



Model Curriculum

QP Name: Key Consignor Executive

QP Code: LSC/Q3035

QP Version: 3.0

NSQF Level: 5

Model Curriculum Version: 3.0

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Training Parameters

Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Customer Relationship Management
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2004/3415.85
Minimum Educational Qualification and Experience	<p>Completed 1st year of UG (UG Certificate) + No Experience required</p> <p>or Pursuing 2nd year of UG + No Experience required</p> <p>or Completed 1st year of diploma (after 12th) + No Experience required</p> <p>or Pursuing 2nd year of 2-year diploma after 12th + No Experience required</p> <p>or 12th pass with 1 year Vocational Education & training (NTC or NAC or CITS) + No Experience required</p> <p>or Completed 3 year diploma after 10th + 1 year relevant experience</p> <p>or 12th Grade pass + 2 year relevant experience</p> <p>or 10th Grade pass + 4 year relevant experience</p> <p>or Previous relevant Qualification of NSQF Level 4 and with minimum education as 8th Grade pass + 3 year relevant experience</p> <p>or Previous relevant Qualification of NSQF Level 4.5 + 1.5 year relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	27/01/2022
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
QP Version	3.0
Model Curriculum Creation Date	13/08/2021
Model Curriculum Valid Up to Date	27/01/2025



Model Curriculum Version	3.0
Minimum Duration of the Course	540 hrs
Maximum Duration of the Course	540 hrs

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Detail the various functions of Key Consignor Executive
- Explain the importance of Courier service
- Demonstrate the various steps to be performed during planning for sales activities
- Perform sales activities as per SOP
- Detail the tasks to be performed post sales activities

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	20:00	40:00	00:00	00:00	60:00
Module 1: Introduction to Key Consignor Executive	20:00	40:00	00:00	00:00	60:00
LSC/N3036: Plan for key consignor sales activities NOS Version 1.0 NSQF Level 5	40:00	70:00	10:00	00:00	120:00
Module 2: Planning for Sales Activities	40:00	70:00	10:00	00:00	120:00
LSC/N3037: Perform key consignor sales activities NOS Version 1.0 NSQF Level 5	40:00	70:00	10:00	00:00	120:00

Module 3: Key consignor sales activities	40:00	70:00	10:00	00:00	120:00
LSC/N3038: Perform Post key consignor sales activities NOS Version 1.0 NSQF Level 5	20:00	60:00	10:00	00:00	90:00
Module 4: Post key consignor sales activities	20:00	60:00	10:00	00:00	90:00
LSC/N3054: Maintain Health, Safety and Security measures during key consignor sales activities NOS Version 1.0 NSQF Level 5	20:00	70:00	00:00	00:00	90:00
Module 5: Compliance to health, safety and security measures	20:00	70:00	00:00	00:00	90:00
Employability Skills	30:00	30:00	00:00	00:00	60:00
Total Duration	170:00	340:00	30:00	00:00	540:00

Module Details

Module 1: Introduction to Key Consignor Executive

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Key Consignor Executive

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Classify the components of supply chain and logistics sector • Discuss Courier industry and opportunities in it • Detail the various sub-sectors and the opportunities in them • Explain job roles in courier industry • Detail your job role as Key Consignor Executive and its interface with other job roles • Explain the importance of Courier service • Describe the organizational structure in Courier industry • Explain courier movement • Describe e- commerce material movement 	<ul style="list-style-type: none"> • Identify job opportunities in courier industry • Perform your job role as Key Consignor Executive • Analyze the importance of Courier service • Identify the organizational structure in Courier industry • Identify the difference between traditional mail service and modern courier system • Identify e- commerce material movement • Identify the functions of Key Consignor Executive
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Video player or TV	

Module 2: Planning for Sales Activities

Mapped to LSC/N3036, v1.0

Terminal Outcomes:

- Detail the various steps to be performed while planning for sales activities

Duration: 40:00	Duration: 70:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain how to gather information about clients • Explain the process of evaluating the potential clients • Discuss the information to be gathered before meeting clients • Explain how to recognize the market trends • Detail the process of evaluating the raw data of sales from past records • Explain how to assess target and to measure the gap • Discuss the various strategies to retain the existing customers • Explain the process of planning the day to day activities 	<ul style="list-style-type: none"> • Evaluate the potential clients • Identify the information to be gathered before meeting clients • Identify the market trends • Evaluate the raw data of sales from past records • Distinguish the unhappy client and satisfied clients • Assess target and to measure the gap • Evaluate the various strategies to retain the existing customers • Devise strategies to acquire new customers • Plan for the day to day activities and manage time
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
SOP, worksheets, white board, stationery, markers, PPEs, computer, printers, barcode scanner, densimeter etc.	

Module 3: Key consignor sales activities

Mapped to LSC/N3037, v1.0

Terminal Outcomes:

- Detail the various key consignor activities

Duration: 40:00	Duration: 70:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe as how to fix up client meeting • Distinguish the requirements of client based on their business model • Explain services of the company • Explain the negotiation process 	<ul style="list-style-type: none"> • Plan and identify the potential client to meet • Identify the pulse of the customer • Identify the client needs and requirements • Determine the cost involved and offer services • Evaluate the cash collecting procedures
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms	

Module 4: Post-Sales Activities

Mapped to LSC/N3038, v1.0

Terminal Outcomes:

- Detail the tasks to be performed post sales

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the etiquettes to be followed during the conversation • Describe strategies for winning the market competitors • List new ways to develop and build associations • Explain team building 	<ul style="list-style-type: none"> • Evaluate the interest of clients • Identify the potential clients and competitors • Evaluate the Offerings • Identify new ways to develop and build associations
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms	

Module 5: Compliance to health, safety and security standards

Mapped to LSC/N3054, v1.0

Terminal Outcomes:

- Detail the health, safety and security norms to be followed during key consignor sales activities

Duration: 20:00	Duration: 70:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the health, safety and security norms to be followed during key consignor sales activities • Explain the escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Demonstrate the health, safety and security norms to be followed during key consignor sales activities • Report deviation as per the escalation matrix
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms and data	

Module 6: Employability Skills

Mapped to DGT/VSQ/N0102, v1.0

Terminal Outcomes:

- Discuss the Employability Skills required for jobs in various industries
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries • List different learning and employability related GOI and private portals and their usage • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. • Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team • Discuss the significance of escalating sexual harassment issues as per POSH act. • List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids • Describe the role of digital technology in today's life • Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely • Explain the types of entrepreneurship and enterprises 	<ul style="list-style-type: none"> • Practice different environmentally sustainable practices. • Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. • Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Read and interpret text written in basic English • Write a short note/paragraph / letter/e - mail using basic English • Create a career development plan with well-defined short- and long-term goals • Communicate effectively using verbal and nonverbal communication etiquette. • Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD • Outline the importance of selecting the right financial institution, product, and service • Demonstrate how to carry out offline and online financial transactions, safely and securely • Operate digital devices and use the associated applications and features, safely and securely

<ul style="list-style-type: none"> • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement • Detail the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately • Explain the significance of maintaining hygiene and confidence during an interview • List the steps for searching and registering for apprenticeship opportunities 	<ul style="list-style-type: none"> • Create sample word documents, excel sheets and presentations using basic features • Utilize virtual collaboration tools to work effectively • Devise a sample business plan, for the selected business opportunity • Create a professional Curriculum Vitae (CV) • Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively • Perform a mock interview
<p>Classroom Aids</p>	
<p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer</p>	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Pass		2		1		Specialized in courier and mail services

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Key Consignor Executive” mapped to QP: “LSC/Q3035, v3.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th pass	N/A	2		1		Specialized in courier and mail services

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Key consignor executive” mapped to QP: “LSC/Q3035 v3.0” with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2701” with minimum score of 80%.



Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. **Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. **Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.
3. **On-Job Training:** OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.
4. **Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:
 - i. True / False Statements
 - ii. Multiple Choice Questions
 - iii. Matching Type Questions.
 - iv. Fill in the blanks
 - v. Scenario based Questions
 - vi. Identification Questions



QA Regarding Assessors:

Assessors are selected as per the “eligibility criteria” laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts “Training of Assessors” program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations
practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

References

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.



Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards