



Courier Delivery Executive

QP Code: LSC/Q3023

Version: 3.0

NSQF Level: 3

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

Qualification Pack

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LSC/Q3023: Courier Delivery Executive

Brief Job Description

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.

Personal Attributes

This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N3001: Prepare for Shipment Delivery](#)
2. [LSC/N3002: Perform Delivery](#)
3. [LSC/N3003: Perform Post Delivery activities](#)
4. [LSC/N3042: Maintain Health, Safety and Security Measures during Shipment Delivery](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operations (Delivery and Pickup)
Country	India
NSQF Level	3
Credits	12

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Aligned to NCO/ISCO/ISIC Code	NCO-2004/9151.70
Minimum Educational Qualification & Experience	9th Class OR 8th Class (with one year of (NTC/ NAC) after 8th) OR 8th Class (and pursuing continuous schooling in regular school with vocational subject) OR 8th Class with 1 Year of experience relevant experience OR 5th Class with 4 Years of experience relevant experience OR Ability to read and write with 5 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Driving License
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	25/11/2024
NSQC Approval Date	25/11/2021
Version	3.0
Reference code on NQR	2022/TLW/LSC/06859
NQR Version	1.0

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LSC/N3001: Prepare for Shipment Delivery

Description

This unit is about preparing for shipment delivery

Scope

The scope covers the following :

- Obtain requisite information for delivery
- Prepare for delivery

Elements and Performance Criteria

Obtain requisite information for delivery

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

- PC1.** obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.
- PC2.** determine whether payment has been made or whether cash has to be collected on delivery.
- PC3.** understand priorities among orders and deadlines if any from coordinator
- PC4.** obtain the optimal routing sequence from the coordinator.

Prepare for delivery

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

- PC5.** collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.
- PC6.** perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip
- PC7.** ensure sufficient availability of missed delivery notes and other stationery
- PC8.** collect all the packages to be delivered during the day's trip
- PC9.** check to ensure that packages are in good condition and whether the package is to be delivered nearby.
- PC10.** report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.
- PC11.** load packages onto vehicle.
- PC12.** arrange shipments in an optimized manner in the vehicle to save space
- PC13.** shipments that are to be delivered first are to be arranged closest to the door
- PC14.** shipments should be arranged in a manner that they are not damaged
- PC15.** ensure availability to take instructions from supervisor and be flexible to change the day's plan

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details.
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors.



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- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain requisite information for delivery</i>	8	24	-	-
PC1. obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.	2	6	-	-
PC2. determine whether payment has been made or whether cash has to be collected on delivery.	2	6	-	-
PC3. understand priorities among orders and deadlines if any from coordinator	2	6	-	-
PC4. obtain the optimal routing sequence from the coordinator.	2	6	-	-
<i>Prepare for delivery</i>	17	51	-	-
PC5. collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.	2	6	-	-
PC6. perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip	2	6	-	-
PC7. ensure sufficient availability of missed delivery notes and other stationery	2	6	-	-
PC8. collect all the packages to be delivered during the day's trip	2	6	-	-
PC9. check to ensure that packages are in good condition and whether the package is to be delivered nearby.	2	6	-	-
PC10. report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.	2	6	-	-
PC11. load packages onto vehicle.	1	3	-	-

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

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3001
NOS Name	Prepare for Shipment Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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LSC/N3002: Perform Delivery

Description

This unit is about performing delivery

Scope

The scope covers the following :

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

Elements and Performance Criteria

Situations when the customer is available

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

- PC1.** arrive at the destination
- PC2.** greet customer politely and confirm the shipment that had been ordered
- PC3.** if the package is important or of high value, request customer for a government issued id card as proof of identity
- PC4.** verify and note down the details of the id proof shown
- PC5.** hand over package to customer
- PC6.** receive and store cash safely, if the customer had opted for cash on delivery option
- PC7.** get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.
- PC8.** thank the customer and leave premises.

Situations when the customer is not available

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

- PC9.** if the customer is not available, contact the customer by telephone and politely explain the situation
- PC10.** if the package has been paid for and it does not required id proof verification, hand over package to the person specified by the customer (receiver).
- PC11.** get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.
- PC12.** thank the receiver and leave premises
- PC13.** if the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer
- PC14.** if the customer could not be contacted, leave behind a missed delivery note with contact details.
- PC15.** change the day plan accordingly to accommodate missed deliveries at the requested times.

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package.
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms.
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met.
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager.



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- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Situations when the customer is available</i>	11	44	-	-
PC1. arrive at the destination	1	4	-	-
PC2. greet customer politely and confirm the shipment that had been ordered	1	4	-	-
PC3. if the package is important or of high value, request customer for a government issued id card as proof of identity	2	8	-	-
PC4. verify and note down the details of the id proof shown	2	8	-	-
PC5. hand over package to customer	1	4	-	-
PC6. receive and store cash safely, if the customer had opted for cash on delivery option	1	4	-	-
PC7. get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	2	8	-	-
PC8. thank the customer and leave premises.	1	4	-	-
<i>Situations when the customer is not available</i>	9	36	-	-
PC9. if the customer is not available, contact the customer by telephone and politely explain the situation	2	8	-	-
PC10. if the package has been paid for and it does not required id proof verification, hand over package to the person specified by the customer (receiver).	1	4	-	-
PC11. get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	1	4	-	-
PC12. thank the receiver and leave premises	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. if the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer	2	8	-	-
PC14. if the customer could not be contacted, leave behind a missed delivery note with contact details.	1	4	-	-
PC15. change the day plan accordingly to accommodate missed deliveries at the requested times.	1	4	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3002
NOS Name	Perform Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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LSC/N3003: Perform Post Delivery activities

Description

This unit is about performing post-delivery activities

Scope

The scope covers the following :

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

Elements and Performance Criteria

Return to office and complete handover to the counter staff

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

- PC1.** bring any undelivered packages back to office.
- PC2.** document appropriate reason for undelivered package
- PC3.** park vehicle and carry out a safety inspection
- PC4.** unload packages and hand them over for storage
- PC5.** return gps, tracking devices and any unused stationery
- PC6.** handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.

Reporting to management

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

- PC7.** notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan
- PC8.** report any damages to packages that had occurred during transit.
- PC9.** provide feedback regarding delays, damages, loss if any etc
- PC10.** account for the money that has been collected from the customers and handed over to the cashier
- PC11.** provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.
- PC12.** report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.
- PC13.** complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures

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- KU2.** knowledge of paperwork to be completed when delivering a package.
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package.
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices.
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details.
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors
- GS18.** suggest methods to streamline the delivery process.



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- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

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

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

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3003
NOS Name	Perform Post Delivery activities
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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LSC/N3042: Maintain Health, Safety and Security Measures during Shipment Delivery

Description

This unit is about maintaining health, safety and security standards during shipment delivery

Scope

The scope covers the following :

- Maintain health, safety and security standards during shipment delivery

Elements and Performance Criteria

Maintain health, safety and security standards during shipment delivery

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

- PC1.** maintain clean and hygienic vehicle
- PC2.** take all the necessary precautions when handling packages.
- PC3.** follow organization procedures with respect to security, materials handling and accidents
- PC4.** keep the bag with oneself while delivering the documents
- PC5.** do not leave the documents with security or any 3rd party
- PC6.** follow traffic rules when driving on the road.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package
- KU15.** knowledge of the local areas and routes

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

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

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms.
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health, safety and security standards during shipment delivery</i>	20	80	-	-
PC1. maintain clean and hygienic vehicle	2	8	-	-
PC2. take all the necessary precautions when handling packages.	6	24	-	-
PC3. follow organization procedures with respect to security, materials handling and accidents	6	24	-	-
PC4. keep the bag with oneself while delivering the documents	2	8	-	-
PC5. do not leave the documents with security or any 3rd party	2	8	-	-
PC6. follow traffic rules when driving on the road.	2	8	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3042
NOS Name	Maintain Health, Safety and Security Measures during Shipment Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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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	-	-

Qualification Pack

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	25/06/2023
NSQC Clearance Date	25/06/2020

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions validated and approved 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 these criteria.
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 reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

Qualification Pack

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3001.Prepare for Shipment Delivery	25	75	-	-	100	20
LSC/N3002.Perform Delivery	20	80	-	-	100	20
LSC/N3003.Perform Post Delivery activities	25	75	-	-	100	20
LSC/N3042.Maintain Health, Safety and Security Measures during Shipment Delivery	20	80	-	-	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	20
Total	110	340	-	-	450	100



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.