CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

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

Name and contact details of individual dealing with the submission

Name	: Ms. Reena Murray
Position in the Organization	: Head – Standards & Quality Assurance
Address if different from above	: Same as above
Tel number	: 044 4851 4607
E-mail address	: reena@lsc-india.com

List of documents submitted in support of the Qualification File

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

Model Curriculum to be added which will include the following:

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

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SUMMARY

1	**Qualification Title**	Documentation Executive
2	**Qualification Code, if any**	LSC/Q1122
3	**NCO code and occupation**	NCO-2004/3431.90
4	**Nature and purpose of the qualification (Please specify whether qualification is short term or long term)**	**Nature:** Certificate course of Documentation Executive. Long term **Purpose:** Learners who attain this qualification are competent in land transportation operation and can get a job as documentation executive to prepare for Processing documents, Perform documentation of inbound and outbound consignment, Complete post documentation activities, Maintain health, safety and security standards during documentation
5	**Body/bodies which will award the qualification**	Logistics Sector Skill Council
6	**Body which will accredit providers to offer courses leading to the qualification**	Logistics Sector Skill Council
7	**Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)**	Yes Both accreditation and affiliation are done by LSC based on due diligence report via SIP
8	**Occupation(s) to which the qualification gives access**	To carry out the paperwork required for dispatching outbound trucks and checking the documents while receiving inbound trucks so that they comply with business and legal requirements.
9	**Job description of the occupation**	Documentation Executives are also known as transportation assistants. Individuals in this role are responsible for carrying out the paperwork required for dispatching outbound trucks and checking the documents while receiving inbound trucks so that they comply with business and legal requirements.
10	**Licensing requirements**	Not applicable
11	**Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)**	Not applicable

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12	**Level of the qualification in the NSQF**	4
13	**Anticipated volume of training/learning required to complete the qualification**	450 hours
14	**Indicative list of training tools required to deliver this qualification**	**For a class of 30 candidates** Teaching board – 1 Projector – 1 White board - 1 Video player or TV – 1 Printer – 1 Tracker - 1 Computer – 30 Stationaries – 30 Marker - 2 Fire extinguisher - 1 First Aid kit - 1 Safety signs - 1 SOP Charts on safety norms and drills – 1 Sample reports & documents – 5 Reporting forms - 5 Charts of Do's and Don'ts - 1 MS Office – 1 MHE – 1 GPS tracker – 1 PPEs – 10
15	**Entry requirements and/or recommendations and minimum age**	11th grade pass or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma or 10th grade pass plus 1-year NTC/ NAC or 8th grade pass plus 2-year NTC + 1 Year NAC or 8th pass plus 1-year NTC + 1-Year NAC plus CITS or 10th grade pass and pursuing continuous schooling or 10th Grade Pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience, with minimum age of 18 years completed.

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16	**Progression from the qualification (Please show Professional and academic progression)**	Data Entry Operator Data Analyst MIS Head
17	**Arrangements for the Recognition of Prior learning (RPL)**	LSC currently undertakes RPL through the following modes – 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification. 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
18	**International comparability where known (research evidence to be provided)**	Under Study
19	**Date of planned review of the qualification.**	25th November 2024
20	**Formal structure of the qualification**	

	Title of unit or other component	Mandatory/ Optional	Estimated size (learning hours)	Level
A	**Mandatory components**			
	Introduction	Mandatory	30	4
	LSC/N1120: Prepare for Processing documents	Mandatory	90	4

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	LSC/N1121: Perform documentation of inbound and outbound consignments	Mandatory	90	4
	LSC/N1122: Complete post documentation activities	Mandatory	90	4
	LSC/N1129: Maintain health, safety and security standards during documentation	Mandatory	90	4
	Employability Skills	Mandatory	60	4
	Sub Total (A)		**450 Hrs**	
B	**Optional/ elective component**			
	NA			
	Subtotal B			
	Total (A+B)		**450 Hrs**	

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SECTION 1
ASSESSMENT

21	**Body/Bodies which will carry out assessment:** All the empanelled assessment agency will do the assessment
22	**How will RPL assessment be managed and who will carry it out?** RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments - 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
23	**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.** LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria. **Assessment policy of LSC** 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs. 2) Qualification and experience have to be set for the assessors. 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC. 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments. 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC. 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines.

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

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

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

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10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.
11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.
12) To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
13) In case of unsuccessful completion, the trainee may seek Re-assessment on the QP.

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

The eligibility of assessors for "Job role – Documentation Executive" are as follows:

- **Any degree**
- **2 years of industrial experience**

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

11th grade pass
or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma
or 10th grade pass plus 1-year NTC/ NAC
or 8th grade pass plus 2-year NTC + 1 Year NAC
or 8th pass plus 1-year NTC + 1-Year NAC plus CITS or 10th grade pass and pursuing continuous schooling
or 10th Grade Pass + 2 year relevant experience
or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience
or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience, with minimum age of 18 years completed.

4. MARKING SCHEME:

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

5. PASSING MARKS: Every trainee should score minimum 70%

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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ASSESSMENT EVIDENCE

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

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

24. Assessment evidences

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

Title of Component:

Outcomes to be assessed/NOSs to be assesed	Assessment criteria for the outcome
1. LSC/N1120: Prepare for Processing documents	To be competent, the user/ individual on the job must be able to: 1. 1 understand the work schedule for the day from the transport manager 1. 2 obtain the list of inbound and outbound consignments, documentation checklists for inbound and outbound transport from the transport manager 1. 3 get details of the destination, route, weight of the load, type of truck, etc. 1. 4 understand priorities (if any) among consignments. 1. 5 switch on the computer and login using using company credentials. 1. 6 check and ensure that the computer and the software are working well without any issues 1. 7 ensure there is sufficient stationery like paper, pens, government forms, etc.

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	1. 8 switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition. 1. 9 have any issues/problems solved before starting work.
2. LSC/N1121: Perform documentation of inbound and outbound consignments	To be competent, the user/ individual on the job must be able to: 2. 1 prepare 5 copies of the lorry receipt (LR) or goods consignment (GC) note after receiving the customer order to be distributed as per company policy 2. 2 based on the information contained in the lr, update details regarding the load and the destination into the computer. 2. 3 combine different loads onto a truck for transshipment based on common destination and the truck's maximum load capacity 2. 4 prepare an agreement sheet to be given at the destination along with the consignment 2. 5 fill out transit insurance forms and any octroi/tax permits for each truck. 2. 6 check the permits to ensure that they are current and that the truck could travel through the route to its destination. 2. 7 verify that all the required forms have been filled out and tick off the documents as per the outbound documentation checklist. 2. 8 confirm with the dispatcher that the truck's destination and goods loaded have been verified 2. 9 brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts. handover the cash and required documents to him in order to begin the journey. 2. 10 get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received. 2. 11 receive the signed agreement sheet for the inbound consignment from the receiving assistant 2. 12 prepare an arrival report based on the agreement sheet. 2. 13 receive accounts of the journey from the driver and prepare the cost sheets. 2. 14 collect and verify all the documents such as insurance forms, octroi/tax forms from the inbound trucks.

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	2. 15 verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist. 2. 16 check that the truck has been unloaded and goods are in good condition. 2. 17 prepare the goods received document, get it signed by the concerned authorities and hand it over to the driver. 2. 18 get the truck driver's signature on a form (and all other forms as required), confirming that the cash for the return journey and all the documents needed for the journey have been received. 2. 19 receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing. 2. 20 using the information entered in the system by the receiving assistant, prepare the invoices and send to accounts payable section.
3. LSC/N1122: Complete post documentation activities	To be competent, the user/ individual on the job must be able to: 3.1 attend to calls from the driver if there are any documentation related issues at checkposts or with police 3.2 understand the problem and explain to the driver how to handle the situation 3.3 talk to the concerned authorities if required and resolve the issues 3.4 escalate to transport coordinator or transport manager if necessary. 3.5 note down details regarding the documentation prepared for each inbound and outbound consignment 3.6 update all the details in the computer system. 3.7 inform the transport manager of any missed or delayed deliveries. 3.8 prepare reports on any documentation issues faced by trucks en route, delayed deliveries, missed deliveries, etc. 3.9 save all data, safely log off and switch off the computer 3.10 dispose documentation which are no longer valid or not required 3.11 make sure that the computer is off, the work area is clean and ready for the next work day
4. LSC/N1129: Maintain health, safety and security standards during documentation	To be competent, the user/ individual on the job must be able to: 4.1 comply with safety regulations and procedures in case of fire hazards, biohazards, etc.

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	4.2 wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments 4.3 follow organization procedures with respect to documentation 4.4 recognize and report unsafe conditions and practices. 4.5 in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action 4.6 identify reasons for occurrence of incident 4.7 capture reasons and response/action taken into incident report/note to manager 4.8 report any deviations from standard protocol along with reasons (if any) 4.9 visually inspect the activity area and equipment for appropriate and safe condition.

Employability Skills (60 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1.5	2
2.	Constitutional values - Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	2.5	6
4.	Basic English Skills	10	6
5.	Career Development & Goal Setting	2	3
6.	Communication Skills	5	4
7.	Diversity & Inclusion	2.5	2
8.	Financial and Legal Literacy	5	5
9.	Essential Digital Skills	10	8
10.	Entrepreneurship	7	4
11.	Customer Service	5	3
12.	Getting Ready for Apprenticeship & Jobs	8	5
	Total	**60**	**50**

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

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

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Option B:

Title/Name of qualification/component: Documentation Executive (NSQF – 4)			
NSQF Domain	**Outcomes of the Qualification/Component**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Process	The individual in the job is required to: • Prepare documents for outbound consignments, receive and verify documents for inbound consignments • Fill out various forms such as insurance forms, Octroi and other forms related to inbound / outbound consignment • Update details in the computer system and prepare detailed report to management.	The process is based on the daily work schedule contains the list of inbound and outbound consignments, documentation checklists for inbound and outbound transport from the transport manager. Based on the work schedule, prepare documents for outbound consignments, receive and verify documents for inbound consignments. Fill out the required insurance forms, Octroi and other forms related to inbound / outbound consignment is predictable and routine. During the transit, attend to calls from the driver if there are any documentation related issues at checkposts or with police and provide solution to the issue and if required talk to the concerned authorities to resolve it which will be the situation of his/her clear choice. Update details in the computer system and prepare detailed report to management.	**4**

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Professional knowledge	S/he would have knowledge of • Various forms, details to be filled and processes involved for inbound and outbound transport, legal requirements, rules and regulations • Preparing and processing mandatory documents • Electronic documentation and possible challenges in it, process of transport companies	The job holder has to have the knowledge about forms, details to be filled and processes involved for inbound and outbound transport, legal requirements, rules and regulations to be followed while preparing forms and documents. S/he has to be aware on usage of the computer for electronic documentation and possible challenges in documentation. S/he has to have the knowledge of transport companies the organization works with and their processes. S/he has to brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts. S/he has to know to prepare the invoices using the information entered in the system by the receiving assistant, and send to accounts payable section	**4**
Professional skill	Recall and demonstrate the ability to • Prioritize and execute tasks within the scheduled time limits • Re-assess schedule in case of any delays/ additional orders from the customer Facilitate in resolving any issues faced by the truck driver at enroute.	The job holder has to have the ability to prioritize and execute tasks within the scheduled time limits as per the daily work schedule provided by the transport manager. S/he has to be flexible to re-assess schedule in case of any delays/ additional orders from the customer. S/he has to facilitate in resolving any issues faced by the truck driver at enroute. Preparing the forms related to inbound / outbound consignments and filling out the insurance related forms are routine and repetitive in narrow range of application. S/he can use the quality concepts in organizing the forms related to inbound / outbound consignments and during coordination with truck drivers.	**4**

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Core skill	• Communicate and coordinate requirements • Prepare documents/ forms such as the transit insurance forms and any octroi/tax permits • Basic arithmetic to keep counts on the LR, GN and truck numbers	The job holder communicates and seeks the instruction from the transport manager on regular basis for daily targets. S/he has to read and understand details required in the forms related to inbound / outbound consignments and instructions in the checklist. S/he has to able to prepare the transit insurance forms and any octroi/tax permits for each truck arrival report and goods receive document, reports on any documentation issues faced by trucks enroute, delayed deliveries, missed deliveries, etc. S/he has to be aware of basic arithmetic to keep counts on the LR, GN and truck numbers	**4**
Responsibility	The individual is responsible for: • Task assigned to the job holder such as carrying out the paperwork required for dispatching outbound trucks, checking the documents etc. • Resolve documentation issues related to inbound / outbound consignments by coordinating with transport manager	The job holder has the responsibility of his/her own work such as carrying out the paperwork required for dispatching outbound trucks, checking the documents while receiving inbound trucks so that they comply with business and legal requirements, prepare Lorry Receipt, Goods Consignment note and fill out transit insurance forms and any octroi/tax permits for each truck related to outbound consignments. S/he has to resolve documentation issues related to inbound / outbound consignments by coordinating with transport manager and for inbound consignments receive and verify documents such as goods receive note, damage claim forms, etc.	**4**

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SECTION 3
EVIDENCE OF NEED

26	**Estimated uptake of Qualification? Basis**	**What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)**
	Need for the qualification	While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same. The same are also indicated in various skill studies conducted for the logistic sector – 1. Skill requirement in logistics sector https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view
	Industry Relevance	As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.
	Usage of the qualification	The information related to past uptake performance of previous QPs related to land transportation sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.
	Estimated uptake	Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view?usp=sharing

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27	**Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence** Approval has been given by Line ministry on 3rd August 2021.
28	**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification** NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work
29	**What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here** • Qualification that has been developed would be valid for 3 years from the date of upload in NQR. • Periodical interaction with the training partners to gather feedback in implementation. • Employer feedback will be sought post-placement on performance and training standards

Please attach most relevant and recent documents giving further information about any of the topics above.
Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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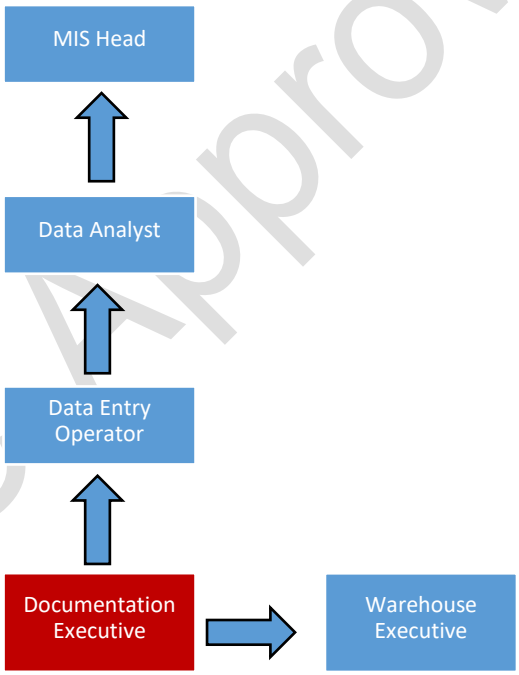
SECTION 4
EVIDENCE OF PROGRESSION

30	**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?** ***Show the career map here to reflect the clear progression*** Occupational and career maps indicating horizontal and vertical mobility have been created and are being used. Occupational Map: Refer annexure - LSC_Occupational Mapping and Career Progression chart (given as supporting document) Career Progression: 

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