|  | PC2. Keep the query resolution book on the desk for reference (if applicable).                           |                  | 25     | 5      | 20               |
|  | PC3. Boot the computer and login using the provided company credentials.                                 |                  | 25     | 5      | 20               |
|  | PC4. Open software required to perform the service support task.   |                  | 25     | 5      | 20               |
|  |  | <b>Total</b>     | 100    | 20     | 80               |
| 2. LSC/N3025<br>(Provide customer query support)     | PC1. Answer telephone call and greet the customer.   | <b>100</b>       | 10     | 4      | 6                |

*Qualifications Pack for Shipment Query Handler*

| Assessment outcomes                        | Assessment Criteria for outcomes  | Total Marks  | Out of       | Marks Allocation |                  |
|--|---|--------------|--------------|------------------|------------------|
|  |   |              |              | Theory           | Skills Practical |
|  | PC2. Clearly mention the name of the company and that they have reached the customer contact center.                                      |              | 10           | 4                | 6                |
|  | PC3. Request the customer for his/her name and consignment booking information.   |              | 10           | 4                | 6                |
|  | PC4. Verify if the disclosed customer information matches with the ID registered in the system.   |              | 5            | 2                | 3                |
|  | PC5. Listen to the customer's query very carefully.   |              | 5            | 2                | 3                |
|  | PC6. Raise questions on query-related clarifications, if necessary.   |              | 10           | 2                | 8                |
|  | PC7. Identify the issue.  |              | 10           | 2                | 8                |
|  | PC8. Assess if the issue needs to be redirected.  |              | 10           | 2                | 8                |
|  | PC9. Inform the customer that the query will be re-directed to the concerned department for issue resolution.                             |              | 10           | 2                | 8                |
|  | PC10. Request customer to stay on-line while coordinating Delivery Management Cell or raise internal query to the appropriate department. |              | 10           | 4                | 6                |
|  | PC11. Inform the customer about the status of the query and the likely date it would be resolved  |              | 10           | 2                | 8                |
|  |   |              | <b>Total</b> | 100              | 30               |
| 3. LSC/N3026 (Post customer query support) | PC1. Maintain detailed call activity reports for internal use.  | <b>100</b>   | 50           | 10               | 40               |
|  | PC2. Provide weekly activity/statistical summary report to the upper management.  |              | 50           | 10               | 40               |
|  |   | <b>Total</b> | 100          | 25               | 75               |

*Qualifications Pack for Shipment Query Handler*

| Assessment outcomes  | Assessment Criteria for outcomes  | Total Marks  | Out of | Marks Allocation |                  |
|--|---|--------------|--------|------------------|------------------|
|  |   |              |        | Theory           | Skills Practical |
| 4. LSC/N3050<br>(Maintain health, safety and security standards while handling customer queries) | PC1. Comply with data safety regulations of the organization            | <b>100</b>   | 25     | 5                | 20               |
|  | PC2. Follow all security procedures with respect to company information |              | 25     | 5                | 20               |
|  | PC3. Follow all precautionary data handling procedures                  |              | 25     | 5                | 20               |
|  | PC4. Recognize and report unsafe conditions and practices.              |              | 25     | 5                | 20               |
|  |   | <b>Total</b> | 100    | 20               | 80               |

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