

NSQF QUALIFICATION FILE

Approved in 13th NSQC Meeting – NCVET – 25st November 2021

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Name and contact details of individual dealing with the submission

Name : Ms. Reena Murray
Position in the Organization : Head – Standards & Quality Assurance
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List of documents submitted in support of the Qualifications File

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

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SUMMARY

1	Qualification Title	Courier Delivery Executive
2	Qualification Code, if any	LSC/Q3023
3	NCO code and occupation	NCO-2004/9151.70
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	<p>Nature: Certificate course of Courier Delivery Executive</p> <p>Long term</p> <p>Purpose: Learners who attain this qualification are competent in Courier operation and can get a job as Courier Delivery Executive to Prepare for Shipment Delivery, Perform Delivery, Perform post Delivery Activities</p>
5	Body/bodies which will award the qualification	Logistics Sector Skill Council
6	Body which will accredit providers to offer courses leading to the qualification	Logistics Sector Skill Council
7	Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)	<p>Yes</p> <p>Both accreditation and affiliation are done by LSC based on due diligence report via SIP</p>
8	Occupation(s) to which the qualification gives access	for collecting packages from the local office and delivering them to the customers at their doorstep
9	Job description of the occupation	Courier 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.
10	Licensing requirements	Driving License
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable
12	Level of the qualification in the NSQF	3

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13	Anticipated volume of training/learning required to complete the qualification	360 hours
14	Indicative list of training tools required to deliver this qualification	<p>For a class of 30 candidates</p> <p>Teaching board – 1 Projector – 1 White board - 1 Video player or TV – 1 Printer – 1 Tracker - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipment's – 1 Corrugated cardboard boxes – 5 Packaging symbols & standards – 5 Tracking sheets - 5 RFID Scanner - 15 PPE – 15 Standard Forms – 15 SOP - 5 GST guidelines – 10</p>
15	Entry requirements and/or recommendations and minimum age	<p>Grade 9 or Grade 8 with one year of (NTC/ NAC) after 8th or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience with minimum age of 18 years completed.</p>
16	Progression from the qualification (Please show Professional and academic progression)	<p>Courier Executive Courier Supervisor Lead Courier Assistant Manager Manager Regional Manager National Head</p>

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17	Arrangements for the Recognition of Prior learning (RPL)	<p>LSC currently undertakes RPL through the following modes –</p> <ol style="list-style-type: none"> 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification. 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission. 		
18	International comparability where known (research evidence to be provided)	Under Study		
19	Date of planned review of the qualification.	25 th November 2024		
20	Formal structure of the qualification			
	Title of unit or other component	Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			
	Introduction	Mandatory	30	3
	LSC/N3001 : Prepare for Shipment Delivery	Mandatory	90	3
	LSC/N3002: Perform Delivery	Mandatory	90	3
	LSC/N3003: Perform Post Delivery Activities	Mandatory	60	3
	LSC/N3042: Maintain Health, Safety and Security measures during shipment delivery	Mandatory	60	3
	Employability Skills	Mandatory	30	3
	Sub Total (A)		360 Hrs	

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B	Optional/ elective component			
	NA			
	Subtotal B			
	Total (A+B)		360 Hrs	

SECTION 1 **ASSESSMENT**

21	Body/Bodies which will carry out assessment: All the empanelled assessment agency will do the assessment
22	How will RPL assessment be managed and who will carry it out? RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments - <ol style="list-style-type: none">1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
23	Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF. LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria. Assessment policy of LSC <ol style="list-style-type: none">1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.2) Qualification and experience have to be set for the assessors.3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.

- 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.
- 6) Reporting of MIS by the assessment body to LSC has to be within the agreed time lines.
- 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner
- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print.
- 13) Questions framed as per blueprint and without ambiguity by SMEs.
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

- 1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.
- 3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.
- 4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.
- 5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hour in advance from the time of assessment.
- 6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.
- 7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.

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- 8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council
- 9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.
- 10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.
- 11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.
- 12) 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.
- 13) In case of unsuccessful completion, the trainee may seek Re-assessment on the QP.

2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity

The eligibility of assessors for “Job role – Courier Delivery Executive” are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

Grade 9

or Grade 8 with one year of (NTC/ NAC) after 8th

or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject

or 8th grade pass + 1 year relevant experience

or 5th grade pass + 4 year relevant experience

or Ability to read and write + 5 year relevant experience

or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience

or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience with minimum age of 18 years completed.

4. MARKING SCHEME:

Sr. No.	Method of Assessments	Weightage (Max. marks)
1	Theory	30%
2	Practical	70%
Total		100

5. **PASSING MARKS:** Every trainee should score minimum 50%

6. **RESULTS AND CERTIFICATION:** Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

1. LSC have created 16 points check list to collect on the day of assessment.
2. Assessment agencies must ensure to collect all the evidence without fail.
3. Training Partner must cooperate on collecting assessment evidence.
4. Candidates must present with their original Aadhaar's and alternative id proof which is having clear face picture on the day of assessment.
5. Assessment agency must submit all the collected evidence through LSC MIS portal.

Title of Component:

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
1. LSC/N3001: Prepare for Shipment Delivery	To be competent, the user/ individual on the job must be able to: <ol style="list-style-type: none"> 1. 1 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 1. 2 determine whether payment has been made or whether cash has to be collected on delivery 1. 3 understand priorities among orders and deadlines if any from coordinator 1. 4 obtain the optimal routing sequence from the coordinator 1. 5 collect necessary equipment such as global positioning system (GPS), tracking devices, money pouch to carry money safely, etc. 1. 6 perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip

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	<ol style="list-style-type: none">1. 7 ensure sufficient availability of missed delivery notes and other stationery1. 8 collect all the packages to be delivered during the day's trip1. 9 check to ensure that packages are in good condition and whether the package is to be delivered nearby1. 10 report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.1. 11 load packages onto vehicle.1. 12 arrange shipments in an optimized manner in the vehicle to save space1. 13 shipments that are to be delivered first are to be arranged closest to the door1. 14 shipments should be arranged in a manner that they are not damaged1. 15 ensure availability to take instructions from supervisor and be flexible to change the day's plan
<p>2. LSC/N3002: Perform Delivery</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <ol style="list-style-type: none">2. 1 arrive at the destination2. 2 greet customer politely and confirm the shipment that had been ordered2. 3 if the package is important or of high value, request customer for a government issued id card as proof of identity2. 4 verify and note down the details of the id proof shown2. 5 hand over package to customer2. 6 receive and store cash safely, if the customer had opted for cash on delivery option2. 7 get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition2. 8 thank the customer and leave premises.2. 9 if the customer is not available, contact the customer by telephone and politely explain the situation2. 10 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).2. 11 get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.

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	<ul style="list-style-type: none">2. 12 thank the receiver and leave premises2. 13 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 customer2. 14 if the customer could not be contacted, leave behind a missed delivery note with contact details.2. 15 change the day plan accordingly to accommodate missed deliveries at the requested times.
3. LSC/N3003: Perform Post Delivery Activities	<p>To be competent, the user/ individual on the job must be able to:</p> <ul style="list-style-type: none">3.1 bring any undelivered packages back to office3.2 document appropriate reason for undelivered package3.3 park vehicle and carry out a safety inspection3.4 unload packages and hand them over for storage3.5 return GPS, tracking devices and any unused stationery3.6 handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover3.7 notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan3.8 report any damages to packages that had occurred during transit.3.9 provide feedback regarding delays, damages, loss if any etc3.10 account for the money that has been collected from the customers and handed over to the cashier3.11 provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.3.12 report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.3.13 complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.

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4. LSC/N3042: Maintain Health, Safety and Security measures during shipment delivery	<p>To be competent, the user/ individual on the job must be able to:</p> <ul style="list-style-type: none">4.1 maintain clean and hygienic vehicle4.2 take all the necessary precautions when handling packages4.3 follow organization procedures with respect to security, materials handling and accidents4.4 keep the bag with oneself while delivering the documents4.5 do not leave the documents with security or any 3rd party4.6 follow traffic rules when driving on the road
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Employability Skills (30 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1	2
2.	Constitutional values - Citizenship	1	2
3.	Becoming a Professional in the 21st Century	1	4
4.	Basic English Skills	2	5
5.	Communication Skills	4	2
6.	Diversity & Inclusion	1	2
7.	Financial and Legal Literacy	4	7
8.	Essential Digital Skills	3	10
9.	Entrepreneurship	7	8
10.	Customer Service	4	4
11.	Getting ready for apprenticeship & Jobs	2	4
	Total	30	50

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Enter the title here number			Level: Add level
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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Title/Name of qualification/component: Courier Delivery Executive (NSQF – 3)			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>The individual in the job is required to:</p> <ul style="list-style-type: none">• Prepare for Delivery• Perform Delivery• Perform Post Delivery activities	<p>The process is based on the daily schedule and list of deliveries to be made with customer details received from coordinator and determine whether payment has been made or whether cash has to be collected on delivery. The job holder has to plan for the route optimization based on the deliveries which is a routine, predictable and familiar task and collect necessary equipment such as Global Positioning System (GPS), tracking devices, money pouch to carry money safely, etc. S/he has to handover the deliveries to the customers in a well fashioned manner and report to the management on delivery report. Delivery not to be handed over to the security or 3rd party and the decision to be taken by the job holder on clear choice. Report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.</p>	3

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Professional knowledge	<p>S/he would have knowledge of</p> <ul style="list-style-type: none"> types of shipment being handled, special characteristics and handling requirements of shipment, if any and airway bills. local and global geographical knowledge, use the GPS and other tracking/navigation devices and paperwork to be completed when delivering a package basic safety and security standards, regulations and procedures as per organization policy during shipment delivery. 	<p>The job holder knows and understands the types of shipment being handled, special characteristics and handling requirements of shipment, if any and airway bills. S/he have the factual knowledge of local and global geographical knowledge, use the GPS and other tracking/navigation devices and paperwork to be completed when delivering a package. S/he has to know to fill the insurance forms for damaged shipment, reimbursement forms required by management, understand the importance / value of package and collect the required Government ID proof as receipt of acknowledgement. S/he has to know and understand basic safety and security standards, regulations and procedures as per organization policy during shipment delivery.</p>	3
Professional skill	<p>Recall and demonstrate the ability to</p> <ul style="list-style-type: none"> make individual decisions on times when it is required during the shipment delivery in absence of direct customers. make precautions when handling packages and organization procedures with respect to security, materials handling and accidents. 	<p>The job holder has to demonstrate practical skill by making individual decisions on times when it is required during the shipment delivery in absence of direct customers. S/he to be well-mannered, pleasant personality and neatly dressed during the shipment delivery which is routine and repetitive in narrow range of application. S/he has to be aware of traffic rules when driving on the road, necessary precautions when handling packages and organization procedures with respect to security, materials handling and accidents.</p>	3

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Core skill	<ul style="list-style-type: none">• Communicate effectively with manager, peers, employees• Skill of basic arithmetic• Read, understand, and Prepare reports, documents	The job holder have to communicate clearly with customers, supervisors and peers for a smooth delivery. S/he reads and understands the labelling codes as per company procedures, package details, traffic signage, etc. S/he has to communicate in writing to fill out customer forms, reimbursement forms and insurance forms in case of any discrepancy. S/he to deal with the cultural sensitivity and delivering in case of women receivers. S/he has to know the local routes for a planned shipment delivery which is routine and repetitive in nature	3
Responsibility	The individual is responsible for: <ul style="list-style-type: none">• collecting packages from the local office and delivering them to the customers at their doorstep under close supervision of the coordinator.• deliver the shipment in absence of customers	The job holder is on-the-road staff who is responsible for collecting packages from the local office and delivering them to the customers at their doorstep under close supervision of the coordinator. S/he has to verify customer ID, collect payment, if applicable and obtaining customer signature upon shipment delivery. S/he has the individual responsibility to deliver the shipment in absence of customers which will be his/her decision making call but within he defined limit and for the safety of the shipment.	3

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SECTION 3

EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	<p>While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same.</p> <p>The same are also indicated in various skill studies conducted for the logistic sector –</p> <ol style="list-style-type: none">1. Skill requirement in logistics sector <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view</p>
	Industry Relevance	<p>As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.</p>
	Usage of the qualification	<p>The information related to past uptake performance of previous QPs related to courier sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.</p>
	Estimated uptake	<p>Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is</p> <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p>

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27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence</p> <p>Approval has been given by Line ministry on 3rd August 2021.</p>
28	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work</p>
29	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</p> <ul style="list-style-type: none">• Qualification that has been developed would be valid for 3 years from the date of upload in NQR.• Periodical interaction with the training partners to gather feedback in implementation.• Employer feedback will be sought post-placement on performance and training standards

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

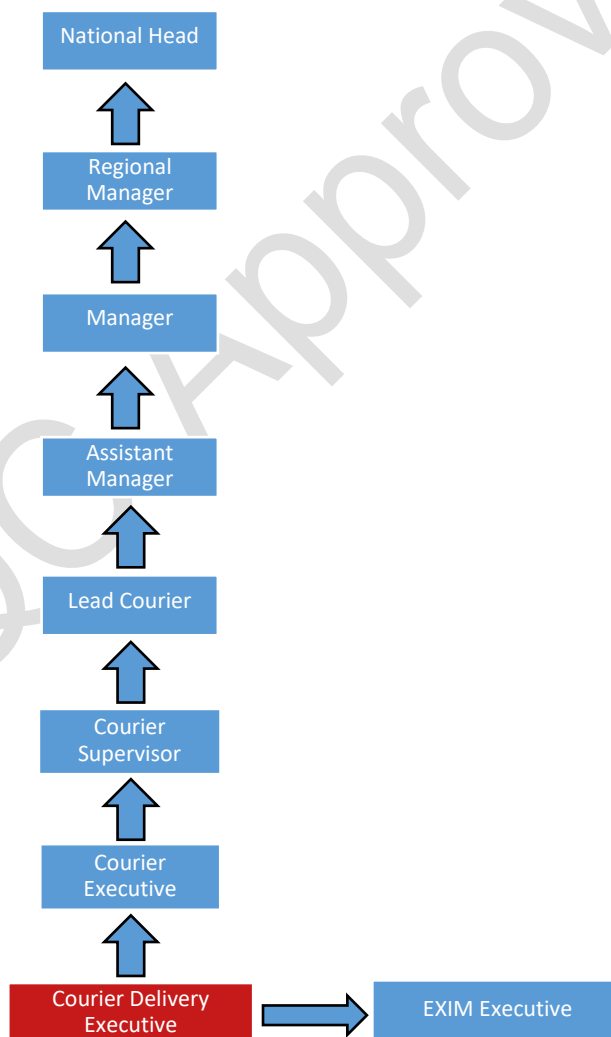
EVIDENCE OF PROGRESSION

30 What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?
Show the career map here to reflect the clear progression

Occupational and career maps indicating horizontal and vertical mobility have been created and are being used.

Occupational Map: Refer annexure - LSC_Occupational Mapping and Career Progression chart (given as supporting document)

Career Progression:



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