

Qualification Pack



Courier Executive - Operations

Options: Forecasting

QP Code: LSC/Q1902

Version: 2.0

NSQF Level: 4

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam
Chennai - 600035 || email:ravikanth.yamarthy@lsc-india.com



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LSC/Q1902: Courier Executive - Operations

Brief Job Description

The individual is responsible for resolving customer queries by co-ordinating with various departments, feeding data into Enterprise Resource Planning (ERP) and analysing them to generate reports. She/he will also undertake retail and institutional sales for courier and provide support for custom clearances for shipments

Personal Attributes

A courier executive should be proactive, organised, and eye for details. She/he should be able to draw key findings based on data analysis. She/he should have good computer skills and numerical skills. The individual should have good interpersonal skills and ability to work with various stakeholders.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N1907: Feed data into ERP and analyse in courier hub](#)
2. [LSC/N1601: Institutional business development and client retention](#)
3. [LSC/N1701: Perform branch sales](#)
4. [LSC/N2347: Perform shipment classification and customs clearance support](#)
5. [LSC/N1501: Provide customer service and resolve queries](#)
6. [LSC/N9904: Maintain integrity and ethics in operation](#)
7. [LSC/N9905: Follow health, safety and security procedures.](#)
8. [LSC/N9906: Verify GST invoices](#)
9. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Options(Not mandatory):

Option : Forecasting

The unit is about conducting seasonal, past and regulatory trend analysis, prepare different forecasting models, develop resource plan and budget

1. [LSC/N0110: Forecasting and trend analysis](#)

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Qualification Pack (QP) Parameters

| | |
|---|--|
| Sector | Logistics |
| Sub-Sector | Courier / Express Services |
| Occupation | Customer relationship management, Institutional sales, Branch sales, Hub/branch Operations, Documentation and reporting |
| Country | India |
| NSQF Level | 4 |
| Credits | 20 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/3322.01/.06, 5243.04, 4413, 4414, 4415 and ISCO-88/4225, 4412, 4415 |
| Minimum Educational Qualification & Experience | 12th grade Pass OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience in courier industry OR Certificate-NSQF (Level 3 - Courier Associate - Operations) with minimum education as 8th grade pass) with 3 Years of experience relevant experience |
| Minimum Level of Education for Training in School | |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 19 Years |
| Last Reviewed On | NA |
| Next Review Date | 28/02/2026 |
| NSQF Approval Date | 28/02/2023 |
| Version | 2.0 |
| Reference code on NQR | QG-04-TW-00229-2023-V1-LSC |
| NQR Version | 1.0 |

Qualification Pack

LSC/N1907: Feed data into ERP and analyse in courier hub

Description

This unit is about feeding information into Enterprise Resource Planning (ERP) and analyse data to draw inferences and ensure information flow

Scope

The scope covers the following :

- Obtain information from associate and supervisor
- Feed information into ERP
- Analyse and report
- Coordinate and communicate internally and to external stakeholders Range: Barcode scanner, packing devices, packing material, markers and stationery, computer, printer, ERP software, etc.

Elements and Performance Criteria

Obtain information from associate and supervisor

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

- PC1.** collect information regarding shipments, loading, un-loading, packing and binning activities, etc.
- PC2.** collect information regarding completions, priorities, delay, escalations, etc.
- PC3.** obtain information regarding changes in inventory

Feed in information into ERP

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

- PC4.** key in and update information regarding floor operations in ERP
- PC5.** key in and update information regarding priorities, completion status, delays, escalations, etc.
- PC6.** key in and update information on inventory count based on regular feedback

Analyze and report

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

- PC7.** review entries made into the ERP with respect to daily floor operations
- PC8.** generate reports in ERP and conduct trend analysis and report to management
- PC9.** provide a daily report to management regarding end of the day status

Coordinate and communicate internally and to external stakeholders

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

- PC10.** coordinate with customers to understand their requirements on dispatch, tracking of orders, shipment in transit, etc.
- PC11.** coordinate with departments to resolve customer queries, update information in ERP, etc.
- PC12.** liaise with suppliers and transport companies

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** Information Technology (IT) system and ERP system of the organization
- KU9.** use of computer and associated equipment
- KU10.** basic trouble shooting regarding telephones and computers
- KU11.** operating the ERP system and generating reports
- KU12.** geographical spread of states and cities
- KU13.** labels and instructions in the customer query resolution log book
- KU14.** various escalations regarding resolving and catering to the customer query
- KU15.** overall process from pickup to delivery and different departments engaged in the process
- KU16.** types of shipments being handled
- KU17.** special characteristics and handling requirements of shipments, if any

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** shipment tags and labels
- GS4.** damage reports
- GS5.** generate daily reports from ERP
- GS6.** presentations on operational trends
- GS7.** end of the day reports
- GS8.** with supervisors and co-workers
- GS9.** collect information from supervisors, associates and peers
- GS10.** decide if data is authentic and accurate
- GS11.** identify errors in data reporting in ERP
- GS12.** infer trends and conclusions based on analysis
- GS13.** maintain punctuality and avoid absenteeism
- GS14.** plan for timely collection of information from supervisors and associates
- GS15.** organise the data to streamline data entry processes
- GS16.** be a team player and achieve joint goals
- GS17.** adhere to the customer timelines



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- GS18.** address the urgency of customers as per the instructions
- GS19.** speak politely with customers and take their feedback constructively
- GS20.** identify common trends and inform the management
- GS21.** suggest possible solutions for the common issues in daily operations identified from data
- GS22.** verify the authenticity of the data and apply filters to remove aberrations in the data
- GS23.** analyse trends to identify defaults for corrective action as needed
- GS24.** observe the data to identify aberrations
- GS25.** cross check data to check for data gaps and mistakes in reporting

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Obtain information from associate and supervisor</i> | 6 | 18 | - | - |
| PC1. collect information regarding shipments, loading, un-loading, packing and binning activities, etc. | 2 | 6 | - | - |
| PC2. collect information regarding completions, priorities, delay, escalations, etc. | 2 | 6 | - | - |
| PC3. obtain information regarding changes in inventory | 2 | 6 | - | - |
| <i>Feed in information into ERP</i> | 7 | 17 | - | - |
| PC4. key in and update information regarding floor operations in ERP | 2 | 6 | - | - |
| PC5. key in and update information regarding priorities, completion status, delays, escalations, etc. | 2 | 6 | - | - |
| PC6. key in and update information on inventory count based on regular feedback | 3 | 5 | - | - |
| <i>Analyze and report</i> | 8 | 16 | - | - |
| PC7. review entries made into the ERP with respect to daily floor operations | 2 | 6 | - | - |
| PC8. generate reports in ERP and conduct trend analysis and report to management | 3 | 5 | - | - |
| PC9. provide a daily report to management regarding end of the day status | 3 | 5 | - | - |
| <i>Coordinate and communicate internally and to external stakeholders</i> | 9 | 19 | - | - |
| PC10. coordinate with customers to understand their requirements on dispatch, tracking of orders, shipment in transit, etc. | 3 | 7 | - | - |
| PC11. coordinate with departments to resolve customer queries, update information in ERP, etc. | 3 | 7 | - | - |



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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC12. liaise with suppliers and transport companies | 3 | 5 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N1907 |
| NOS Name | Feed data into ERP and analyse in courier hub |
| Sector | Logistics |
| Sub-Sector | Courier / Express Services |
| Occupation | Courier and Express Ground Operations, Hub/branch Operations |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N1601: Institutional business development and client retention

Description

This unit is about retaining institutional client and generating new business

Scope

The scope covers the following :

- Plan and carry out business development activities
- Collect pending payment from customers
- Perform institutional post sale activities
- Retention of existing institutional clients Range: Computer, Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) software, MS Office, projector, stationery, worksheets etc.

Elements and Performance Criteria

Plan and carry out business development activities

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

- PC1.** assess reports in ERP to review sales gaps for different periods
- PC2.** feed information regarding new and existing clients in the CRM
- PC3.** source new leads and make initial introductory calls and visits
- PC4.** follow up with potential leads for meetings
- PC5.** inform the lead regarding the service offerings
- PC6.** negotiate with the leads on service offerings and prices
- PC7.** follow up to close the deal

Collect pending payments from customers

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

- PC8.** inform customers regarding their payment dues
- PC9.** follow up on regular basis to collect payment of payment dues
- PC10.** escalate the matter to the manager, if the payment is not received despite several follow ups

Perform institutional post sales activities

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

- PC11.** update sales records and documentation logs of daily sales activities
- PC12.** inform regional/national sales team regarding outcome of sales pitch, updates on target accounts and follow-up of last weeks prospects

Retention of existing institutional clients

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

- PC13.** take feedback from existing client regarding service levels and service offerings
- PC14.** assist customers in resolving their queries
- PC15.** interact with customer to understand his/her changing requirements

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PC16. propose new solutions, products based on customers requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** Information Technology (IT) system and ERP system of the organization
- KU9.** use of computer and associated equipment
- KU10.** basic trouble shooting regarding telephones and computers
- KU11.** operating of the ERP system in
- KU12.** geographical spread of states and cities
- KU13.** labels and instructions regarding shipments and log books
- KU14.** escalations for resolving customer query
- KU15.** overall process of courier value chain
- KU16.** types of shipments being handled
- KU17.** special characteristics and handling requirements of goods, if any

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** reproduce customer queries when required
- GS4.** generate reports in ERP and CRM
- GS5.** prepare end of the day reports
- GS6.** with customers and various internal departments
- GS7.** with and collect information from different departments
- GS8.** decide which department to escalate the query to
- GS9.** respond to the customers and which cases are to be escalated to a higher level
- GS10.** plan and estimate the coordination required for resolving a query
- GS11.** maintain punctuality
- GS12.** should respond to the client in a timely manner
- GS13.** prioritize and execute tasks based on client requirements
- GS14.** be a team player and achieve joint goals



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- GS15.** adhere to the customer timelines
- GS16.** address the urgency of customers roping in the relevant department
- GS17.** identify trends/common causes for delays, issue in tracking, etc.
- GS18.** co-ordinate and handle major issues with different departments
- GS19.** assess customer requirements to pitch different products
- GS20.** analyse customer behaviour and make offering
- GS21.** suggest methods to maximise sales
- GS22.** focus on task at hand and complete it without errors and delays while maintaining high customer satisfaction levels
- GS23.** negotiate and satisfy the customer

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Plan and carry out business development activities</i> | 12 | 32 | - | - |
| PC1. assess reports in ERP to review sales gaps for different periods | 1 | 6 | - | - |
| PC2. feed information regarding new and existing clients in the CRM | 1 | 6 | - | - |
| PC3. source new leads and make initial introductory calls and visits | 2 | 4 | - | - |
| PC4. follow up with potential leads for meetings | 2 | 4 | - | - |
| PC5. inform the lead regarding the service offerings | 2 | 4 | - | - |
| PC6. negotiate with the leads on service offerings and prices | 2 | 4 | - | - |
| PC7. follow up to close the deal | 2 | 4 | - | - |
| <i>Collect pending payments from customers</i> | 6 | 12 | - | - |
| PC8. inform customers regarding their payment dues | 2 | 4 | - | - |
| PC9. follow up on regular basis to collect payment of payment dues | 2 | 4 | - | - |
| PC10. escalate the matter to the manager, if the payment is not received despite several follow ups | 2 | 4 | - | - |
| <i>Perform institutional post sales activities</i> | 4 | 8 | - | - |
| PC11. update sales records and documentation logs of daily sales activities | 2 | 4 | - | - |
| PC12. inform regional/national sales team regarding outcome of sales pitch, updates on target accounts and follow-up of last weeks prospects | 2 | 4 | - | - |
| <i>Retention of existing institutional clients</i> | 8 | 16 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. take feedback from existing client regarding service levels and service offerings | 2 | 4 | - | - |
| PC14. assist customers in resolving their queries | 2 | 4 | - | - |
| PC15. interact with customer to understand his/her changing requirements | 2 | 4 | - | - |
| PC16. propose new solutions, products based on customers requirement | 2 | 4 | - | - |
| NOS Total | 30 | 68 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N1601 |
| NOS Name | Institutional business development and client retention |
| Sector | Logistics |
| Sub-Sector | Courier / Express Services |
| Occupation | Customer relationship management, Institutional sales, Branch sales, Hub/branch Operations, Documentation and reporting |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N1701: Perform branch sales

Description

This unit is about performing branch sales activities

Scope

The scope covers the following :

- Perform pre-sales activities
- Address customer requirements
- Perform sales closure
- Perform post sale activities Range: Computer, Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) software, MS Office, projector, stationery, worksheets etc.

Elements and Performance Criteria

Perform pre-sales activities

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

- PC1.** assess reports and ERP to review sales gaps for different periods
- PC2.** hand-over the list of prospective institutional clients to the institutional sales team
- PC3.** prepare sales pitch for retail customers
- PC4.** feed information into the CRM

Address customer requirements

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

- PC5.** follow etiquettes while inviting and interacting with a walk-in customer in the branch
- PC6.** listen to customer queries and answer the questions they ask
- PC7.** enquire customer's requirements and identify possible solutions
- PC8.** recommend courier services as per customer requirement
- PC9.** describe the service features and benefits of the product offered to the customer

Perform sales closure activities

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

- PC10.** provide information on timelines, specifications, tracking of delivery and customer care
- PC11.** inform customer on price and payment options, and propose packages and loyalty programs
- PC12.** collect details of customer/organization for processing delivery
- PC13.** receive and process cash, cheque and charge/credit payments and provide receipt for the transaction

Perform Post sales activities

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

- PC14.** resolve customer queries within the stipulated timelines prescribed by the organisation
- PC15.** update sales records and documentation logs of daily sales activities

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- PC16.** handover the collected cash from the customers to the manager or custodian at the end of the shift
- PC17.** prepare and submit daily reports on branch sales activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail.
- KU8.** Information Technology (IT) system and ERP system of the organization
- KU9.** use of a computer and associated data management devices
- KU10.** basic trouble shooting regarding telephones and computers
- KU11.** operating of the ERP/ Management Information System (MIS) system
- KU12.** geographical spread of states and cities
- KU13.** labels and instructions on shipments and customer log books
- KU14.** various escalations for resolving a customer query
- KU15.** overall process of courier value chain
- KU16.** types of shipments being handled
- KU17.** special characteristics and handling requirements of shipments

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** reproduce customer queries when required
- GS4.** generate reports in ERP and CRM
- GS5.** prepare end of the day reports
- GS6.** with customers and various internal departments
- GS7.** with and collect information from different departments
- GS8.** decide which department to escalate the query to
- GS9.** respond to the customers and which cases are to be escalated to a higher level
- GS10.** plan and estimate the coordination required for resolving a query
- GS11.** maintain punctuality
- GS12.** should respond to the client in a timely manner

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- GS13.** prioritize and execute tasks based on client requirements
- GS14.** be a team player and achieve joint goals
- GS15.** adhere to the customer timelines
- GS16.** address the urgency of customers roping in the relevant department
- GS17.** identify trends/common causes for delays, issue in tracking, etc.
- GS18.** co-ordinate and handle major issues with different departments
- GS19.** assess customer requirements to pitch different products
- GS20.** analyse customer behaviour and make offering
- GS21.** suggest methods to maximise sales
- GS22.** focus on task at hand and complete it without errors and delays while maintaining high customer satisfaction levels
- GS23.** negotiate and satisfy the customer

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Perform pre-sales activities</i> | 8 | 21 | - | - |
| PC1. assess reports and ERP to review sales gaps for different periods | 2 | 6 | - | - |
| PC2. hand-over the list of prospective institutional clients to the institutional sales team | 2 | 5 | - | - |
| PC3. prepare sales pitch for retail customers | 2 | 5 | - | - |
| PC4. feed information into the CRM | 2 | 5 | - | - |
| <i>Address customer requirements</i> | 10 | 21 | - | - |
| PC5. follow etiquettes while inviting and interacting with a walk-in customer in the branch | 2 | 5 | - | - |
| PC6. listen to customer queries and answer the questions they ask | 2 | 5 | - | - |
| PC7. enquire customer's requirements and identify possible solutions | 2 | 5 | - | - |
| PC8. recommend courier services as per customer requirement | 2 | 3 | - | - |
| PC9. describe the service features and benefits of the product offered to the customer | 2 | 3 | - | - |
| <i>Perform sales closure activities</i> | 8 | 12 | - | - |
| PC10. provide information on timelines, specifications, tracking of delivery and customer care | 2 | 3 | - | - |
| PC11. inform customer on price and payment options, and propose packages and loyalty programs | 2 | 3 | - | - |
| PC12. collect details of customer/organization for processing delivery | 2 | 3 | - | - |
| PC13. receive and process cash, cheque and charge/credit payments and provide receipt for the transaction | 2 | 3 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Perform Post sales activities</i> | 4 | 16 | - | - |
| PC14. resolve customer queries within the stipulated timelines prescribed by the organisation | 1 | 4 | - | - |
| PC15. update sales records and documentation logs of daily sales activities | 1 | 4 | - | - |
| PC16. handover the collected cash from the customers to the manager or custodian at the end of the shift | 1 | 4 | - | - |
| PC17. prepare and submit daily reports on branch sales activities | 1 | 4 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N1701 |
| NOS Name | Perform branch sales |
| Sector | Logistics |
| Sub-Sector | Courier / Express Services |
| Occupation | Customer relationship management, Institutional sales, Branch sales, Hub/branch Operations, Documentation and reporting |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N2347: Perform shipment classification and customs clearance support

Description

Perform shipment classification and customs clearance support

Scope

The scope covers the following :

- Classify the shipment and create Bill of Entry
- Identify cases requiring additional information
- Collect additional documents from the consignee
- Submit document to customs and follow-up for clearance Range: Computer, Enterprise Resource Planning (ERP) software, bar code scanners, custom forms, (HSN) code lists, Indian Customs EDI System (ICES), Indian Customs EDI Gateway (ICEGATE), stationery, SOP, etc

Elements and Performance Criteria

Classify the shipment and create Bill of Entry

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

- PC6.** create Bill of Entry (BoE)/shipping bills based on consignment type
- PC7.** maintain and update a checklist for import/export clearances
- PC8.** escalate high priority errors to the customs broker and resolve the same
- PC1.** verify the consignments that require pre-clearance and update it in the system
- PC2.** collect and review all custom related documents handed over by the customs support agent
- PC3.** request product description of the consignment
- PC4.** input data from the document into the system based on the type of consignment
- PC5.** determine type of consignment and classify into relevant HSN code according to the type of consignment

Identify cases requiring additional information

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

- PC9.** obtain the list of shipments that is not cleared by customs
- PC10.** collect and compile documents available for the shipments
- PC11.** categorize the shipments on the basis of nature, priority, geography etc.
- PC12.** review the existing list of documents to assess the available information
- PC13.** assess the additional information/documents that are required for clearance

Collect additional documents from consignee

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

- PC14.** communicate clearly the documents required for shipment clearance both on telephone and via email

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- PC15.** in case of non-availability of necessary documentation, contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up
- PC16.** provide consignee/consignor with duty and tax advice notification
- PC17.** seek payment approval from the consignee/consignor when the duty and tax amounts payable exceeds payment limits, if applicable
- PC18.** follow up with the consignee/consignor for the required documents
- PC19.** cross check whether the received document is as per the requirement

Submit documents with customs and follow-up for clearance

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

- PC20.** contact customs agent/broker (CBr) regarding shipment clearance and handover documents
- PC21.** follow up with the customs agent/broker (CBr) to check updated status of the shipment clearance
- PC22.** inform the consignee regarding updated status and additional document requirement, if any
- PC23.** inform the consignee regarding shipment clearance and direct him/her to customer service team for delivery updates

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** Information Technology (IT) system and ERP system of the organization
- KU9.** use of computer and associated data management devices
- KU10.** basic trouble shooting regarding telephones and computers
- KU11.** operating the ERP system in which details need to be checked
- KU12.** various HSN code classifications
- KU13.** basic understanding of bills of entry, shipping bills, country wise classification, custom documentation requirement
- KU14.** exports and import classifications,
- KU15.** Special Economic Zones (SEZS), custom valuations and custom duties, etc.
- KU16.** labels and instructions in the customer query resolution log book and shipment package
- KU17.** types of shipments being handled
- KU18.** special characteristics and handling requirements of shipments, if any

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** reproduce customer queries when required
- GS4.** generate reports in ERP and Customer Relationship Management (CRM)
- GS5.** prepare end of the day reports
- GS6.** with customers and various internal departments
- GS7.** with and collect information from different departments
- GS8.** make a judgment as to what additional documents are required
- GS9.** decide which cases are to be escalated to a higher level
- GS10.** plan and estimate the co-ordination required for resolving a query
- GS11.** maintain punctuality
- GS12.** should respond to the client in a timely manner
- GS13.** prioritize and execute tasks based on client requirements
- GS14.** be a team player and achieve joint goals
- GS15.** converse with the consignee in a suitable manner
- GS16.** adhere to the customer timelines
- GS17.** identify trends/common causes for shipment hold-ups
- GS18.** identify the type of shipment and the customs regulations pertaining to it
- GS19.** assess additional documents required for shipment clearance
- GS20.** keep track of the progress of each shipment in real time until clearance
- GS21.** focus on task at hand and complete it without errors and delays while maintaining high customer satisfaction levels

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Classify the shipment and create Bill of Entry</i> | 15 | 25 | - | - |
| PC6. create Bill of Entry (BoE)/shipping bills based on consignment type | 2 | 3 | - | - |
| PC7. maintain and update a checklist for import/export clearances | 2 | 3 | - | - |
| PC8. escalate high priority errors to the customs broker and resolve the same | 1 | 3 | - | - |
| PC1. verify the consignments that require pre-clearance and update it in the system | 2 | 4 | - | - |
| PC2. collect and review all custom related documents handed over by the customs support agent | 2 | 3 | - | - |
| PC3. request product description of the consignment | 2 | 3 | - | - |
| PC4. input data from the document into the system based on the type of consignment | 2 | 3 | - | - |
| PC5. determine type of consignment and classify into relevant HSN code according to the type of consignment | 2 | 3 | - | - |
| <i>Identify cases requiring additional information</i> | 5 | 15 | - | - |
| PC9. obtain the list of shipments that is not cleared by customs | 1 | 3 | - | - |
| PC10. collect and compile documents available for the shipments | 1 | 3 | - | - |
| PC11. categorize the shipments on the basis of nature, priority, geography etc. | 1 | 3 | - | - |
| PC12. review the existing list of documents to assess the available information | 1 | 3 | - | - |
| PC13. assess the additional information/documents that are required for clearance | 1 | 3 | - | - |
| <i>Collect additional documents from consignee</i> | 6 | 18 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC14. communicate clearly the documents required for shipment clearance both on telephone and via email | 1 | 3 | - | - |
| PC15. in case of non-availability of necessary documentation, contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up | 1 | 3 | - | - |
| PC16. provide consignee/consignor with duty and tax advice notification | 1 | 3 | - | - |
| PC17. seek payment approval from the consignee/consignor when the duty and tax amounts payable exceeds payment limits, if applicable | 1 | 3 | - | - |
| PC18. follow up with the consignee/consignor for the required documents | 1 | 3 | - | - |
| PC19. cross check whether the received document is as per the requirement | 1 | 3 | - | - |
| <i>Submit documents with customs and follow-up for clearance</i> | 4 | 12 | - | - |
| PC20. contact customs agent/broker (CBr) regarding shipment clearance and handover documents | 1 | 3 | - | - |
| PC21. follow up with the customs agent/broker (CBr) to check updated status of the shipment clearance | 1 | 3 | - | - |
| PC22. inform the consignee regarding updated status and additional document requirement, if any | 1 | 3 | - | - |
| PC23. inform the consignee regarding shipment clearance and direct him/her to customer service team for delivery updates | 1 | 3 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N2347 |
| NOS Name | Perform shipment classification and customs clearance support |
| Sector | Logistics |
| Sub-Sector | Courier / Express Services |
| Occupation | Customer relationship management, Institutional sales, Branch sales, Hub/branch Operations, Documentation and reporting |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N1501: Provide customer service and resolve queries

Description

This unit is about providing customer satisfaction, identifying status of courier from delivery team and resolving customer queries

Scope

The scope covers the following :

- Understand customer queries
- Identify the present status for the raised queries
- Coordinate with other departments Range: Computer, Enterprise Resource Planning (ERP) software, bar code scanners, stationery, worksheets, standard documentation, etc

Elements and Performance Criteria

Understand customer queries

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

- PC1.** follow etiquettes while interacting with customer
- PC2.** request the customer for consignment booking information and verify if the details are present in the system
- PC3.** listen to the customer's query and ask questions to seek more information if required
- PC4.** identify the right department to take care of the query
- PC5.** inform the customer that the query will be re-directed to the concerned department for issue resolution
- PC6.** request customer to stay on-line while coordinating Delivery Management Cell or raise internal query to the appropriate department
- PC7.** inform the customer about the status of the query and timeline for resolution

Identify the status of the raised queries

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

- PC8.** retrieve list of customer queries to be addressed from the system
- PC9.** prioritise the flagged and older unresolved queries
- PC10.** assess the information required and the associated Target Turn-around time, after understanding customers query
- PC11.** track the shipment through the airway/ courier bill
- PC12.** track the status of payments, acknowledgements and other requirements
- PC13.** coordinate with respective departments to expedite resolution of query

Closure of query

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

- PC14.** collect the missing requirement/information/documentation required for addressing the query
- PC15.** provide the collected information to customer and guide if required

Qualification Pack

PC16. facilitate between the customer and the respective department for closure

PC17. update closure of query in system

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures

KU2. different hubs and service stations of the organization

KU3. documentation and reporting as per organization's mandate

KU4. security procedures to be followed

KU5. escalation matrix for reporting identified problems

KU6. risk and impact of not following defined procedures/work instructions

KU7. coding system followed to label mail.

KU8. Information Technology (IT) system and ERP system of the organization

KU9. use of computer and associated equipment

KU10. basic trouble shooting regarding telephones and computers

KU11. operating the ERP

KU12. geographical spread of states and cities

KU13. labels and instructions in the customer query resolution log book

KU14. various escalations regarding resolving and catering to the customer query

KU15. overall process from pickup to delivery and different departments engaged in the process

KU16. types of shipments being handled

KU17. special characteristics and handling requirements of shipments, if any

Generic Skills (GS)

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

GS1. written instructions

GS2. invoicing label and shipment labels

GS3. reproduce customer queries when required

GS4. generate reports in ERP and Customer Relationship Management (CRM)

GS5. prepare end of the day reports

GS6. with customers and various internal departments

GS7. with and collect information from different departments

GS8. make a judgment as to what additional documents are required

GS9. decide which cases are to be escalated to a higher level

GS10. plan and estimate the co-ordination required for resolving a query

GS11. maintain punctuality

GS12. should respond to the client in a timely manner

GS13. prioritize and execute tasks based on client requirements



Qualification Pack

- GS14.** be a team player and achieve joint goals
- GS15.** converse with the consignee in a suitable manner
- GS16.** adhere to the customer timelines
- GS17.** identify trends/common causes for shipment hold-ups
- GS18.** identify the type of shipment and the customs regulations pertaining to it
- GS19.** verify the authenticity of the customer
- GS20.** keep track of the progress of each shipment in real time until clearance
- GS21.** Suggest ways to improve tracking of consignments in the system
- GS22.** focus on task at hand and complete it without errors and delays while maintaining high customer satisfaction levels
- GS23.** identify bottlenecks and estimate timelines for clearances

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Understand customer queries</i> | 10 | 30 | - | - |
| PC1. follow etiquettes while interacting with customer | 1 | 5 | - | - |
| PC2. request the customer for consignment booking information and verify if the details are present in the system | 1 | 5 | - | - |
| PC3. listen to the customer's query and ask questions to seek more information if required | 1 | 4 | - | - |
| PC4. identify the right department to take care of the query | 1 | 4 | - | - |
| PC5. inform the customer that the query will be re-directed to the concerned department for issue resolution | 2 | 4 | - | - |
| PC6. request customer to stay on-line while coordinating Delivery Management Cell or raise internal query to the appropriate department | 2 | 4 | - | - |
| PC7. inform the customer about the status of the query and timeline for resolution | 2 | 4 | - | - |
| <i>Identify the status of the raised queries</i> | 12 | 24 | - | - |
| PC8. retrieve list of customer queries to be addressed from the system | 2 | 4 | - | - |
| PC9. prioritise the flagged and older unresolved queries | 2 | 4 | - | - |
| PC10. assess the information required and the associated Target Turn-around time, after understanding customers query | 2 | 4 | - | - |
| PC11. track the shipment through the airway/ courier bill | 2 | 4 | - | - |
| PC12. track the status of payments, acknowledgements and other requirements | 2 | 4 | - | - |
| PC13. coordinate with respective departments to expedite resolution of query | 2 | 4 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Closure of query</i> | 8 | 16 | - | - |
| PC14. collect the missing requirement/information/documentation required for addressing the query | 2 | 4 | - | - |
| PC15. provide the collected information to customer and guide if required | 2 | 4 | - | - |
| PC16. facilitate between the customer and the respective department for closure | 2 | 4 | - | - |
| PC17. update closure of query in system | 2 | 4 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N1501 |
| NOS Name | Provide customer service and resolve queries |
| Sector | Logistics |
| Sub-Sector | Courier / Express Services |
| Occupation | Customer relationship management, Institutional sales, Branch sales, Hub/branch Operations, Documentation and reporting |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N9904: Maintain integrity and ethics in operation

Description

This unit is about maintaining integrity, ensuring data security, and professional and ethical practices

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practices
- Ensure regulatory compliance

Elements and Performance Criteria

Maintain integrity ensuring data security

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

- PC1.** refrain from indulging in corrupt practices.
- PC2.** avoid using company's funds, property or resources for undertaking personal activities
- PC3.** protect customer's information and ensure it is not misused
- PC4.** protect data and information related to business or commercial decisions
- PC5.** avoid acceptance of cash or kind from vendors for support or contract negotiations
- PC6.** demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues
- PC7.** avoid nepotism
- PC8.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC9.** report promptly all violations of code of ethics
- PC10.** dress up and conduct in a professional manner
- PC11.** communicate with clients and stakeholders in a soft and polite manner
- PC12.** follow etiquettes in accordance to the place
- PC13.** check for regulatory documentation and compliances for the shop floor as per information from the supervisor
- PC14.** perform activities considering the regulatory requirements
- PC15.** use Personal Protective Equipment (PPEs) in accordance to regulatory requirements
- PC16.** identify the different types of dangerous goods and handling methodologies
- PC17.** follow the SOP for handling of different types of dangerous goods
- PC18.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC19.** promptly report all regulatory violations

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** company's policies on use of language
- KU2.** company's Human Resources policies
- KU3.** company's code of ethics
- KU4.** company's whistle blower policy
- KU5.** company's rules related to sexual harassment
- KU6.** company's reporting structure
- KU7.** company's documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** various regulatory requirements
- KU10.** documentary compliance for various regulations
- KU11.** different dangerous shipment
- KU12.** regulations with regard to w.r.t dangerous shipment

Generic Skills (GS)

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

- GS1.** read company policy documents and work related documents
- GS2.** read emails and written instructions
- GS3.** fill documentation pertaining to ethics and regulatory requirement
- GS4.** communicate with team members to work efficiently
- GS5.** communicate with peers and subordinates about information security and building trust
- GS6.** identify a shipment as dangerous goods
- GS7.** assess if the situation needs to be reported regarding regulations
- GS8.** plan and organise actions as per companys guidelines
- GS9.** prevent company and customer information leakage
- GS10.** advise colleagues regarding sensitive issues pertaining to conduct and regulations
- GS11.** provide professional services diligently and with integrity
- GS12.** avoid defaming companys name by indulging into pilferage or fiddling with quality or quantity of shipment
- GS13.** be fair and reasonable in profession and disclose conflict of interests

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Maintain integrity ensuring data security</i> | 40 | 60 | - | - |
| PC1. refrain from indulging in corrupt practices. | 3 | 3 | - | - |
| PC2. avoid using company's funds, property or resources for undertaking personal activities | 3 | 3 | - | - |
| PC3. protect customer's information and ensure it is not misused | 2 | 4 | - | - |
| PC4. protect data and information related to business or commercial decisions | 2 | 4 | - | - |
| PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations | 2 | 4 | - | - |
| PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues | 2 | 3 | - | - |
| PC7. avoid nepotism | 2 | 3 | - | - |
| PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical | 2 | 3 | - | - |
| PC9. report promptly all violations of code of ethics | 2 | 3 | - | - |
| PC10. dress up and conduct in a professional manner | 2 | 3 | - | - |
| PC11. communicate with clients and stakeholders in a soft and polite manner | 2 | 3 | - | - |
| PC12. follow etiquettes in accordance to the place | 2 | 3 | - | - |
| PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor | 2 | 3 | - | - |
| PC14. perform activities considering the regulatory requirements | 2 | 3 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements | 2 | 3 | - | - |
| PC16. identify the different types of dangerous goods and handling methodologies | 2 | 3 | - | - |
| PC17. follow the SOP for handling of different types of dangerous goods | 2 | 3 | - | - |
| PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical | 2 | 3 | - | - |
| PC19. promptly report all regulatory violations | 2 | 3 | - | - |
| NOS Total | 40 | 60 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N9904 |
| NOS Name | Maintain integrity and ethics in operation |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | 1 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQF Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N9905: Follow health, safety and security procedures.

Description

This unit is about ensuring compliance with health, safety and security procedures at the workplace

Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security

Elements and Performance Criteria

Follow health, safety and security procedures

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

- PC1.** make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area
- PC3.** follow standard driving practice to ensure safety of life and material
- PC4.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC5.** undertake periodical preventive health check ups
- PC6.** follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods
- PC7.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC8.** comply with data safety regulations of the organisation
- PC9.** follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway

Ensure compliance to health, safety and security

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

- PC10.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC11.** inspect the activity area and equipment for appropriate and safe condition
- PC12.** check if stacking is done at defined height and is not on the walk way
- PC13.** check if walk way is free from grease/ oil
- PC14.** check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places
- PC15.** participate in fire drills
- PC16.** check if standard material handling procedure are being followed
- PC17.** check if hold ladders, platforms and hand rails to be in a sound and safe condition
- PC18.** check if all the safety and security related tags, labels and signage are placed in the cargo

Qualification Pack

- PC19.** check if loading instrument is certified and operational
- PC20.** implement 5S at workplace
- PC21.** check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** health, safety and security policies and procedures
- KU2.** special instructions for hazardous cargo handling
- KU3.** defined standard operating procedures
- KU4.** risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations
- KU5.** escalation matrix for reporting identified problem
- KU6.** basics of Occupational Safety and Health Administration (OSHA)
- KU7.** 5S implementation and practice
- KU8.** necessary security procedures for airport, customs area, etc.
- KU9.** tools and equipment for material handling
- KU10.** standard material handling procedures while handling cargo
- KU11.** safety and security signage and their functions
- KU12.** different security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous shipment
- KU15.** different PPE, their usage and purpose
- KU16.** safe driving techniques

Generic Skills (GS)

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

- GS1.** read SOP's and safety precautions for different ground operations and handling cargo
- GS2.** read different documents related to security and movement of cargo
- GS3.** fill forms related to health, safety and security procedures
- GS4.** communicate clearly with colleagues regarding safety procedures
- GS5.** share experience and guide peers
- GS6.** decide how to avoid any damage / accident to personal health / cargo handled, whenever required
- GS7.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS8.** plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
- GS9.** prioritize and execute tasks within the schedule time limits



Qualification Pack

- GS10.** plan and drive based on traffic and road condition using radio links/navigation aids wherever available
- GS11.** ensure safe and secure movement of shipments, cargos etc.
- GS12.** identify any threats on personal health, safety, security, etc. and take appropriate actions
- GS13.** identify risks at the workplace and address them
- GS14.** analyse past mistakes and address them to avoid mishap in the future
- GS15.** check that right safety measures and procedures are in place

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Follow health, safety and security procedures</i> | 19 | 33 | - | - |
| PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation | 3 | 4 | - | - |
| PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area | 3 | 4 | - | - |
| PC3. follow standard driving practice to ensure safety of life and material | 3 | 4 | - | - |
| PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety | 2 | 4 | - | - |
| PC5. undertake periodical preventive health check ups | 2 | 4 | - | - |
| PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods | 2 | 4 | - | - |
| PC7. follow security procedures like green gate in port, customs area, factory security, etc. | 2 | 3 | - | - |
| PC8. comply with data safety regulations of the organisation | 1 | 3 | - | - |
| PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway | 1 | 3 | - | - |
| <i>Ensure compliance to health, safety and security</i> | 21 | 27 | - | - |
| PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority | 1 | 3 | - | - |
| PC11. inspect the activity area and equipment for appropriate and safe condition | 1 | 3 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC12. check if stacking is done at defined height and is not on the walk way | 1 | 3 | - | - |
| PC13. check if walk way is free from grease/ oil | 2 | 2 | - | - |
| PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places | 2 | 2 | - | - |
| PC15. participate in fire drills | 2 | 2 | - | - |
| PC16. check if standard material handling procedure are being followed | 2 | 2 | - | - |
| PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition | 2 | 2 | - | - |
| PC18. check if all the safety and security related tags, labels and signage are placed in the cargo | 2 | 2 | - | - |
| PC19. check if loading instrument is certified and operational | 2 | 2 | - | - |
| PC20. implement 5S at workplace | 2 | 2 | - | - |
| PC21. check if cargo has passed security checks and report in case of any violation | 2 | 2 | - | - |
| NOS Total | 40 | 60 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N9905 |
| NOS Name | Follow health, safety and security procedures. |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | 1 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N9906: Verify GST invoices

Description

This unit is about checking applicability of GST and verifying invoice.

Scope

The scope covers the following :

- Check applicability of GST
- Verify invoice

Elements and Performance Criteria

Check applicability of GST

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

- PC1.** identify location of service recipient and place of supply of services
- PC2.** identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)
- PC3.** identify if GST is payable under reverse charge in case the Service provider is unregistered party

Verify invoice

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

- PC4.** obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient
- PC5.** obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code
- PC6.** receive unique identification number (UIN) for multilateral entity
- PC7.** check for relevant notification in case of exempt clients
- PC8.** calculate taxable value considering applicable rate of GST based on SAC/HSN
- PC9.** check for vendor invoices for all mandatory particulars and applicable GST

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure to support and expedite project activities
- KU2.** company's policy and work instructions on quality standards
- KU3.** company's products and services
- KU4.** organisational guidelines for dealing with receipts and payments
- KU5.** company's policy on mode of receipts
- KU6.** company's policy on processes and methods of collection and payments

Qualification Pack

- KU7.** financial concepts such as calculation of interest and taxes
- KU8.** Concept and applicability of GST
- KU9.** bifurcation of taxes
- KU10.** reverse charge mechanism
- KU11.** exemptions under GST
- KU12.** refund process
- KU13.** use of MS office (Excel, Word)
- KU14.** CGST Act, 2017 (preferable not mandatory)

Generic Skills (GS)

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

- GS1.** read various accounting procedures and updates
- GS2.** read forms and policy directives
- GS3.** read vendor invoices
- GS4.** maintain record of invoices verified
- GS5.** coordinate with colleagues and seniors
- GS6.** decide on applicability of tax rates
- GS7.** plan and organise information for verifying invoice
- GS8.** ensure tax indicated is correct
- GS9.** inform about any errors or refunds to be sought and extra taxes to be paid
- GS10.** resolve tax related issues with accounts department and vendors
- GS11.** analyse invoices for tax calculation
- GS12.** check for error in invoice

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Check applicability of GST</i> | 10 | 23 | - | - |
| PC1. identify location of service recipient and place of supply of services | 4 | 7 | - | - |
| PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST) | 3 | 8 | - | - |
| PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party | 3 | 8 | - | - |
| <i>Verify invoice</i> | 20 | 47 | - | - |
| PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient | 3 | 8 | - | - |
| PC5. obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code | 3 | 8 | - | - |
| PC6. receive unique identification number (UIN) for multilateral entity | 3 | 8 | - | - |
| PC7. check for relevant notification in case of exempt clients | 3 | 8 | - | - |
| PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN | 5 | 7 | - | - |
| PC9. check for vendor invoices for all mandatory particulars and applicable GST | 3 | 8 | - | - |
| NOS Total | 30 | 70 | - | - |



Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------|
| NOS Code | LSC/N9906 |
| NOS Name | Verify GST invoices |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 4 |
| Credits | 1 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 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
- 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 job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i> | 1 | 1 | - | - |
| PC1. understand the significance of employability skills in meeting the job requirements | - | - | - | - |
| <i>Constitutional values - Citizenship</i> | 1 | 1 | - | - |
| PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices | - | - | - | - |
| <i>Becoming a Professional in the 21st Century</i> | 1 | 3 | - | - |
| PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc. | - | - | - | - |
| <i>Basic English Skills</i> | 2 | 3 | - | - |
| PC4. speak with others using some basic English phrases or sentences | - | - | - | - |
| <i>Communication Skills</i> | 1 | 1 | - | - |
| PC5. follow good manners while communicating with others | - | - | - | - |
| PC6. work with others in a team | - | - | - | - |
| <i>Diversity & Inclusion</i> | 1 | 1 | - | - |
| PC7. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| PC8. report any issues related to sexual harassment | - | - | - | - |
| <i>Financial and Legal Literacy</i> | 3 | 4 | - | - |
| PC9. use various financial products and services safely and securely | - | - | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. calculate income, expenses, savings etc. | - | - | - | - |
| PC11. approach the concerned authorities for any exploitation as per legal rights and laws | - | - | - | - |
| <i>Essential Digital Skills</i> | 4 | 6 | - | - |
| PC12. operate digital devices and use its features and applications securely and safely | - | - | - | - |
| PC13. use internet and social media platforms securely and safely | - | - | - | - |
| <i>Entrepreneurship</i> | 3 | 5 | - | - |
| PC14. identify and assess opportunities for potential business | - | - | - | - |
| PC15. identify sources for arranging money and associated financial and legal challenges | - | - | - | - |
| <i>Customer Service</i> | 2 | 2 | - | - |
| PC16. identify different types of customers | - | - | - | - |
| PC17. identify customer needs and address them appropriately | - | - | - | - |
| PC18. follow appropriate hygiene and grooming standards | - | - | - | - |
| <i>Getting ready for apprenticeship & Jobs</i> | 1 | 3 | - | - |
| PC19. create a basic biodata | - | - | - | - |
| PC20. search for suitable jobs and apply | - | - | - | - |
| PC21. identify and register apprenticeship opportunities as per requirement | - | - | - | - |
| NOS Total | 20 | 30 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0101 |
| NOS Name | Employability Skills (30 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 2 |
| Credits | 1 |
| Version | 1.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQF Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N0110: Forecasting and trend analysis

Description

This unit is about forecasting and doing trend analysis of goods volume movement, variance etc. and forecasting warehouse operational parameters

Scope

The scope covers the following :

- Conduct Trend analysis
- Forecast

Elements and Performance Criteria

Conduct trend analysis

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

- PC1.** understand the trend analysis to be done and collect the relevant information from ERP/documentation/ standalone computer files
- PC2.** apply data filters to process data before conducting analysis
- PC3.** conduct trend analysis to identify time trends and seasonal trends of operational and business performance
- PC4.** conduct trend analysis of new business to identify seasonality and cyclical natures
- PC5.** draw inferences and develop report based on trend analysis

Forecast

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

- PC6.** identify key parameters for forecasting based on past trends as well as regulatory and business environment
- PC7.** prepare data for accepted forecasting approach
- PC8.** develop forecasts and share the data with management
- PC9.** conduct review meetings to finalize on the forecast
- PC10.** develop resource plan and budgets based on forecasts in consultation with Manager

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's reporting structure to support and expedite project activities
- KU2.** company's policy and work instructions on quality standards, documentation, etc.
- KU3.** importance of the individual's role in the workflow
- KU4.** occupational health and safety standards and security procedures to be followed
- KU5.** procedures for dealing with loss or damage to goods
- KU6.** coding system followed to label items

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- KU7.** ERP and Information Technology (IT) system of the organization
- KU8.** use a computer and associated data management devices
- KU9.** different material handling equipment and their uses
- KU10.** trend analysis and forecasting techniques
- KU11.** quantitative tools used in trend analysis and forecasting
- KU12.** different geographical locations
- KU13.** information from the ERP system
- KU14.** escalations regarding resolving and catering to the customer query
- KU15.** overall process in warehouse operations
- KU16.** different types of goods being handled and precautions and procedures with respect to them particularly handling of special items and dangerous goods
- KU17.** various inventory counting methods and processes

Generic Skills (GS)

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

- GS1.** read written instructions
- GS2.** read product instructions in ERP
- GS3.** read reports and notes shared by supervisors and associates
- GS4.** write damage reports and daily output reports
- GS5.** generate daily reports from ERP
- GS6.** print required stationery
- GS7.** Communicate with supervisors and co-workers
- GS8.** collect information from supervisors and external stakeholders
- GS9.** identify the most appropriate transporter considering customer requirements
- GS10.** decide if there are any mistakes or issues with transporters documents
- GS11.** maintain punctuality
- GS12.** organise the data to streamline data entry processes
- GS13.** be a team player and achieve joint goals
- GS14.** adhere to the timelines
- GS15.** factor in customer urgency while preparing forecasts
- GS16.** resolve basic issues with respect to various documentation of the transporter
- GS17.** verify the accuracy of the data and apply filters before analyzing data
- GS18.** analyse data trends to identify most suitable options
- GS19.** observe the data to identify aberrations in data
- GS20.** cross check data to check for data gaps and mistakes in analysis

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Conduct trend analysis</i> | 16 | 39 | - | - |
| PC1. understand the trend analysis to be done and collect the relevant information from ERP/documentation/ standalone computer files | 4 | 7 | - | - |
| PC2. apply data filters to process data before conducting analysis | 3 | 8 | - | - |
| PC3. conduct trend analysis to identify time trends and seasonal trends of operational and business performance | 3 | 8 | - | - |
| PC4. conduct trend analysis of new business to identify seasonality and cyclical natures | 3 | 8 | - | - |
| PC5. draw inferences and develop report based on trend analysis | 3 | 8 | - | - |
| <i>Forecast</i> | 14 | 31 | - | - |
| PC6. identify key parameters for forecasting based on past trends as well as regulatory and business environment | 3 | 8 | - | - |
| PC7. prepare data for accepted forecasting approach | 3 | 8 | - | - |
| PC8. develop forecasts and share the data with management | 4 | 8 | - | - |
| PC9. conduct review meetings to finalize on the forecast | 3 | 6 | - | - |
| PC10. develop resource plan and budgets based on forecasts in consultation with Manager | 1 | 1 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N0110 |
| NOS Name | Forecasting and trend analysis |
| Sector | Logistics |
| Sub-Sector | Courier / Express Services, Warehousing (Storage & Packaging) |
| Occupation | Customer relationship management, Institutional sales, Branch sales, Hub/branch Operations, Documentation and reporting |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

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

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Minimum Aggregate Passing % at QP Level : 70

(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/N1907.Feed data into ERP and analyse in courier hub | 30 | 70 | - | - | 100 | 10 |
| LSC/N1601.Institutional business development and client retention | 30 | 68 | - | - | 98 | 10 |
| LSC/N1701.Perform branch sales | 30 | 70 | - | - | 100 | 10 |
| LSC/N2347.Perform shipment classification and customs clearance support | 30 | 70 | - | - | 100 | 20 |
| LSC/N1501.Provide customer service and resolve queries | 30 | 70 | - | - | 100 | 10 |
| LSC/N9904.Maintain integrity and ethics in operation | 40 | 60 | - | - | 100 | 10 |
| LSC/N9905.Follow health, safety and security procedures. | 40 | 60 | - | - | 100 | 10 |
| LSC/N9906.Verify GST invoices | 30 | 70 | - | - | 100 | 10 |
| DGT/VSQ/N0101.Employability Skills (30 Hours) | 20 | 30 | - | - | 50 | 10 |
| Total | 280 | 568 | - | - | 848 | 100 |

Optional: 1 Forecasting



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| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N0110.Forecasting and trend analysis | 30 | 70 | - | - | 100 | 10 |
| Total | 30 | 70 | - | - | 100 | 10 |



Qualification Pack

Acronyms

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

Qualification Pack

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. |

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| | |
|---|--|
| 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. |