Logistics Sector Skill Council, Ground Floor, Temple Tower, No.476, Anna Salai, Nandanam, Chennai, Tamil Nadu, 600035

**QP Code: LSC/Q1801**

**QP Version: 1.0**

**NSQF Level: 3**

**Model Curriculum Version: 1.0**

**Model Curriculum**

**QP Name: Consignment Delivery Executive**

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# Training Parameters

|  |  |
| --- | --- |
| **Sector** | Logistics |
| **Sub-Sector** | Courier & Mail Services |
| **Occupation** | Ground Operations (Delivery and Pickup) |
| **Country** | India |
| **NSQF Level** | 3 |
| **Aligned to NCO/ISCO/ISIC Code** | NCO-2004/9151.70 |
| **Minimum Educational Qualiﬁcation and Experience** | 12 grade passOR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diplomaOR 10th grade pass plus 2-year NTCOR 10th grade pass plus 1-year NTC plus 1 year NACOR 8th pass plus 2-year NTC plus 1-Year NAC plus CITSOR 10th grade pass and pursuing continuous schoolingOR 10th Grade Pass with 2 years relevant experienceOR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3 year relevant experienceOR Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience |
| **Pre-Requisite License or Training** | NA |
| **Minimum Job Entry Age** | 18 Years |
| **Last Reviewed On** | 20/01/2023 |
| **Next Review Date** | 19/07/2023 |
| **NSQC Approval Date** | 19/01/2023 |
| **QP Version** | 1.0 |
| **Model Curriculum Creation Date** |  06/01/2023 |
| **Model Curriculum Valid Up to Date** |  19/07/2023 |
| **Model Curriculum Version** | 1.0 |
| **Minimum Duration of the Course** | 210 hrs |
| **Maximum Duration of the Course** | 210 hrs |

# Program Overview

This section summarizes the end objectives of the program along with its duration.

#### Training Outcomes

At the end of the program, the learner will be able to:

* Detail the various tasks to be performed while preparing for shipment delivery
* Describe the inspection process of vehicles
* Perform delivery as per standard operating procedure
* Perform the necessary tasks post delivery

#### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **NOS and Module Details** | **Theory Duration** | **Practical Duration** | **On-the-Job Training Duration (Mandatory)** | **On-the-Job Training Duration (Recommended)** | **Total Duration** |
| **LSC/N3001: Prepare for Shipment Delivery NOS Version 2.0****NSQF Level 3** | **05:00** | **10:00** | **00:00** | **00:00** | **15:00** |
| Module 1: Preparation for Shipment Delivery | 05:00 | 10:00 | 00:00 | 00:00 | 15:00 |
| **LSC/N3002: Perform Delivery****NOS Version 2.0****NSQF Level 3** | **20:00** | **40:00** | **00:00** | **00:00** | **60:00** |

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Module 2: Delivery | 20:00 | 40:00 | 00:00 | 00:00 | 60:00 |
| **LSC/N3003: Perform Post Delivery activities****NOS Version 2.0****NSQF Level 3** | **05:00** | **10:00** | **00:00** | **00:00** | **15:00** |
| Module 3: Post Delivery Activities | 05:00 | 10:00 | 00:00 | 00:00 | 15:00 |
| **DGT/VSQ/N0104****Employability Skills**  |  **30:00** |  **90:00** |  **00:00** |  **00:00** |  **120:00** |
| **Total Duration** | **60:00** | **150:00** | **00:00** | **00:00** | **210:00** |

**Module Details**

### Module 1: Preparation for Shipment Delivery

##### Mapped to LSC/N3001, v2.0

###### Terminal Outcomes:

* + Detail the various tasks to be performed while preparing for shipment delivery

|  |  |
| --- | --- |
| **Duration**: *05:00* | **Duration***: 10:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Detail the various tasks to be performed before preparing for shipment delivery
* Explain the run sheet
* List the stationery requirements for shipment delivery
* Describe the meaning of route plan
* Detail the loading procedure
* Describe system preparation of daily scheduling
* Explain the process involved in physical inspection of packages to identify damages
 | * Perform various tasks before preparing for shipment delivery
* Identify the stationery requirements for shipment delivery
* Demonstrate the handheld devices used for shipment delivery
* Demonstrate the loading procedure
* Demonstrate system preparation of daily scheduling
* Inspect packages to identify damages
* Examine loading processes of vehicles
 |
| **Classroom Aids:** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements** |
| Teaching board, Computer, Projector, Barcode scanner, Corrugated cardboard boxes, Storage Bins, Sample list, Hand held device, palmtops, Labels & Signages, Printers & Scanners, Packaging symbols &standards |

**Module 2: Delivery**

***Mapped to LSC/N3002, v2.0***



**Terminal Outcomes:**

* Demonstrate shipment delivery as per SOP
* Perform the necessary steps for delivery

|  |  |
| --- | --- |
| **Duration**: *20:00* | **Duration**: *40:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Explain how to reach customer destination
* Discuss how to identify the customer to whom the delivery has to be done
* Describe the COD process
* Detail the action plan as how to react when customer is not available
* List the necessary steps for delivery
* Explain accurate parking of vehicles through symbols
* Detail cash collection activities
* Describe additional charges involved during the process
* Explain all terms and conditions related to customer payments
* Detail the process involved in proper

handing over of packages to customers | * Identify how to reach customer destination
* Discover the customer to whom the delivery has to be done
* Demonstrate the COD process
* Identify the action plan as how to react when customer is not available
* Perform the necessary steps for delivery
* Demonstrate accurate parking of vehicles through symbols
* Demonstrate cash collection activities
* Analyze all terms and conditions related to customer payments
* Demonstrate the process involved in proper handing over of packages to customers
 |
| **Classroom Aids:** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements** |
| Teaching board, Computer, Projector, Sample reports & documents like tracking sheet, Reportingforms, Incident reports etc, Caution boards, Do’s and Don’ts charts |

**Module 3: Post Delivery Activities**

##### Mapped to LSC/N3003, v2.0

###### Terminal Outcomes:

* Discuss the various tasks to be performed post delivery
* Explain the process to be followed once the packages are given to supervisor

|  |  |
| --- | --- |
| **Duration**: *05:00* | **Duration**: *10:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * List the steps involved in performing post-delivery activities
* Discuss the process to be followed with undelivered packages
* Explain the process to be followed once the packages are given to supervisor
* List the reports and bills to be done with supervisor
* Describe the activities after unloading packages
* Describe the vehicle parking process
* Describe the overall inspection process
 | * Perform the various steps involved in post-delivery activities
* Identify what process to be followed with undelivered packages
* Demonstrate the process to be followed once the packages are given to supervisor
* Identify the reports and bills to be done with supervisor
* Demonstrate the tracking process and risks of handling loss and damages
* Perform the activities after unloading packages
* Demonstrate the vehicle parking process
* Demonstrate the overall inspection process
 |
| **Classroom Aids:** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements** |
| Teaching board, Computer, Projector, Sample reports & documents like Pick-up Schedule sheet,Reporting forms, Incident reports etc. Do’s and Don’ts charts |

## Module: Employability Skills

***Mapped to DGT/VSQ/N0104, v1.0***

**Terminal Outcomes:**

* Brief the importance of Employability Skills for the current job market and future of work
* Detail the POSH Act and its significance
* Describe different types of customers
* Create a pathway for adopting a continuous learning mindset for personal and professional development
* Discuss the process of identifying opportunities for potential business and relevant regulatory and statutory requirements.

|  |  |
| --- | --- |
| Duration: *30:00* | Duration: *90:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Brief the importance of Employability Skills for the current job market and future of work
* Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen
* Describe the importance of practicing 21st century skills like Self-Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life
* Explain the importance of communication etiquette including active listening for effective communication
* Explain how to behave, communicate, and conduct oneself appropriately with all genders and PwD
* Detail the POSH Act and its significance
* Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions
* Describe the role of digital technology in day-to-day life and the workplace
* Explain how to operate digital devices and use the associated applications and features, safely and securely
* Describe how to connect devices securely to internet using different means
* Detail the dos and don’ts of cyber security to protect against cyber crimes
* Describe the types of entrepreneurship and enterprises
* Elaborate the process of identifying opportunities for potential business and relevant regulatory and statutory requirements
* Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
* Describe different types of customers
* Explain various tools used to collect customer feedback
* Detail the significance of maintaining hygiene and dressing appropriately
* Detail how to prepare for an interview
 | * List different learning and employability related GOI and private portals and their usage
* Research and prepare a note on different industries, trends, required skills and the available opportunities
* Discuss the role of personal values and ethics such as honesty, integrity, caring and respecting others, etc. in personal and social development
* Identify and practice different environmentally sustainable practices
* Discuss relevant 21st century skills required for employment
* Create a pathway for adopting a continuous learning mindset for personal and professional development
* Use appropriate grammar and sentences while interacting with others
* Read English text with appropriate articulation
* Role play a situation on how to talk appropriately to a customer in English, over the phone or in person
* Write a brief note/paragraph / letter/e -mail using correct English
* Create a career development plan
* Identify well-defined short- and long-term goals
* Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette
* Write a brief note/paragraph on a familiar topic
* Role play a situation on how to work collaboratively with others in a team
* Exhibit how to behave, communicate, and conduct oneself appropriately with all genders and PwD
* Discuss the POSH Act and its significance
* Discuss various financial institutions, products, and services
* Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement
* Calculate income and expenditure for budgeting
* Discuss the legal rights, laws, and aids
* Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
* Demonstrate how to connect devices securely to internet using different means
* Follow the dos and don’ts of cyber security to protect against cyber crimes
* Discuss the significance of displaying responsible online behavior while using various social media platforms
* Create an e-mail id and follow e- mail etiquette to exchange e -mails
* Show how to create documents, spreadsheets and presentations using appropriate applications
* utilize virtual collaboration tools to work effectively
* Discuss the process of identifying opportunities for potential business and relevant regulatory and statutory requirements
* Create a sample business plan, for the selected business opportunity
* Discuss various sources of funding and identify associated financial and legal risks with its mitigation plan
* Role play a situation on how to identify customer needs and respond to them in a professional manner
* Discuss the significance of maintaining hygiene and dressing appropriately
* Draft a professional Curriculum Vitae (CV)
* Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
* Demonstrate how to apply to identified job openings using offline /online methods as per requirement
* Discuss how to prepare for an interview
* Role play a mock interview
* List the steps for searching and registering for apprenticeship opportunities
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs  |
| **Tools, Equipment and Other Requirements**  |
| Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer |

# Annexure

#### Trainer Requirements

|  |
| --- |
| **Trainer Prerequisites** |
| **Minimum Educational Qualification** | **Specialization** | **Relevant Industry****Experience** | **Training****Experience** | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| 12th Pass |  | 2 |  | 1 |  | Specialized in courier and mail services |

|  |
| --- |
| **Trainer Certification** |
| **Domain Certification** | **Platform Certification** |
| Certified for Job Role: “Consignment Delivery Executive” mapped to QP: “LSC/Q1801, v1.0”. Minimum accepted score is 80% | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601” with minimumscore of 80%. |

#### Assessor Requirements

|  |
| --- |
| **Assessor Prerequisites** |
| **Minimum Educational Qualification** | **Specialization** | **Relevant Industry Experience** | **Training/Assessment Experience** | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| 12 th pass |  | 2 |  | 1 |  | Specialized in courier and mailservices |

|  |
| --- |
| **Assessor Certification** |
| **Domain Certification** | **Platform Certification** |
| Certified for Job Role: “Consignment Delivery Executive” mapped to QP: “LSC/Q1801, v1.0”. Minimum accepted score is 80% | Recommended that the Trainer is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2701” withminimum score of 80%. |

#### Assessment Strategy

The emphasis is on ‘learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. **Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

1. **Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.
2. **On-Job Training:** OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor ormentor.
3. **Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:
	1. True / False Statements
	2. Multiple Choice Questions
	3. Matching Type Questions
	4. Fill in the blanks
	5. Scenario based Questions
	6. Identification Questions

###### QA Regarding Assessors:

Assessors are selected as per the “eligibility criteria” laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts “Training of Assessors” program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

* + 1. Guidance regarding NSQF
		2. Qualification Pack Structure
		3. Guidance for the assessor to conduct theory, practical and viva assessments
		4. Guidance for trainees to be given by assessor before the start of the assessments.
		5. Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
		6. Viva guidance for uniformity and consistency across the batch.
		7. Mock assessments
		8. Sample question paper and practical demonstration

## References

### Glossary

|  |  |
| --- | --- |
| **Term** | **Description** |
| **Key Learning Outcome** | Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) andskills (practical application). |
| **Training Outcome** | Training outcome is a statement of what a learner will know, understandand be able to do upon the completion of the training. |
| **Terminal Outcome** | Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome. |

### Acronyms and Abbreviations

|  |  |
| --- | --- |
| **Term** | **Description** |
| **QP** | Qualification Pack |
| **NSQF** | National Skills Qualification Framework |
| **NSQC** | National Skills Qualification Committee |
| **NOS** | National Occupational Standards |