

Qualification Pack



E-commerce Team Lead

Options: Category and Catalogue Management/ Business Development

QP Code: LSC/Q2601

Version: 2.0

NSQF Level: 5

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LSC/Q2601: E-commerce Team Lead

Brief Job Description

The individual performs data analysis, forecasting, manages team, supervises day-to-day operations in order processing and reverse logistics, and prepares daily reports.

Personal Attributes

The job requires the individual to be able to work in shifts with multiple stakeholders, prioritize and execute tasks within scheduled time limits, disciplined, attention to details and must have good quantitative aptitude. The person should have good observation, team management, communication and analytical skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2502: Allocate resource and streamline operations in E-commerce](#)
2. [LSC/N2503: Forecast demand and process data](#)
3. [LSC/N2601: Review and approve order processing](#)
4. [LSC/N2701: Perform reverse logistics](#)
5. [LSC/N2501: Monitor inbound and outbound operations](#)
6. [LSC/N9908: Maintain and monitor integrity and ethics in operations](#)
7. [LSC/N9909: Follow and monitor health, safety and security procedures](#)
8. [LSC/N9907: Verify and review GST application](#)
9. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Options(Not mandatory):

Option 1: Category and Catalogue Management

The unit is about performing category management, reviewing information for identifying market requirements and planning the catalogue design and product mix in accordance to it

1. [LSC/N3061: Manage category and catalogue for products in E-commerce](#)

Option 2: Business Development

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The unit is about performing business development and enhancing relations with key stakeholders and clients

1. [LSC/N9701: Business development and stakeholder relations](#)

Qualification Pack (QP) Parameters

| | |
|---|--|
| Sector | Logistics |
| Sub-Sector | E-commerce |
| Occupation | Fulfilment Centre Operations, Order Processing |
| Country | India |
| NSQF Level | 5 |
| Credits | 22 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/NIL |
| Minimum Educational Qualification & Experience | Completed 2nd year of UG (UG Diploma) (Completed 2nd year of UG) OR Completed 2nd year diploma after 12th OR Completed 3 year diploma after 10th with 1 Year of experience relevant experience OR 12th grade Pass with 2 Years of experience relevant experience OR Certificate-NSQF (Level 4 - Courier Executive - Operations) and 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 | 21 Years |
| Last Reviewed On | NA |
| Next Review Date | 28/02/2026 |



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| | |
|------------------------------|----------------------------|
| NSQC Approval Date | 28/02/2023 |
| Version | 2.0 |
| Reference code on NQR | QG-05-TW-00239-2023-V1-LSC |
| NQR Version | 1.0 |

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LSC/N2502: Allocate resource and streamline operations in E-commerce

Description

This unit is about supervising on ground courier operations

Scope

The scope covers the following :

- Prepare daily plan and allocate resources
- Monitor daily operationsRange: Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, Enterprise Resource Planning (ERP), markers, Personal Protective Equipment (PPEs), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs),etc.

Elements and Performance Criteria

Prepare daily work plan and allocate resources

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

- PC1.** obtain order details from the order processing team and other information such as transport plans, delivery schedules, priority orders etc.
- PC2.** check inventory and approve order delivery from the identified fulfilment/delivery centre
- PC3.** develop daily work plan for despatch of items, factoring in priority cases, cases requiring exceptional handling
- PC4.** get the work plan approved from the manager and allocate tasks to workers and associates
- PC5.** budget and allocate the resources for different tasks at hand

Monitor daily operations

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

- PC6.** conduct fulfilment/delivery centre inspections to review the status of different on-going activities during the day
- PC7.** monitor the work to ensure that documentations and operations are carried out as per plan
- PC8.** engage resources in alternate operation when there is a delay of planned operations
- PC9.** allocate additional and ad-hoc manpower and equipment during exigency
- PC10.** conduct daily review with team on the allocated work to update status and improvise the process
- PC11.** coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required
- PC12.** escalate the cases that require external support to the manager for quick resolution
- PC13.** review escalated issues and identify root cause for providing corrective and preventive action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- 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.** the ERP system of the organization
- KU9.** use of a computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** information from the ERP/ Management Information System (MIS) system
- KU14.** labels and instructions
- KU15.** various escalations regarding resolving and catering to the customer query
- KU16.** overall process from pickup to delivery and different departments engaged in the process
- KU17.** different types of goods being handled
- KU18.** 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.** product instructions as per the invoicing label and shipment labels
- GS3.** information from ERP reports and computer generated reports
- GS4.** management directions
- GS5.** write work-orders and instructions for resources
- GS6.** prepare list of activities, delays, undelivered items, contacts, etc
- GS7.** write end of the day reports
- GS8.** communicate clearly in local language or English with customers and various internal departments and workers
- GS9.** communicate and collect information from different departments
- GS10.** decide if a problem can be resolved quickly internally or needs to be escalated
- GS11.** which department to escalate the query to
- GS12.** decide on actions to be taken on any issues identified for not following turnaround time (TAT)
- GS13.** plan and estimate the co-ordination required for resolving a query.
- GS14.** maintain punctuality and avoid absenteeism
- GS15.** respond to the client in a timely manner
- GS16.** prioritize and execute tasks based on client requirements
- GS17.** make work plans and resource allocation plans

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- GS18.** make checks on execution of work plans
- GS19.** be a team player and achieve joint goals
- GS20.** importance of customer timelines
- GS21.** urgency of customers
- GS22.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS23.** co-ordinate and handle major issues with different departments
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** identify challenges in delivery and pickup operations and accordingly suggest remedial actions
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** analyse team performance and department performance
- GS28.** plan for shipment movement so that the resources are optimally utilised
- GS29.** resolve issues in a quick and cost effective manner
- GS30.** improve work processes by adopting best practices
- GS31.** act upon constructively on any problems as pointed by manager
- GS32.** encourage coordination and cooperation among team members
- GS33.** delegate work appropriately

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Prepare daily work plan and allocate resources</i> | 14 | 30 | - | - |
| PC1. obtain order details from the order processing team and other information such as transport plans, delivery schedules, priority orders etc. | 3 | 7 | - | - |
| PC2. check inventory and approve order delivery from the identified fulfilment/delivery centre | 3 | 7 | - | - |
| PC3. develop daily work plan for despatch of items, factoring in priority cases, cases requiring exceptional handling | 3 | 6 | - | - |
| PC4. get the work plan approved from the manager and allocate tasks to workers and associates | 3 | 5 | - | - |
| PC5. budget and allocate the resources for different tasks at hand | 2 | 5 | - | - |
| <i>Monitor daily operations</i> | 16 | 40 | - | - |
| PC6. conduct fulfilment/delivery centre inspections to review the status of different on-going activities during the day | 2 | 5 | - | - |
| PC7. monitor the work to ensure that documentations and operations are carried out as per plan | 2 | 5 | - | - |
| PC8. engage resources in alternate operation when there is a delay of planned operations | 2 | 5 | - | - |
| PC9. allocate additional and ad-hoc manpower and equipment during exigency | 2 | 5 | - | - |
| PC10. conduct daily review with team on the allocated work to update status and improvise the process | 2 | 5 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC11. coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required | 2 | 5 | - | - |
| PC12. escalate the cases that require external support to the manager for quick resolution | 2 | 5 | - | - |
| PC13. review escalated issues and identify root cause for providing corrective and preventive action | 2 | 5 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N2502 |
| NOS Name | Allocate resource and streamline operations in E-commerce |
| Sector | Logistics |
| Sub-Sector | E-commerce |
| Occupation | Fulfilment Centre Operations, Order Processing |
| NSQF Level | 5 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQF Clearance Date | 28/02/2023 |

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LSC/N2503: Forecast demand and process data

Description

This unit is about filtering and processing data and making forecasts

Scope

The scope covers the following :

- Filter and process data
- Forecast demand Range: MS office, Enterprise Resource Planning (ERP), Analytical tools, computer, stationery, worksheets, etc.

Elements and Performance Criteria

Process data and draw inferences

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

- PC1.** collect data from ERP and analyse trends of new requirements, sales, website hits, procurement, delivery, seasonality, etc.
- PC2.** analyse reverse logistics data and prepare report on return performance as per company standards
- PC3.** analyse order processing data and prepare report on order processing performance as per company standards
- PC4.** correlate the findings with market reports to draw insights from data and suggest improvements in operations to manager

Forecast demand

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

- PC5.** use the appropriate forecasting methodology to understand future demand based on past trend analysis
- PC6.** make predictions and prepare initial forecasts to plan for resource allocation, order processing and delivery
- PC7.** discuss with respective departments based on the forecast
- PC8.** finalise activity/contingency plans based on feedback
- PC9.** conduct periodic review of forecast and revise accordingly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** business and performance of the company
- KU3.** organisation structure of the company to have better understanding of various departments and skills set present in the company
- KU4.** knowledge repository and various projects done by the company

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- KU5.** reporting structure to support and expedite project activities
- KU6.** companys policy and work instructions on quality standards
- KU7.** companys policy on procument and vendor management
- KU8.** companys personnel management and incentives rules
- KU9.** importance of the individuals role in the workflow
- KU10.** occupational health and safety standards
- KU11.** companys policy on business ethics and code of conduct
- KU12.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU13.** tools for documentation: MS excel and MS Word
- KU14.** statistical and quantitative analysis tools
- KU15.** use of spreadsheets to tabulate and analyze the data
- KU16.** E-commerce value chain
- KU17.** supply chain management
- KU18.** forecasting process
- KU19.** E-commerce business model

Generic Skills (GS)

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

- GS1.** company policy and standard work-related documents
- GS2.** emails and letters
- GS3.** data entries in the system
- GS4.** prepare reports on performance metrics
- GS5.** write mails, communications, letters, etc.
- GS6.** interact with team members to work efficiently
- GS7.** communicate effectively with colleagues and vendors to achieve smooth workflow
- GS8.** communicate quality standards and performance metrics clearly to the team
- GS9.** listen to queries patiently and answer them aptly
- GS10.** decide on appropriate forecasting techniques
- GS11.** decide on actions to be take improver operational efficiency
- GS12.** plan and define methodology for forecasting
- GS13.** arrange for all supporting history data to arrive on decision
- GS14.** ensure realistic forecast of the manpower for smooth functioning of business
- GS15.** contribute to quality of team work and achieve smooth workflow
- GS16.** identify and resolve issues due to technical or human error
- GS17.** select on parameters to arrive on realistic forecast
- GS18.** analyse history data and arrive on realistic forecast
- GS19.** create forecasting model to get results faster

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Process data and draw inferences</i> | 15 | 30 | - | - |
| PC1. collect data from ERP and analyse trends of new requirements, sales, website hits, procurement, delivery, seasonality, etc. | 4 | 8 | - | - |
| PC2. analyse reverse logistics data and prepare report on return performance as per company standards | 4 | 7 | - | - |
| PC3. analyse order processing data and prepare report on order processing performance as per company standards | 4 | 7 | - | - |
| PC4. correlate the findings with market reports to draw insights from data and suggest improvements in operations to manager | 3 | 8 | - | - |
| <i>Forecast demand</i> | 15 | 40 | - | - |
| PC5. use the appropriate forecasting methodology to understand future demand based on past trend analysis | 3 | 8 | - | - |
| PC6. make predictions and prepare initial forecasts to plan for resource allocation, order processing and delivery | 3 | 8 | - | - |
| PC7. discuss with respective departments based on the forecast | 3 | 8 | - | - |
| PC8. finalise activity/contingency plans based on feedback | 3 | 8 | - | - |
| PC9. conduct periodic review of forecast and revise accordingly | 3 | 8 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N2503 |
| NOS Name | Forecast demand and process data |
| Sector | Logistics |
| Sub-Sector | E-commerce |
| Occupation | Fulfilment Centre Operations, Order Processing |
| NSQF Level | 5 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQF Clearance Date | 28/02/2023 |

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LSC/N2601: Review and approve order processing

Description

This unit is about reviewing orders and approving them for delivery

Scope

The scope covers the following :

- Perform and approve order processing and submit reports Range: MS office, Enterprise Resource
- Planning (ERP), computer, stationery, worksheets, etc.

Elements and Performance Criteria

Review and approve order processing and submit reports

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

- PC1.** review the orders received from order processing department to ensure that products are available for delivery from the respective fulfilment/delivery centre (FC/DC)
- PC2.** allocate the orders to the alternate FC/DC if the products are not available in the original FC/DC
- PC3.** track dispatch of orders from FC/DC on a periodic basis
- PC4.** coordinate with transporters/courier agencies for availability of transportation
- PC5.** inspect handling damages and approve replacement
- PC6.** inspect packaging process and ensure compliance to Standard Operating Procedure (SOP)
- PC7.** ensure product returns by customers are handled properly and stock levels are appropriately updated
- PC8.** supervise defective product return to suppliers/sellers with necessary documentation and transport charges
- PC9.** tally periodic order processing status and prepare performance reports

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** business and performance of the company
- KU3.** knowledge repository and various projects done by the company
- KU4.** reporting structure to support and expedite project activities
- KU5.** companys policy and work instructions on quality standards
- KU6.** companys policy on procurement and vendor management
- KU7.** companys personnel management and incentives rules
- KU8.** importance of the individuals role in the workflow
- KU9.** occupational health and safety standards

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- KU10.** companys policy on business ethics and code of conduct
- KU11.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU12.** tools for documentation: MS excel and MS Word
- KU13.** use of spreadsheets to tabulate and analyze the data
- KU14.** E-commerce value chain
- KU15.** supply chain management
- KU16.** just in time (JIT) mode of inventory management
- KU17.** First-in-first out (FIFO), First-in-last-out (FILO)
- KU18.** E-commerce business model
- KU19.** quality check standards
- KU20.** invoicing process
- KU21.** product type and its packaging standards
- KU22.** process of order processing

Generic Skills (GS)

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

- GS1.** company policy and standard work-related documents
- GS2.** emails and letters
- GS3.** data entries in the system
- GS4.** prepare reports on returns and orders processed
- GS5.** write mails
- GS6.** interact with team members to work efficiently
- GS7.** communicate effectively with colleagues and vendors to achieve smooth workflow
- GS8.** decide on actions to be taken on any issues identified for not following turnaround time (TAT)
- GS9.** decide on product to be scrapped or recycled
- GS10.** plan and organise data to prepare reports
- GS11.** plan and organise tasks to achieve timely TAT
- GS12.** address issues related to order delays/ order cancellations
- GS13.** address issues of pilferage and damage
- GS14.** coordinate with inbound and outbounds leads for completion of order
- GS15.** identify and resolve issues due to technical or human error
- GS16.** analyse demand and schedule resources
- GS17.** check status of orders is updated timey and without error
- GS18.** check timely submission of reports as per TAT
- GS19.** generate error free invoicing

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Review and approve order processing and submit reports</i> | 30 | 70 | - | - |
| PC1. review the orders received from order processing department to ensure that products are available for delivery from the respective fulfilment/delivery centre (FC/DC) | 4 | 8 | - | - |
| PC2. allocate the orders to the alternate FC/DC if the products are not available in the original FC/DC | 4 | 7 | - | - |
| PC3. track dispatch of orders from FC/DC on a periodic basis | 4 | 7 | - | - |
| PC4. coordinate with transporters/courier agencies for availability of transportation | 3 | 8 | - | - |
| PC5. inspect handling damages and approve replacement | 3 | 8 | - | - |
| PC6. inspect packaging process and ensure compliance to Standard Operating Procedure (SOP) | 3 | 8 | - | - |
| PC7. ensure product returns by customers are handled properly and stock levels are appropriately updated | 3 | 8 | - | - |
| PC8. supervise defective product return to suppliers/sellers with necessary documentation and transport charges | 3 | 8 | - | - |
| PC9. tally periodic order processing status and prepare performance reports | 3 | 8 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N2601 |
| NOS Name | Review and approve order processing |
| Sector | Logistics |
| Sub-Sector | E-commerce |
| Occupation | Fulfilment Centre Operations, Order Processing |
| NSQF Level | 5 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N2701: Perform reverse logistics

Description

This unit is about performing return-to-origin operations, processing claims and preparing daily reports

Scope

The scope covers the following :

- Perform reverse logistics and submit reports
- Prepare reports Range: MS office, Enterprise Resource Planning (ERP), computer, stationery, worksheets, etc.

Elements and Performance Criteria

Perform reverse logistics and submit reports

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

- PC1.** review list of return requests and claims to be processed and check if they are raised within permissible timeline
- PC2.** allocate work plan for courier agency/transporter team for pick-ups
- PC3.** follow up with courier agency/transporter team and update the status of the pick-up in the system
- PC4.** coordinate with quality assurance team for quality check of the returned items and collect feedback
- PC5.** follow standard operating procedures whether the product is recyclable, need to be scrapped or returned to seller
- PC6.** approve report on each return case and share findings in the report with the manager
- PC7.** approve product exchange to customer on a case to case basis
- PC8.** supervise defective product return to suppliers/sellers with necessary documentation and transport charges
- PC9.** prepare periodic reports on the number of pending orders for return and orders executed, product damage, replacement/cash return etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** business and performance of the company
- KU3.** knowledge repository and various projects done by the company
- KU4.** reporting structure to support and expedite project activities
- KU5.** companys policy and work instructions on quality standards
- KU6.** companys policy on procurement and vendor management

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- KU7.** companys personnel management and incentives rules
- KU8.** importance of the individuals role in the workflow
- KU9.** occupational health and safety standards
- KU10.** companys policy on business ethics and code of conduct
- KU11.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU12.** tools for documentation: MS excel and MS Word
- KU13.** use of spreadsheets to tabulate and analyze the data
- KU14.** E-commerce value chain
- KU15.** supply chain management
- KU16.** just in time (JIT) mode of inventory management
- KU17.** First-in-first out (FIFO), First-in-last-out (FILO)
- KU18.** E-commerce business model
- KU19.** quality check standards
- KU20.** product type and its packaging standards
- KU21.** process of order processing
- KU22.** process of reverse logistics
- KU23.** process of claims management

Generic Skills (GS)

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

- GS1.** company policy and standard work-related documents
- GS2.** emails and letters
- GS3.** data entries in the system
- GS4.** prepare reports on returns and orders processed
- GS5.** write mails
- GS6.** interact with team members to work efficiently
- GS7.** communicate effectively with colleagues and vendors to achieve smooth workflow
- GS8.** decide on actions to be taken on any issues identified for not following turnaround time (TAT)
- GS9.** decide on product to be scrapped or recycled
- GS10.** plan and organise data to prepare reports
- GS11.** plan and organise tasks to achieve timely TAT
- GS12.** address issues related to order delays/ order cancellations
- GS13.** address issues of pilferage and damage
- GS14.** ensure returns are planned as per customers convenience
- GS15.** identify reasons for non-pick ups and schedule again coordinating with last mile team
- GS16.** identify and resolve issues due to technical or human error
- GS17.** analyse reasons of delays in returns and plan necessary action
- GS18.** check for error in claims process



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GS19. do timely submission of reports and processing of claims as per TAT

GS20. perform error free processing of data and maintaining customer satisfaction

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Perform reverse logistics and submit reports</i> | 30 | 70 | - | - |
| PC1. review list of return requests and claims to be processed and check if they are raised within permissible timeline | 4 | 8 | - | - |
| PC2. allocate work plan for courier agency/transporter team for pick-ups | 4 | 7 | - | - |
| PC3. follow up with courier agency/transporter team and update the status of the pick-up in the system | 4 | 7 | - | - |
| PC4. coordinate with quality assurance team for quality check of the returned items and collect feedback | 3 | 8 | - | - |
| PC5. follow standard operating procedures whether the product is recyclable, need to be scrapped or returned to seller | 3 | 8 | - | - |
| PC6. approve report on each return case and share findings in the report with the manager | 3 | 8 | - | - |
| PC7. approve product exchange to customer on a case to case basis | 3 | 8 | - | - |
| PC8. supervise defective product return to suppliers/sellers with necessary documentation and transport charges | 3 | 8 | - | - |
| PC9. prepare periodic reports on the number of pending orders for return and orders executed, product damage, replacement/cash return etc. | 3 | 8 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N2701 |
| NOS Name | Perform reverse logistics |
| Sector | Logistics |
| Sub-Sector | E-commerce |
| Occupation | Fulfilment Centre Operations, Order Processing |
| NSQF Level | 5 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQF Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N2501: Monitor inbound and outbound operations

Description

This unit is about supervising E-commerce operations from inbound to outbound in a hub or Delivery centre and prepare reports

Scope

The scope covers the following :

- Supervise inbound operations
- Supervise outbound operations Range: Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, Enterprise Resource Planning (ERP), markers, Personal Protective Equipment (PPEs), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), etc.

Elements and Performance Criteria

Supervise inbound operations

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

- PC1.** check if packages received from seller are unloaded after verification of mandatory documentation
- PC2.** inspect unloading of goods and record spillages, breakages etc.
- PC3.** record if there is a mismatch between received quantity and quantity as mentioned in the document
- PC4.** supervise quality check of received goods and record damages
- PC5.** check if packages/goods are sorted, segregated and stored in the right location as per the ERP entry
- PC6.** verify the quarantined goods and approve for return to seller
- PC7.** prepare and submit daily/ periodic performance reports on inbound operations

Supervise outbound operations

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

- PC8.** aggregate delivery orders, generate pick lists and allocate work as per priority
- PC9.** supervise packaging and ensure its executed as per product category
- PC10.** approve run sheet, share it with courier/transport agencies for delivery of goods
- PC11.** follow-up with courier/transport agency on the status of delivery in the system
- PC12.** track delivery performance and undertake corrective and preventive actions to improve turnaround time (TAT)
- PC13.** handle cases of pilferage and take appropriate action
- PC14.** prepare and submit daily/ periodic performance reports on inbound operations

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** business and performance of the company
- KU3.** organisation structure of the company to have better understanding of various departments and skills set present in the company
- KU4.** knowledge repository and various projects done by the company
- KU5.** reporting structure to support and expedite project activities
- KU6.** companys policy and work instructions on quality standards
- KU7.** companys policy on procurement and vendor management
- KU8.** companys personnel management and incentives rules
- KU9.** importance of the individuals role in the workflow
- KU10.** occupational health and safety standards
- KU11.** companys policy on business ethics and code of conduct
- KU12.** vendor management process
- KU13.** barcoding
- KU14.** invoicing process
- KU15.** using ERP software
- KU16.** tools for documentation: MS excel and MS Word
- KU17.** use of spreadsheets to tabulate and analyze the data
- KU18.** E-commerce value chain
- KU19.** supply chain management
- KU20.** inventory management process
- KU21.** product type and packing process
- KU22.** just in time (JIT) mode of inventory management
- KU23.** First-in-first out (FIFO), First-in-last-out (FILO)
- KU24.** E-commerce business model
- KU25.** quality check standards
- KU26.** packaging standards

Generic Skills (GS)

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

- GS1.** company policy and standard work-related documents
- GS2.** emails and letters
- GS3.** data entries in the system
- GS4.** prepare reports on delivery and return performance
- GS5.** write mails
- GS6.** interact with team members to work efficiently
- GS7.** communicate effectively with colleagues and vendors to achieve smooth workflow

Qualification Pack

- GS8.** communicate quality standards and performance metrics clearly to all the employees in Delivery Centre (DCs) and hubs
- GS9.** listen to queries patiently and answer them aptly
- GS10.** decide on actions to be taken on any issues identified for not following TAT
- GS11.** decide on delay in deliveries
- GS12.** plan and organise data to prepare reports
- GS13.** plan and organise work schedule to achieve smooth workflow from inbound to outbound
- GS14.** address issues related to non-delivery of packages
- GS15.** address issues of pilferage and damage
- GS16.** resolve interpersonal issues among employees by communicating in time, in order to achieve smooth workflow
- GS17.** contribute to quality of team work and achieve smooth workflow
- GS18.** delegate work appropriately
- GS19.** identify and resolve issues due to technical or human error
- GS20.** analyse reasons of delays in delivery and plan necessary action
- GS21.** improve work processes by adopting best practices
- GS22.** identify and resolve recurring inter-personal or system related issue
- GS23.** act upon constructively on any problems as pointed by manager
- GS24.** check products are packaged as per the defined standards

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Supervise inbound operations</i> | 16 | 35 | - | - |
| PC1. check if packages received from seller are unloaded after verification of mandatory documentation | 2 | 5 | - | - |
| PC2. inspect unloading of goods and record spillages, breakages etc. | 2 | 5 | - | - |
| PC3. record if there is a mismatch between received quantity and quantity as mentioned in the document | 3 | 5 | - | - |
| PC4. supervise quality check of received goods and record damages | 3 | 5 | - | - |
| PC5. check if packages/goods are sorted, segregated and stored in the right location as per the ERP entry | 2 | 5 | - | - |
| PC6. verify the quarantined goods and approve for return to seller | 2 | 5 | - | - |
| PC7. prepare and submit daily/ periodic performance reports on inbound operations | 2 | 5 | - | - |
| <i>Supervise outbound operations</i> | 14 | 35 | - | - |
| PC8. aggregate delivery orders, generate pick lists and allocate work as per priority | 2 | 5 | - | - |
| PC9. supervise packaging and ensure its executed as per product category | 2 | 5 | - | - |
| PC10. approve run sheet, share it with courier/transport agencies for delivery of goods | 2 | 5 | - | - |
| PC11. follow-up with courier/transport agency on the status of delivery in the system | 2 | 5 | - | - |
| PC12. track delivery performance and undertake corrective and preventive actions to improve turnaround time (TAT) | 2 | 5 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC13. handle cases of pilferage and take appropriate action | 2 | 5 | - | - |
| PC14. prepare and submit daily/ periodic performance reports on inbound operations | 2 | 5 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N2501 |
| NOS Name | Monitor inbound and outbound operations |
| Sector | Logistics |
| Sub-Sector | E-commerce |
| Occupation | Fulfilment Centre Operations, Order Processing |
| NSQF Level | 5 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQF Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N9908: Maintain and monitor integrity and ethics in operations

Description

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

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practice
- 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.** protect customers information and ensure acquired information is not used for personal advantage
- PC3.** protect data and information related to business or commercial decisions

Professional and ethical practice

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

- PC4.** sensitise the work force towards ethical behaviour in work place and performing job with integrity
- PC5.** conduct regular reviews and check reports for unethical behaviour and corrupt practices
- PC6.** consult senior management when in an ethical dilemma
- PC7.** report promptly all violations of code of ethics
- PC8.** dress up and conduct in a professional manner
- PC9.** communicate with clients and stakeholders in a soft and polite manner
- PC10.** follow etiquettes

Ensure regulatory compliance

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

- PC11.** check that that documentation with respect to operations is up to date and in accordance to the regulations
- PC12.** coordinate with regulatory authorities and assist in inspections and clearances
- PC13.** report any issues with regulatory compliance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language

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- KU2.** companys Human Resources policies
- KU3.** companys code of ethics and business
- KU4.** companys whistle blower policy
- KU5.** companys rules related to sexual harassment
- KU6.** companys reporting structure
- KU7.** companys documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU10.** understand the documentary compliance required for different type of products

Generic Skills (GS)

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

- GS1.** read policy documents and work related documents
- GS2.** read emails letters and communications
- GS3.** read acts and regulations
- GS4.** write instructions, communications to internal staff
- GS5.** write emails and letters
- GS6.** write reports
- GS7.** interact with internal and external stakeholders
- GS8.** communicate with peers and subordinates
- GS9.** take appropriate action in a vulnerable situation
- GS10.** identify breaches and take necessary actions
- GS11.** identify documentary requirement for a specific product or regulation and take necessary action
- GS12.** plan and organise steps/ actions as per companys guidelines, if any violation of code of ethics is noticed in the company
- GS13.** plan and organise training sessions, sensitization sessions for work force
- GS14.** plan review meetings to monitor compliance with ethics and regulations
- GS15.** prevent company and customer information leakage
- GS16.** provide proper advice or guidance to colleagues to deal with sensitive issue
- GS17.** suggest solutions to managers and workers when in an ethical dilemma
- GS18.** identify conflict of interests and take necessary actions
- GS19.** review reports to identify common trends of defaults
- GS20.** conduct review to analyse the reasons for default
- GS21.** check that all regulatory compliances are adhered to
- GS22.** check that any unethical behaviour gets captured before a damage or negative impact happens

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Maintain integrity ensuring data security</i> | 7 | 16 | - | - |
| PC1. refrain from indulging in corrupt practices | 2 | 5 | - | - |
| PC2. protect customers information and ensure acquired information is not used for personal advantage | 3 | 6 | - | - |
| PC3. protect data and information related to business or commercial decisions | 2 | 5 | - | - |
| <i>Professional and ethical practice</i> | 16 | 38 | - | - |
| PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity | 3 | 6 | - | - |
| PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices | 2 | 5 | - | - |
| PC6. consult senior management when in an ethical dilemma | 2 | 6 | - | - |
| PC7. report promptly all violations of code of ethics | 2 | 5 | - | - |
| PC8. dress up and conduct in a professional manner | 2 | 5 | - | - |
| PC9. communicate with clients and stakeholders in a soft and polite manner | 3 | 6 | - | - |
| PC10. follow etiquettes | 2 | 5 | - | - |
| <i>Ensure regulatory compliance</i> | 7 | 16 | - | - |
| PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations | 2 | 5 | - | - |
| PC12. coordinate with regulatory authorities and assist in inspections and clearances | 3 | 6 | - | - |
| PC13. report any issues with regulatory compliance | 2 | 5 | - | - |



Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|----------------------------------|--------------|-----------------|---------------|------------|
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N9908 |
| NOS Name | Maintain and monitor integrity and ethics in operations |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N9909: Follow and monitor 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 with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable
- PC3.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC4.** undertake periodical preventive health check ups
- PC5.** follow necessary SOP and precautions while handling dangerous and hazardous goods
- PC6.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC7.** comply with data safety regulations of the organisation
- PC8.** instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to 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:

- PC9.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC10.** implement 5S at workplace
- 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 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:

Qualification Pack

- 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.** knowledge of security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous goods
- 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 various procedures and standards related to health, safety and security
- GS2.** read various 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 provide guidance to peers
- GS6.** make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
- 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
- GS10.** Plan emergency drills, fire drills and inspections
- GS11.** ensure safe and secure movement of packages, 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.** ensure 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> | 15 | 34 | - | - |
| PC1. make note of all safety processes with reference to area of operation | 2 | 5 | - | - |
| PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable | 2 | 3 | - | - |
| PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety | 2 | 5 | - | - |
| PC4. undertake periodical preventive health check ups | 1 | 3 | - | - |
| PC5. follow necessary SOP and precautions while handling dangerous and hazardous goods | 2 | 5 | - | - |
| PC6. follow security procedures like green gate in port, customs area, factory security, etc. | 2 | 3 | - | - |
| PC7. comply with data safety regulations of the organisation | 2 | 5 | - | - |
| PC8. instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway | 2 | 5 | - | - |
| <i>Ensure compliance to health, safety and security</i> | 15 | 36 | - | - |
| PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority | 2 | 4 | - | - |
| PC10. implement 5S at workplace | 1 | 3 | - | - |
| PC11. inspect the activity area and equipment for appropriate and safe condition | 2 | 5 | - | - |
| PC12. check if stacking is done at defined height and is not on the walk way | 2 | 5 | - | - |
| PC13. check if walk way is free from grease/ oil | 1 | 3 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places | 2 | 5 | - | - |
| PC15. participate in fire drills | 1 | 3 | - | - |
| PC16. check if standard material handling procedure are being followed | 2 | 3 | - | - |
| PC17. check if cargo has passed security checks and report in case of any violation | 2 | 5 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N9909 |
| NOS Name | Follow and monitor health, safety and security procedures |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 5 |
| Credits | 1 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N9907: Verify and review GST application

Description

This unit is about verifying and reviewing GST application

Scope

The scope covers the following :

- Check invoice
- Process compliance

Elements and Performance Criteria

Check invoice

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

- PC1.** verify and approve daily invoicing
- PC2.** check for errors in calculating taxable value and tax value after applying applicable rate of GST
- PC3.** check if that Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for export of goods/services

Process compliance

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

- PC4.** check if GST is payable under reverse charge in case of unregistered party
- PC5.** verify and approve separate notification in case of exemption
- PC6.** review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice
- PC7.** verify if the goods/services are procured from registered vendor
- PC8.** check for pending litigation cases under earlier regime
- PC9.** review sales invoice and check if record is maintained properly
- PC10.** coordinate with finance department for any updating in GST law
- PC11.** check that the payment received from the client is including applicable taxes
- PC12.** assist in verifying and reviewing monthly returns
- PC13.** monitor maintenance record of taxes paid and acknowledgment of the returns filed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure to support and expedite project activities
- KU2.** companys policy and work instructions on quality standards
- KU3.** companys products and services
- KU4.** organisational guidelines for dealing with receipts and payments

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- KU5.** companys policy on mode of receipts
- KU6.** companys policy on processes and methods of collection and payments
- KU7.** basic accounting principles and financial concepts such as calculation of interest
- KU8.** concept and applicability of GST
- KU9.** bifurcation of taxes
- KU10.** invoicing including credit and debit note
- KU11.** filing of monthly returns
- KU12.** reverse charge mechanism
- KU13.** refund process
- KU14.** use of MS office (excel, word)
- KU15.** Central Goods and Service Tax (CGST) Act, 2017 (preferable not mandatory)

Generic Skills (GS)

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

- GS1.** various accounting procedures and updates
- GS2.** forms and policy directives
- GS3.** mails and answer auditors queries
- GS4.** coordinate with colleagues and seniors to obtain required information
- GS5.** decide on applicability of taxes
- GS6.** decide on correction required for invoice and other documents
- GS7.** plan and organise information for auditing process
- GS8.** check that tax deducted is correct
- GS9.** inform about any errors or refunds to be sought and extra taxes to be paid
- GS10.** resolve tax related issues
- GS11.** analyse tax norms and accounting information
- GS12.** check for error in invoice
- GS13.** avoid penalties to organisation for inadequate reporting

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Check invoice</i> | 11 | 13 | - | - |
| PC1. verify and approve daily invoicing | 4 | 4 | - | - |
| PC2. check for errors in calculating taxable value and tax value after applying applicable rate of GST | 4 | 4 | - | - |
| PC3. check if that Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for export of goods/services | 3 | 5 | - | - |
| <i>Process compliance</i> | 29 | 47 | - | - |
| PC4. check if GST is payable under reverse charge in case of unregistered party | 4 | 4 | - | - |
| PC5. verify and approve separate notification in case of exemption | 3 | 5 | - | - |
| PC6. review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice | 3 | 5 | - | - |
| PC7. verify if the goods/services are procured from registered vendor | 2 | 4 | - | - |
| PC8. check for pending litigation cases under earlier regime | 3 | 5 | - | - |
| PC9. review sales invoice and check if record is maintained properly | 3 | 5 | - | - |
| PC10. coordinate with finance department for any updating in GST law | 3 | 5 | - | - |
| PC11. check that the payment received from the client is including applicable taxes | 2 | 4 | - | - |
| PC12. assist in verifying and reviewing monthly returns | 3 | 5 | - | - |
| PC13. monitor maintenance record of taxes paid and acknowledgment of the returns filed | 3 | 5 | - | - |
| NOS Total | 40 | 60 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-----------------------------------|
| NOS Code | LSC/N9907 |
| NOS Name | Verify and review GST application |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 5 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

DGT/VSQ/N0102: Employability Skills (60 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

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- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

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

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

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



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i> | 1 | 1 | - | - |
| PC1. identify employability skills required for jobs in various industries | - | - | - | - |
| PC2. identify and explore learning and employability portals | - | - | - | - |
| <i>Constitutional values - Citizenship</i> | 1 | 1 | - | - |
| PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc. | - | - | - | - |
| PC4. follow environmentally sustainable practices | - | - | - | - |
| <i>Becoming a Professional in the 21st Century</i> | 2 | 4 | - | - |
| PC5. recognize the significance of 21st Century Skills for employment | - | - | - | - |
| PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life | - | - | - | - |
| <i>Basic English Skills</i> | 2 | 3 | - | - |
| PC7. use basic English for everyday conversation in different contexts, in person and over the telephone | - | - | - | - |
| PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English | - | - | - | - |
| PC9. write short messages, notes, letters, e-mails etc. in English | - | - | - | - |
| <i>Career Development & Goal Setting</i> | 1 | 2 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. understand the difference between job and career | - | - | - | - |
| PC11. prepare a career development plan with short- and long-term goals, based on aptitude | - | - | - | - |
| <i>Communication Skills</i> | 2 | 2 | - | - |
| PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings | - | - | - | - |
| PC13. work collaboratively with others in a team | - | - | - | - |
| <i>Diversity & Inclusion</i> | 1 | 2 | - | - |
| PC14. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| PC15. escalate any issues related to sexual harassment at workplace according to POSH Act | - | - | - | - |
| <i>Financial and Legal Literacy</i> | 2 | 3 | - | - |
| PC16. select financial institutions, products and services as per requirement | - | - | - | - |
| PC17. carry out offline and online financial transactions, safely and securely | - | - | - | - |
| PC18. identify common components of salary and compute income, expenses, taxes, investments etc | - | - | - | - |
| PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation | - | - | - | - |
| <i>Essential Digital Skills</i> | 3 | 4 | - | - |
| PC20. operate digital devices and carry out basic internet operations securely and safely | - | - | - | - |
| PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively | - | - | - | - |
| PC22. use basic features of word processor, spreadsheets, and presentations | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Entrepreneurship</i> | 2 | 3 | - | - |
| PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research | - | - | - | - |
| PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion | - | - | - | - |
| PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity | - | - | - | - |
| <i>Customer Service</i> | 1 | 2 | - | - |
| PC26. identify different types of customers | - | - | - | - |
| PC27. identify and respond to customer requests and needs in a professional manner. | - | - | - | - |
| PC28. follow appropriate hygiene and grooming standards | - | - | - | - |
| <i>Getting ready for apprenticeship & Jobs</i> | 2 | 3 | - | - |
| PC29. create a professional Curriculum vitae (Résumé) | - | - | - | - |
| PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively | - | - | - | - |
| PC31. apply to identified job openings using offline /online methods as per requirement | - | - | - | - |
| PC32. answer questions politely, with clarity and confidence, during recruitment and selection | - | - | - | - |
| PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements | - | - | - | - |
| NOS Total | 20 | 30 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0102 |
| NOS Name | Employability Skills (60 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 1.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQC Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N3061: Manage category and catalogue for products in E-commerce

Description

This unit is about category and catalogue management to improve sales, it involved performance analysis, action plan development and improvement, category building, pricing strategy and improving user experience.

Scope

The scope covers the following :

- Analyse performance of product category and develop action plan
- Implement action plans to improve sales
- Build and manage category
- Propose product pricing for the category
- Review customer feedback and improve user experience Range: MS office, Enterprise Resource Planning (ERP), Analytical software, stationery, computer, projector, TV, etc.

Elements and Performance Criteria

Analyse performance of product category and develop action plan

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

- PC1.** interact with marketing, analytics and catalogue team to collect information pertinent to the product category
- PC2.** analyse information on market and seasonal trends in terms of performance for the below mentioned metrics for different brands and Stock Keeping Units (SKUs) within the category, a. sales turnover b. profit margin c. Return on Investment d. inventory turnover e. cost of operations f. customer returns g. relationship with seller h. pricing policy i. competitive category/brand/SKU performance j. customer likes and comments, and k. other pertinent points
- PC3.** prepare strategic action plans to improve product category sales for different markets by, a. identifying target markets b. buying and building assortment relevant to the market in coordination with purchase team at competitive prices c. allocating shelf space for assortment in discussion with Fulfilment Centre/Delivery Centre (FC/DC) teams d. planning and coordinating promotional events in discussion with marketing team e. planning and coordinating advertisement campaigns in discussion with marketing team f. calibrate pricing strategy in discussion and approval from Strategic Business Unit (SBU) head g. design the online catalogue in discussion with catalogue management team
- PC4.** be cognizant of festive seasons, overall organisational promotional campaigns etc and adjust the action plans
- PC5.** interact with procurement, marketing, cataloguing, supply chain, finance team and SBU head to drive consensus for the strategic actions and finalise the action plan

Implement action plans to improve sales

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

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- PC6.** coordinate implementation of action plan within identified timelines by, a. ensure the necessary quantum of stock is maintained at various Fulfilment Centre/Delivery Centre (FC/DC)b. assist marketing team to develop advertising and promotional content c. coordinate with marketing and content management teams for releasing teasers and promotions through email/ flash messages/ website contentd. assist catalogue team to develop the online catalogue with appropriate key words for search and filter
- PC7.** continuously monitor category performance during the sales period
- PC8.** revise the pricing, availability, marketing and promotional strategies based on market wise and time line wise performance of the category
- PC9.** prepare and submit category performance reports

Build and manage category

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

- PC10.** determine market needs based on sales performance and expand/reduce the SKUs in category
- PC11.** collaborate with brand Point of Contact and catalogue team to update new collections
- PC12.** approve right mix of sellers, source local selection for the sub-categories and on-board them
- PC13.** manage vendor relationship

Propose product pricing for the category

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

- PC14.** work with analytics team to analyse performance of various categories and recommend pricing plan based on data
- PC15.** get the volume based and market based pricing plans approved by the SBU head
- PC16.** take responsibility to ensure that the product category is profitable

Review customer feedback and improve user experience

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

- PC17.** collaborate with analytics team and analyse customer behaviour and feedback
- PC18.** analyse customer order search and order placement process and improve the user experience
- PC19.** analyse customer reviews, ratings and returns to decide on product mix

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards as well as documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards, handling of special and dangerous goods, etc.
- KU9.** procedures for dealing with loss or damage to goods

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- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined turnaround time (TATs) and output metrics for daily operations
- KU13.** coding system followed to label items
- KU14.** ERP system of the organization
- KU15.** organizational goal for the year as well as branch/ territory targets
- KU16.** process flow of service operation and understanding of basic supply chain value chain
- KU17.** state/country taxes and routing
- KU18.** local and global geographies
- KU19.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU24.** transit rules and regulations
- KU25.** how to anticipate and resolve problems
- KU26.** working and capacities of different Material Handling Equipment (MHEs) and other equipment used for handling the shipment
- KU27.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU28.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU29.** various techniques for performance improvement and cost accounting
- KU30.** budgeting exercises

Generic Skills (GS)

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

- GS1.** contracts and agreements
- GS2.** data from insights/ analytics team
- GS3.** catalogue
- GS4.** sign off contracts and agreements
- GS5.** write business emails
- GS6.** prepare report and presentations
- GS7.** communicate with seniors to report on any issues
- GS8.** collaborate with marketing, sales, analytics and catalogue team
- GS9.** carefully listen to vendor concerns and issues
- GS10.** corrective measures to improve customer experience
- GS11.** actions to be improve category performance
- GS12.** mix of sellers and vendors



Qualification Pack

- GS13.** pricing
- GS14.** plan and organise steps for process improvement for customer experience
- GS15.** prepare strategic plan for category growth and performance
- GS16.** provide attractive offers and great customer experience
- GS17.** provide product range as per customer needs
- GS18.** resolve issues related to vendors and brands
- GS19.** perform process improvement for great customer experience
- GS20.** analyse data to create campaigns, promotions, catalogue design and customer experience
- GS21.** analyse category performance and identify factors require improvement
- GS22.** develop right mix of vendors and product range as per customer needs
- GS23.** set pricing on the basis of competitor analysis and to attract customers

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Analyse performance of product category and develop action plan</i> | 8 | 22 | - | - |
| PC1. interact with marketing, analytics and catalogue team to collect information pertinent to the product category | 2 | 5 | - | - |
| PC2. analyse information on market and seasonal trends in terms of performance for the below mentioned metrics for different brands and Stock Keeping Units (SKUs) within the category, a. sales turnoverb. profit marginc. Return on Investmentd. inventory turnovere. cost of operationsf. customer returnsg. relationship with sellerh. pricing policyi. competitive category/brand/SKU performancej. customer likes and comments, and k. other pertinent points | 2 | 5 | - | - |
| PC3. prepare strategic action plans to improve product category sales for different markets by, a. identifying target marketsb. buying and building assortment relevant to the market in coordination with purchase team at competitive pricesc. allocating shelf space for assortment in discussion with Fulfilment Centre/Delivery Centre (FC/DC) teamsd. planning and coordinating promotional events in discussion with marketing teame. planning and coordinating advertisement campaigns in discussion with marketing teamf. calibrate pricing strategy in discussion and approval from Strategic Business Unit (SBU) headg. design the online catalogue in discussion with catalogue management team | 2 | 4 | - | - |
| PC4. be cognizant of festive seasons, overall organisational promotional campaigns etc and adjust the action plans | 1 | 4 | - | - |
| PC5. interact with procurement, marketing, cataloguing, supply chain, finance team and SBU head to drive consensus for the strategic actions and finalise the action plan | 1 | 4 | - | - |
| <i>Implement action plans to improve sales</i> | 4 | 16 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC6. coordinate implementation of action plan within identified timelines by, a. ensure the necessary quantum of stock is maintained at various Fulfilment Centre/Delivery Centre (FC/DC)b. assist marketing team to develop advertising and promotional content c. coordinate with marketing and content management teams for releasing teasers and promotions through email/ flash messages/ website contentd. assist catalogue team to develop the online catalogue with appropriate key words for search and filter | 1 | 4 | - | - |
| PC7. continuously monitor category performance during the sales period | 1 | 4 | - | - |
| PC8. revise the pricing, availability, marketing and promotional strategies based on market wise and time line wise performance of the category | 1 | 4 | - | - |
| PC9. prepare and submit category performance reports | 1 | 4 | - | - |
| <i>Build and manage category</i> | 6 | 14 | - | - |
| PC10. determine market needs based on sales performance and expand/reduce the SKUs in category | 1 | 4 | - | - |
| PC11. collaborate with brand Point of Contact and catalogue team to update new collections | 1 | 4 | - | - |
| PC12. approve right mix of sellers, source local selection for the sub-categories and on-board them | 2 | 3 | - | - |
| PC13. manage vendor relationship | 2 | 3 | - | - |
| <i>Propose product pricing for the category</i> | 6 | 9 | - | - |
| PC14. work with analytics team to analyse performance of various categories and recommend pricing plan based on data | 2 | 3 | - | - |
| PC15. get the volume based and market based pricing plans approved by the SBU head | 2 | 3 | - | - |
| PC16. take responsibility to ensure that the product category is profitable | 2 | 3 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Review customer feedback and improve user experience</i> | 6 | 9 | - | - |
| PC17. collaborate with analytics team and analyse customer behaviour and feedback | 2 | 3 | - | - |
| PC18. analyse customer order search and order placement process and improve the user experience | 2 | 3 | - | - |
| PC19. analyse customer reviews, ratings and returns to decide on product mix | 2 | 3 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N3061 |
| NOS Name | Manage category and catalogue for products in E-commerce |
| Sector | Logistics |
| Sub-Sector | E-commerce |
| Occupation | Fulfilment centre operations, Order processing, Customer relationship management, Product design/Catalogue management/Category management, Technology/engineering |
| NSQF Level | 6 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 28/02/2026 |
| NSQF Clearance Date | 28/02/2023 |

Qualification Pack

LSC/N9701: Business development and stakeholder relations

Description

This unit is about generating new business and maintaining relation with all stakeholders

Scope

The scope covers the following :

- Generate new business prospects
- Maintain customer relations
- Co-ordinate with government officials, vendors and contractors

Elements and Performance Criteria

Generate new business prospects

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

- PC1.** update information into ERP, inform the relevant departments on sale closure
- PC2.** obtain list of existing clients and new prospects from the company's sales database.
- PC3.** prepare sales targets and relationship strategies
- PC4.** prioritize the clients for contacting, based on the previous relationship building calls made to each of them
- PC5.** call clients and prospects to seek meeting
- PC6.** meet client to offer new services and take feedback for current services
- PC7.** identify clients business need and offer customized and bundled solutions
- PC8.** negotiate on costs, close the deal and collect organizational and payment details of the client
- PC9.** take client's feedback before leaving

Maintain customer relations

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

- PC10.** regularly interact with the client over phone, emails or personal visits
- PC11.** address the query raised by the customers effectively and timely
- PC12.** take appropriate actions on escalations raised by customers
- PC13.** handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.
- PC14.** provide regular information to clients regarding new offerings, discounts, customized solutions, etc.

Co-ordinate with government officials, vendors and contractors

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

- PC15.** liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them
- PC16.** analyse and manage insurance claim requests
- PC17.** co-ordinate with marketing agencies for publicity of services of the company

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- PC18.** negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.
- PC19.** co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards and documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards and handling of dangerous and special goods
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined Turn Around Time (TATs) and output metrics for daily operations
- KU13.** just in time (JIT) mode of inventory management
- KU14.** coding system followed to label items
- KU15.** the Information Technology(IT) system and Enterprise resource planning (ERP) system of the organization
- KU16.** process flow of service operation, value chain and basic supply chain value map within the sub sector
- KU17.** state/country taxes and routing
- KU18.** local and global geographical knowledge
- KU19.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU24.** transit rules and regulations
- KU25.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU26.** customer relationship management
- KU27.** about contract management and SLA
- KU28.** factors for evaluation of performance of vendors

Qualification Pack

Generic Skills (GS)

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

- GS1.** read company quality policy, work instructions and customer requirement
- GS2.** read transit rules and trade policies
- GS3.** read regulatory requirement associated with custom clearance
- GS4.** read e-mails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** write e-mails and letters to government officials, customers, vendors, etc.
- GS6.** note information about vendors on factors like quality of service, on-time order completion, cooperation etc
- GS7.** listen to the requirements of the client
- GS8.** communicate with clients, government officials and other external stakeholders by using various communication channels
- GS9.** exchange information with other managers, supervisory and operational staff at all levels
- GS10.** carefully listen to vendor concerns and issues
- GS11.** decide on corrective measures to improve customer ratings
- GS12.** decide on actions to be taken on escalations raised by the customer
- GS13.** decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL)
- GS14.** identify and prioritise on select clients and prospects for generating business
- GS15.** liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** understand customer requirement and offer customised or bundled solutions
- GS20.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS21.** resolve the queries raised by customers as well as government officials
- GS22.** address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives
- GS23.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS24.** identify bundles and customisations that cater to the requirement of majority of customers
- GS25.** analyse key reasons for non-performance and customer dis-satisfaction
- GS26.** identify key areas that are crucial for performance improvement
- GS27.** improve work processes by adopting best practices with respect to quality of service to the customers
- GS28.** act upon constructively on any problems as pointed by customers, vendors or government officials
- GS29.** handle personality clashes effectively

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Generate new business prospects</i> | 14 | 36 | - | - |
| PC1. update information into ERP, inform the relevant departments on sale closure | 1 | 4 | - | - |
| PC2. obtain list of existing clients and new prospects from the company's sales database. | 2 | 4 | - | - |
| PC3. prepare sales targets and relationship strategies | 2 | 4 | - | - |
| PC4. prioritize the clients for contacting, based on the previous relationship building calls made to each of them | 2 | 4 | - | - |
| PC5. call clients and prospects to seek meeting | 2 | 4 | - | - |
| PC6. meet client to offer new services and take feedback for current services | 2 | 4 | - | - |
| PC7. identify clients business need and offer customized and bundled solutions | 1 | 4 | - | - |
| PC8. negotiate on costs, close the deal and collect organizational and payment details of the client | 1 | 4 | - | - |
| PC9. take client's feedback before leaving | 1 | 4 | - | - |
| <i>Maintain customer relations</i> | 6 | 19 | - | - |
| PC10. regularly interact with the client over phone, emails or personal visits | 1 | 4 | - | - |
| PC11. address the query raised by the customers effectively and timely | 1 | 4 | - | - |
| PC12. take appropriate actions on escalations raised by customers | 1 | 4 | - | - |
| PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc. | 1 | 4 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC14. provide regular information to clients regarding new offerings, discounts, customized solutions, etc. | 2 | 3 | - | - |
| <i>Co-ordinate with government officials, vendors and contractors</i> | 10 | 15 | - | - |
| PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them | 2 | 3 | - | - |
| PC16. analyse and manage insurance claim requests | 2 | 3 | - | - |
| PC17. co-ordinate with marketing agencies for publicity of services of the company | 2 | 3 | - | - |
| PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc. | 2 | 3 | - | - |
| PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand | 2 | 3 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N9701 |
| NOS Name | Business development and stakeholder relations |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 5 |
| 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

Qualification Pack

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/N2502.Allocate resource and streamline operations in E-commerce | 30 | 70 | - | - | 100 | 10 |
| LSC/N2503.Forecast demand and process data | 30 | 70 | - | - | 100 | 10 |
| LSC/N2601.Review and approve order processing | 30 | 70 | - | - | 100 | 20 |
| LSC/N2701.Perform reverse logistics | 30 | 70 | - | - | 100 | 10 |
| LSC/N2501.Monitor inbound and outbound operations | 30 | 70 | - | - | 100 | 10 |
| LSC/N9908.Maintain and monitor integrity and ethics in operations | 30 | 70 | - | - | 100 | 10 |
| LSC/N9909.Follow and monitor health, safety and security procedures | 30 | 70 | - | - | 100 | 10 |
| LSC/N9907.Verify and review GST application | 40 | 60 | - | - | 100 | 10 |
| DGT/VSQ/N0102.Employability Skills (60 Hours) | 20 | 30 | - | - | 50 | 10 |
| Total | 270 | 580 | - | - | 850 | 100 |

Optional: 1 Category and Catalogue Management

Qualification Pack

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N3061.Manage category and catalogue for products in E-commerce | 30 | 70 | - | - | 100 | 10 |
| Total | 30 | 70 | - | - | 100 | 10 |

Optional: 2 Business Development

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N9701.Business development and stakeholder relations | 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. |

Qualification Pack

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| Knowledge and Understanding (KU) | <p>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.</p> |
| Organisational Context | <p>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.</p> |
| Technical Knowledge | <p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p> |
| Core Skills/ Generic Skills (GS) | <p>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.</p> |
| Electives | <p>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.</p> |
| Options | <p>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.</p> |