Qualification Pack

Consignment Delivery Executive.

QP Code: LSC/Q1801

Version: 1.0

NSQF Level: 3

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Qualification Pack

LSC/Q1801: Consignment Delivery Executive.

Brief Job Description

Consignment Delivery Executives are also known as Delivery Executives. 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.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N3001: Prepare for Shipment Delivery

2. LSC/N3002: Perform Delivery

3. LSC/N3003: Perform Post Delivery activities

4. DGT/VSQ/N0104: Employability Skills (120 Hours)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operations (Delivery and Pickup), Ground Operations (Delivery and Pickup)
Country	India
NSQF Level	3
Credits	7
Aligned to NCO/ISCO/ISIC Code	NCO-2004/9151.70

Minimum Educational Qualification & Experience	12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass (plus 2-year NTC) OR 10th grade pass (plus 1-year NTC plus 1 year NAC) OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Driving License
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	19/07/2023
NSQC Approval Date	19/01/2023
Version	1.0
Reference code on NQR	QG-03-TW-00001-2023-V1-LSC
NQR Version	1.0

LSC/N3001: Prepare for Shipment Delivery

Description

This unit is about preparing for shipment delivery

Scope

The scope covers the following :

- Obtain requisite information for delivery
- Prepare for delivery

Elements and Performance Criteria

Obtain requisite information for delivery

To be competent, the user/individual on the job must be able to:

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.

PC2. determine whether payment has been made or whether cash has to be collected on delivery.

PC3. understand priorities among orders and deadlines if any from coordinator

PC4. obtain the optimal routing sequence from the coordinator.

Prepare for delivery

To be competent, the user/individual on the job must be able to:

PC5. collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.

PC6. perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip

PC7. ensure sufficient availability of missed delivery notes and other stationery

PC8. collect all the packages to be delivered during the day's trip

PC9. check to ensure that packages are in good condition and whether the package is to be delivered nearby.

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.

PC11. load packages onto vehicle.

PC12. arrange shipments in an optimized manner in the vehicle to save space

PC13. shipments that are to be delivered first are to be arranged closest to the door

PC14. shipments should be arranged in a manner that they are not damaged

PC15. ensure availability to take instructions from supervisor and be flexible to change the day's plan

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures

KU2. knowledge of paperwork to be completed when delivering a package

KU3. knowledge of organization's products/services and their pricing

KU4. procedures for dealing with loss or damage to shipment

KU5. risk and impact of not following defined procedures/work instructions

KU6. knowledge of clients and their products being handled

KU7. knowledge of all relevant safety and security procedures

KU8. knowledge of coding system followed to label packages.

KU9. knowledge of types of shipment being handled

KU10. knowledge of operating a computer

KU11. knowledge of special characteristics and handling requirements of shipment, if any

KU12. knowledge of air waybills

KU13. excellent local and global geographical knowledge

KU14. ability to read labels and understand delivery details of the package

KU15. knowledge of the local areas and routes.

KU16. knowledge of how to use the gps and other tracking/navigation devices

KU17. knowledge of traffic rules that need to be followed.

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. ability to fill out customer forms and reimbursement forms

GS2. fill out any complaint/insurance related forms for damaged shipment

GS3. read labels and understand the labelling codes as per company procedures

GS4. read and understand customer and package details.

GS5. read and understand traffic signage.

GS6. communicate clearly with customers, supervisors and peers

GS7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly

GS8. share best practices with peers and juniors

GS9. ability to make a decision when customers are not available

GS10. adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS11. ability to concentrate on task at hand and complete it without errors

GS12. be a team player and achieve joint goals

GS13. understand the customer timelines and ensure that they are met

GS14. have a well-mannered and pleasant personality and dress-up

GS15. be aware of how to deal with the cultural sensitivity and delivering in case of women receivers

GS16. identify trends/common causes for errors and suggest possible solutions to the manager

GS17. ability to rapidly identify and correct errors.

GS18. suggest methods to streamline the delivery process.

GS19. notice common accidents and suggest safety measures to prevent the same

GS20. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Obtain requisite information for delivery	**8**	**24**	**-**	**-**
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.	2	6	-	-
PC2. determine whether payment has been made or whether cash has to be collected on delivery.	2	6	-	-
PC3. understand priorities among orders and deadlines if any from coordinator	2	6	-	-
PC4. obtain the optimal routing sequence from the coordinator.	2	6	-	-
Prepare for delivery	**17**	**51**	**-**	**-**
PC5. collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.	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	2	6	-	-
PC7. ensure sufficient availability of missed delivery notes and other stationery	2	6	-	-
PC8. collect all the packages to be delivered during the day's trip	2	6	-	-
PC9. check to ensure that packages are in good condition and whether the package is to be delivered nearby.	2	6	-	-
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.	2	6	-	-
PC11. load packages onto vehicle.	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. arrange shipments in an optimized manner in the vehicle to save space	1	3	-	-
PC13. shipments that are to be delivered first are to be arranged closest to the door	1	3	-	-
PC14. shipments should be arranged in a manner that they are not damaged	1	3	-	-
PC15. ensure availability to take instructions from supervisor and be flexible to change the day's plan	1	3	-	-
NOS Total	**25**	**75**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3001
NOS Name	Prepare for Shipment Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

LSC/N3002: Perform Delivery

Description

This unit is about performing delivery

Scope

The scope covers the following :

- Situations when the customer is available
- Situations when the customer is not available

Elements and Performance Criteria

Situations when the customer is available

To be competent, the user/individual on the job must be able to:

PC1. arrive at the destination

PC2. greet customer politely and confirm the shipment that had been ordered

PC3. if the package is important or of high value, request customer for a government issued id card as proof of identity

PC4. verify and note down the details of the id proof shown

PC5. hand over package to customer

PC6. receive and store cash safely, if the customer had opted for cash on delivery option

PC7. get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.

PC8. thank the customer and leave premises.

Situations when the customer is not available

To be competent, the user/individual on the job must be able to:

PC9. if the customer is not available, contact the customer by telephone and politely explain the situation

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).

PC11. get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.

PC12. thank the receiver and leave premises

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

PC14. if the customer could not be contacted, leave behind a missed delivery note with contact details.

PC15. change the day plan accordingly to accommodate missed deliveries at the requested times.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures

KU2. knowledge of paperwork to be completed when delivering a package

KU3. knowledge of organization's products/services and their pricing

KU4. procedures for dealing with loss or damage to shipment

KU5. risk and impact of not following defined procedures/work instructions

KU6. knowledge of clients and their products being handled

KU7. knowledge of all relevant safety and security procedures

KU8. knowledge of coding system followed to label packages.

KU9. knowledge of types of shipment being handled

KU10. knowledge of operating a computer

KU11. knowledge of special characteristics and handling requirements of shipment, if any.

KU12. knowledge of air waybills

KU13. excellent local and global geographical knowledge

KU14. ability to read labels and understand delivery details of the package.

KU15. knowledge of the local areas and routes.

KU16. knowledge of how to use the gps and other tracking/navigation devices

KU17. knowledge of traffic rules that need to be followed.

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. ability to fill out customer forms and reimbursement forms.

GS2. fill out any complaint/insurance related forms for damaged shipment

GS3. read labels and understand the labelling codes as per company procedures

GS4. read and understand customer and package details

GS5. read and understand traffic signage.

GS6. communicate clearly with customers, supervisors and peers

GS7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly

GS8. share best practices with peers and juniors

GS9. ability to make a decision when customers are not available

GS10. adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS11. ability to concentrate on task at hand and complete it without errors

GS12. be a team player and achieve joint goals

GS13. understand the customer timelines and ensure that they are met.

GS14. have a well-mannered and pleasant personality and dress-up

GS15. be aware of how to deal with the cultural sensitivity and delivering in case of women receivers

GS16. identify trends/common causes for errors and suggest possible solutions to the manager.

GS17. ability to rapidly identify and correct errors.

GS18. suggest methods to streamline the delivery process.

GS19. notice common accidents and suggest safety measures to prevent the same

GS20. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Situations when the customer is available	**11**	**44**	**-**	**-**
PC1. arrive at the destination	1	4	-	-
PC2. greet customer politely and confirm the shipment that had been ordered	1	4	-	-
PC3. if the package is important or of high value, request customer for a government issued id card as proof of identity	2	8	-	-
PC4. verify and note down the details of the id proof shown	2	8	-	-
PC5. hand over package to customer	1	4	-	-
PC6. receive and store cash safely, if the customer had opted for cash on delivery option	1	4	-	-
PC7. get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	2	8	-	-
PC8. thank the customer and leave premises.	1	4	-	-
Situations when the customer is not available	**9**	**36**	**-**	**-**
PC9. if the customer is not available, contact the customer by telephone and politely explain the situation	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).	1	4	-	-
PC11. get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	1	4	-	-
PC12. thank the receiver and leave premises	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	2	8	-	-
PC14. if the customer could not be contacted, leave behind a missed delivery note with contact details.	1	4	-	-
PC15. change the day plan accordingly to accommodate missed deliveries at the requested times.	1	4	-	-
NOS Total	**20**	**80**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3002
NOS Name	Perform Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

LSC/N3003: Perform Post Delivery activities

Description

This unit is about performing post-delivery activities

Scope

The scope covers the following :

- Return to office and complete handover to the counter staff
- Reporting to management

Elements and Performance Criteria

Return to office and complete handover to the counter staff

To be competent, the user/individual on the job must be able to:

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.

Reporting to management

To be competent, the user/individual on the job must be able to:

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.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures

KU2. knowledge of paperwork to be completed when delivering a package.

KU3. knowledge of organization's products/services and their pricing

KU4. procedures for dealing with loss or damage to shipment

KU5. risk and impact of not following defined procedures/work instructions

KU6. knowledge of clients and their products being handled

KU7. knowledge of all relevant safety and security procedures

KU8. knowledge of coding system followed to label packages.

KU9. knowledge of types of shipment being handled

KU10. knowledge of operating a computer

KU11. knowledge of special characteristics and handling requirements of shipment, if any.

KU12. knowledge of air waybills

KU13. excellent local and global geographical knowledge

KU14. ability to read labels and understand delivery details of the package.

KU15. knowledge of the local areas and routes.

KU16. knowledge of how to use the gps and other tracking/navigation devices.

KU17. knowledge of traffic rules that need to be followed.

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. ability to fill out customer forms and reimbursement forms

GS2. fill out any complaint/insurance related forms for damaged shipment

GS3. read labels and understand the labelling codes as per company procedures

GS4. read and understand customer and package details.

GS5. read and understand traffic signage.

GS6. communicate clearly with customers, supervisors and peers

GS7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly

GS8. share best practices with peers and juniors

GS9. ability to make a decision when customers are not available

GS10. adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS11. ability to concentrate on task at hand and complete it without errors

GS12. be a team player and achieve joint goals

GS13. understand the customer timelines and ensure that they are met

GS14. have a well-mannered and pleasant personality and dress-up

GS15. be aware of how to deal with the cultural sensitivity and delivering in case of women receivers

GS16. identify trends/common causes for errors and suggest possible solutions to the manager

GS17. ability to rapidly identify and correct errors

GS18. suggest methods to streamline the delivery process.

GS19. notice common accidents and suggest safety measures to prevent the same

GS20. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Return to office and complete handover to the counter staff	**10**	**30**	**-**	**-**
PC1. bring any undelivered packages back to office.	2	6	-	-
PC2. document appropriate reason for undelivered package	2	6	-	-
PC3. park vehicle and carry out a safety inspection	1	3	-	-
PC4. unload packages and hand them over for storage	2	6	-	-
PC5. return gps, tracking devices and any unused stationery	1	3	-	-
PC6. handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.	2	6	-	-
Reporting to management	**15**	**45**	**-**	**-**
PC7. notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan	2	6	-	-
PC8. report any damages to packages that had occurred during transit.	3	9	-	-
PC9. provide feedback regarding delays, damages, loss if any etc	2	6	-	-
PC10. account for the money that has been collected from the customers and handed over to the cashier	2	6	-	-
PC11. provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.	1	3	-	-
PC12. report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.	2	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.	3	9	-	-
NOS Total	**25**	**75**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3003
NOS Name	Perform Post Delivery activities
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

DGT/VSQ/N0104: Employability Skills (120 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the current job market requirement and future of work

PC2. identify and explore learning and employability relevant portals

PC3. research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress

PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC6. follow and promote environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC7. recognize the significance of 21st Century Skills for employment

PC8. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

PC9. adopt a continuous learning mindset for personal and professional development

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts

PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front

PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC13. write short messages, notes, letters, e-mails etc., using accurate English

Career Development & Goal Setting

To be competent, the user/individual on the job must be able to:

PC14. identify career goals based on the skills, interests, knowledge, and personal attributes

PC15. prepare a career development plan with short- and long-term goals

Communication Skills

To be competent, the user/individual on the job must be able to:

PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC17. use active listening techniques for effective communication

PC18. communicate in writing using appropriate style and format based on formal or informal requirements

PC19. work collaboratively with others in a team

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC20. • ensure personal behaviour, conduct, and use appropriate communication by taking gender into
  • consideration

PC21. empathize with a PwD and aid a PwD, if asked

PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

PC25. identify common components of salary and compute income, expenses, taxes, investments etc

PC26. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC27. operate digital devices and use their features and applications securely and safely

PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

PC29. display responsible online behaviour while using various social media platforms

PC30. create a personal email account, send and process received messages as per requirement

PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

PC32. utilize virtual collaboration tools to work effectively

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC33. identify different types of Entrepreneurship and Enterprises

PC34. use research and networking skills to identify and assess opportunities for potential business

PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

To be competent, the user/individual on the job must be able to:

PC37. identify different types of customers

PC38. identify and respond to customer requests and needs in a professional manner

PC39. use appropriate tools to collect customer feedback

PC40. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC41. create a professional Curriculum vitae (Résumé)

PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC43. apply to identified job openings using offline /online methods as per requirement

PC44. answer questions politely, with clarity and confidence, during recruitment and selection

PC45. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. different learning and employability related portals

KU3. various constitutional and personal values

KU4. different environmentally sustainable practices and their importance

KU5. Twenty first (21st) century skills and their importance

KU6.   how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU7.   importance of career development and setting long- and short-term goals

KU8.   Do's and don'ts of effective communication

KU9.   POSH Act

KU10. inclusivity and its importance

KU11. different types of disabilities and appropriate verbal and non-verbal communication and behaviour towards PwD

KU12. different types of financial institutes, products, and services

KU13. components of salary and how to compute income and expenditure

KU14. importance of maintaining safety and security in offline and online financial transactions

KU15. different legal rights and laws

KU16. different types of digital devices and the procedure to operate them safely and securely

KU17. how to create and operate an e- mail account

KU18. use applications such as word processors, spreadsheets etc.

KU19. different types of Enterprises and ways to identify business opportunities

KU20. types and needs of customers

KU21. how to apply for a job and prepare for an interview

KU22. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1.   read and write different types of documents/instructions/correspondence in English and other languages

GS2.   communicate effectively using appropriate language in formal and informal settings

GS3.   behave politely and appropriately with all to maintain effective work relationship

GS4.   how to work in a virtual mode, using various technological platforms

GS5.   perform calculations efficiently

GS6.   solve problems effectively

GS7.   pay attention to details

GS8.   manage time efficiently

GS9.   maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
Constitutional values – Citizenship	**2**	**1**	**-**	**-**
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC6. follow and promote environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**3**	**-**	**-**
PC7. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC8. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC9. adopt a continuous learning mindset for personal and professional development	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-	-
PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front	-	-	-	-
PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC13. write short messages, notes, letters, e-mails etc., using accurate English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**
PC14. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC15. prepare a career development plan with short- and long-term goals	-	-	-	-
Communication Skills	**2**	**3**	**-**	**-**
PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC17. use active listening techniques for effective communication	-	-	-	-
PC18. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC19. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC20. • ensure personal behaviour, conduct, and use appropriate communication by taking gender into • consideration	-	-	-	-
PC21. empathize with a PwD and aid a PwD, if asked	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
PC25. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC26. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**2**	**3**	**-**	**-**
PC27. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC29. display responsible online behaviour while using various social media platforms	-	-	-	-
PC30. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC32. utilize virtual collaboration tools to work effectively	-	-	-	-
Entrepreneurship	**2**	**3**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC33. identify different types of Entrepreneurship and Enterprises	-	-	-	-
PC34. use research and networking skills to identify and assess opportunities for potential business	-	-	-	-
PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC37. identify different types of customers	-	-	-	-
PC38. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC39. use appropriate tools to collect customer feedback	-	-	-	-
PC40. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**4**	**-**	**-**
PC41. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC43. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC44. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC45. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0104
NOS Name	Employability Skills (120 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	6
Credits	4
Version	1.0
Last Reviewed Date	30/06/2022
Next Review Date	19/07/2023
NSQC Clearance Date	21/01/2023

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 part for each candidate at each examination/training center (as per assessment criteria below)

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion

5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles

6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3001.Prepare for Shipment Delivery	25	75	-	-	100	30
LSC/N3002.Perform Delivery	20	80	-	-	100	30
LSC/N3003.Perform Post Delivery activities	25	75	-	-	100	30
DGT/VSQ/N0104.Employability Skills (120 Hours)	20	30	-	-	50	10
Total	**90**	**260**	**-**	**-**	**350**	**100**

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.