



Model Curriculum

**QP Name: Courier Executive - Operations
(Options – Forecasting)**

QP Code: LSC/Q1902

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 2.0

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Training Parameters

Sector	Logistics
Sub-Sector	Courier and Express Services
Occupation	Hub/ Branch Operations, Institutional Sales, Branch Sales, Customer Relationship Management.
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3322.01/.06, 5243.04 / 4413-15 and ISCO – 8/4225, 4412, 4415
Minimum Educational Qualification and Experience	12th grade pass Or 10th grade pass and pursuing continuous schooling Or 10th Grade Pass + 2 year relevant experience in courier industry Or Previous relevant Qualification of NSQF Level 3.0 (Courier Associate-Operations) with minimum education as 8th Grade pass + 3 year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18
Last Reviewed On	28/02/2023
Next Review Date	28/02/2026
NSQC Approval Date	28/02/2023
QP Version	2.0
Model Curriculum Creation Date	07/10/2022
Model Curriculum Valid Up to Date	28/02/2026
Model Curriculum Version	2.0
Minimum Duration of the Course	540
Maximum Duration of the Course	600

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 will be able to:

- Analyse data in a courier hub to provide the necessary support to stakeholders
- Generate institutional business for the organisation and manage relationships with key clients
- Perform branch sales for walk-in customers by providing the necessary information and transaction support
- Perform customs clearance activities related to shipment classification, documentation processing, relationship management and query processing
- Analyse customer queries and provide best in class service and support for courier processing
- Comply to work place integrity, ethical and regulatory practices.
- Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms.
- Inspect invoices for correct application of GST.

Options:

- Perform trend analysis and forecast warehouse business

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	10	20			30
Module 1: Introduction to Courier Executive - Operations	10	20			30
LSC/N1907 Feed data into ERP and analyze in courier hub V1.0 4	20	35	5		60
Module 2: ERP data analysis in courier hub	20	35	5		60
LSC/N1601 Institutional business development and client retention V1.0	20	35	5		60

4					
Module 3: Institutional business development	20	35	5		60
LSC/N1701 Perform branch sales V1.0	20	35	5		60
4					
Module 4: Branch sales	20	35	5		60
LSC/N2347 Perform shipment classification and customs clearance support V1.0	20	35	5		60
4					
Module 5: Shipment classification and customs clearance	20	35	5		60
LSC/N1501 Provide customer service and resolve queries V1.0	20	35	5		60
4					
Module 6: Customer service management	20	35	5		60
LSC/N9904- Maintain integrity and ethics in operations V1.0	10	20			30
4					
Module 7: Guidelines on integrity and ethics	10	20			30
LSC/N9905 - Follow health, safety and security procedures V1.0	20	40			60
4					
Module 8: Compliance to health, safety and security norms	20	40			60
LSC/N9906 Verify GST invoices V1.0	20	35	5		60
4					
Module 9: Verify GST application	20	35	5		60
DGT/VSQ/N0101 Employability Skills	30	30			60
Total Duration	190	320	30		540

Option Modules

The table lists the option modules, their duration and mode of delivery.

Option 1: GST Application

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N0110 Forecasting and Trend analysis V1.0 4	30	30			60
Module 11: Forecasting and trend analysis	30	30			60
Total Duration	30	30			60

Module Details

Module 1: Introduction to Courier Executive - Operations

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of a Courier Executive - Operations

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the components of supply chain and logistics sector • Detail the various sub-sectors and the opportunities in them • Explain job roles in courier/ express • Detail your job role as Courier Executive - Operations and its interface with other job roles • Describe the various MHEs and equipment used in couriers/ express operations • Discuss the documentation requirements in courier/ express operations 	<ul style="list-style-type: none"> • Classify the components of supply chain and logistics sector • Identify various activities in courier, warehousing, port yard, land, ship and air transportation • Compare and assess the different job roles in courier/ express • Demonstrate your job role as Courier Executive - Operations and its interface with other job roles • Operate various MHEs and equipment used in couriers/ express operations • Prepare sample documents in courier operations
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, MHE	

Module 2: ERP data analysis in courier hub

Mapped to LSC/N1907, v1.0

Terminal Outcomes:

- Describe how to collect and upload necessary data regarding floor operations, priorities, complaints, delays, inventory count etc. in ERP.

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the list of data to be collected for analysing shipments, loading, un-loading, packing and binning activities, etc. Detail the data to be collected regarding priorities, complaints/delay, escalations, customer feedback etc. Describe how to collect and upload necessary data regarding floor operations, priorities, complaints, delays, inventory count etc. in ERP. Explain the importance of trend analysis. Explain coordination requirements with other departments to resolve customer queries 	<ul style="list-style-type: none"> Perform various activities like analysing shipments, loading, un-loading, packing and binning activities, etc. Illustrate data collection process. Operate ERP to collect and upload necessary data regarding floor operations, priorities, complaints, delays, inventory count etc. Correlate physical data with ERP data for correctness and compliance to documentation requirements Prepare trend analysis, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc. Provide information to customers/ shippers/ transporters on dispatch, order tracking, shipment status etc. Demonstrate how to coordinate with other departments to resolve customer queries
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Barcode scanner, markers and stationery, computer, printer, ERP software, LLMS, MS Office etc.	

Module 3: Institutional business development

Mapped LSC/N1601, V1.0

Terminal Outcomes:

- Explain the process of generating new leads, negotiation skills and payment collection.

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the process of preparing sales analysis using ERP. • Explain the process of generating new leads • Detail the process of prospecting an institutional client • Explain successful negotiation techniques. • Describe the payment collection process • Summarize in what all ways ERP can be used in improving sales and customer retention. 	<ul style="list-style-type: none"> • Analyse institutional sales and customer reports using ERP to understand sales during different trends, cycles etc. • Demonstrate generating new leads • Practice the steps in converting a prospective lead • Devise the steps involved in negotiating a business deal • Illustrate how payment collection is done. • Record daily sales activities in ERP to track progress • Prepare reports on sales activities for review and recommendation • Review feedback and resolve on time • Propose new solutions to improve business volume with institutional clients
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer, Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) software, MS Office, projector, stationery, LLMS, worksheets etc,	

Module 4: Branch sales

Mapped to LSC/N1701, v1.0

Terminal Outcomes:

- Perform processing of customer information, order, invoice and payments
- Prepare a resolution process according to customer complaints.

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the etiquettes to be followed while interacting with walk-in customers • Assess customer queries to provide the necessary sales support • Describe identifying customer needs • Detail the features and benefits of products offered by the organisation • Describe timeline, delivery and specification tracking in courier operations • Explain customer query/feedback resolution process • Describe preparing daily sales report and its associated documentation • Detail cash handling process 	<ul style="list-style-type: none"> • Analyse branch sales and customer reports using ERP to identify prospective institutional clients for sales team • Demonstrate the etiquettes while interacting with walk-in customers • Assess customer queries to provide the necessary sales support • Propose courier services and solutions for various customer needs • Classify the features and benefits of products offered by the organisation • Demonstrate tracking of shipments. • Perform processing of customer information, order, invoice and payments • Prepare a resolution process according to customer complaints. • Report daily sales report and its associated documentation • Perform cash handling.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer, Enterprise Resource Planning (ERP), Customer Relationship Management (CRM) software, MS Office, projector, stationery, LLMS,worksheets etc,	

Module 5: Shipment classification and customs clearance

Mapped to LSC/N2307, v1.0

Terminal Outcomes:

- Define the checkpoints for pre-clearance.
- Detail documentation and other requirements necessary for customs clearance

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Define the checkpoints for pre-clearance. • Detail documentation and other requirements necessary for customs clearance • Describe the process of identifying the right HSN code • Explain customs clearance documentation process • Detail the duties and taxes involved in the clearance process • Explain the documentation required according to compliance to product, geography, packaging and other statutory requirements. • Detail the process of customs clearance using customs brokers. 	<ul style="list-style-type: none"> • Perform pre-clearance requirements for shipments • Prepare checklist of documents and other requirements necessary for customs clearance • Demonstrate reading HSN code • Solve escalations in customs clearance by coordinating with customer and customs broker • Interpret the components in duty/ tax invoice. • Administer payments on behalf of customers • Assess the documents in compliance to product, geography, packaging and other statutory requirements • Oversee customs clearance using customs brokers • Report customer periodically on status to provide the necessary support
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer, Enterprise Resource Planning (ERP) software, bar code scanners, custom forms, (HSN) code lists, Indian Customs EDI System (ICES), Indian Customs EDI Gateway (ICEGATE), stationery, LLMS , SOP, etc	

Module 6: Customer service management

Mapped to LSC/N1501, v1.0

Terminal Outcomes:

- Detail the query forwarding and tracking procedure inside the organisation
- Explain the documentation requirements in courier processing

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe over the phone and email etiquettes to be followed for effective communication • Detail various types of typical customer queries • Detail the query forwarding and tracking procedure inside the organisation • Explain the documentation requirements in courier processing • Describe query closure process in ERP system 	<ul style="list-style-type: none"> • Demonstrate the etiquettes to be followed while interacting with customers • Assess customer requirements to provide the necessary support • Demonstrate handling customer queries • Perform query forwarding and tracking procedure using organisation tools. • Solve customer queries related to shipment, payment, acknowledgement and others in the IT software • Interpret the documentation requirements in courier processing to the customer. • Solve escalated queries by coordinating with other departments • Record query closure in ERP system
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer, Enterprise Resource Planning (ERP) software, bar code scanners, stationery, LLMS, worksheets, standard documentation, etc.	

Module 7: Guidelines on integrity and ethics

Mapped to LSC/N9904, v1.0

Terminal Outcomes:

- Explain the concepts of integrity, ethics
- Detail the various regulatory requirements related to logistics industry

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the concepts of integrity, ethics • Detail the various regulatory requirements related to logistics industry • Explain data and information security practices • Discuss corrupt practices • Discuss regulatory requirements, code of conduct and etiquettes • Detail the procedure for documenting all integrity and ethics violations • Explain escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Practice the principles of integrity and ethics • Follow the various regulatory requirements related to logistics industry • Perform data and information security practices • Identify corrupt practices • Comply to regulatory requirements • Practice code of conduct and etiquettes • Document all integrity and ethics violations • 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	
SOP, Teaching board, computer, projector, video player, stationery, LLMS, worksheets and TV	

Module 8: Compliance to health, safety and security norms

Mapped to LSC/N9905, v1.0

Terminal Outcomes:

- Describe health, safety, and security procedures in warehouse
- Demonstrate the inspection procedure to ensure appropriate and safe conditions of activity area and equipment
- Illustrate the standard protocol to be followed during emergency situations, accidents and breach of safety

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail health, safety and security procedures in warehouse • Describe the 5S to be followed • Explain the inspection procedure to ensure appropriate and safe conditions of activity area and equipment • Discuss unsafe working conditions • Describe the inspection procedure to check safe handling of hazardous goods • Discuss the standard protocol to be followed during emergency situations, accidents and breach of safety • Document health, safety and security violations • Explain the escalation matrix for reporting deviation • 	<ul style="list-style-type: none"> • Follow health, safety and security procedures in warehouse • Implement 5S at workplace • Inspect the activity area and equipment, for appropriate and safe conditions • Identify unsafe working conditions • Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods • Implement standard protocol in case of emergency situations, accidents, and breach of safety • Prepare report on health, safety and security violations • 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	
PPEs, MHEs like Forklift, Reach stacker, pallet truck, barcode scanner, packaging devices, packing material, LLMS, markers and stationery, etc	

Module 9: Verify GST Application

Mapped to LSC/N9906, v1.0

Terminal Outcomes:

- Demonstrate the process of verifying GST invoices as per SOP

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Differentiate location of service recipient and place of supply of services in GST application • Determine classification of the transaction to apply the right CGST, IGST, and SGST • Detail the rules and regulation in applying and reversing GST • Discuss the details required for applying GST, such as GSTIN, PAN, email id, HSC code, SAC code, UIN number etc. • Compute the applicable GST based on documentation • Discuss the procedure for inspecting invoice for availability of mandatory information relating to GST application 	<ul style="list-style-type: none"> • Apply the right CGST, IGST and SGST as per transaction type • Apply and reverse GST by following the appropriate rules and regulations • Calculate the correct GST based on documentation • Inspect invoice for availability of mandatory information relating to GST application
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Laptop, MS office, ERP, stationery, worksheets, computer, LLMS, projector, GST guidelines etc	

Module 10: Employability Skills

Mapped to DGT/VSQ/N0101, 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 Theory – Key Learning Outcomes	Duration: 30:00 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 • Discuss how to identify opportunities for potential business, sources of funding and 	<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 • Create sample word documents, excel sheets and presentations using basic features

<p>associated financial and legal risks with its mitigation plan</p> <ul style="list-style-type: none"> • 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"> • 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>	

Module 11: Forecasting and trend analysis

Mapped to LSC/N0110, v1.0

Terminal Outcomes:

- Detail the information required for performing various trend analysis
- Describe the different forecasting methods and the corresponding data requirement

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the different types of trend analysis • Detail the information required for performing various trend analysis • Describe the different forecasting methods and the corresponding data requirement • Explain forecasted scenarios to manager/ management 	<ul style="list-style-type: none"> • Prepare trend analysis according to requirement. • Perform trend analysis to assess seasonality or cyclic nature of business • Prepare inference reports based on trend analysis • Demonstrate the different forecasting methods according to the corresponding data. • Perform forecasting based on available data • Explain forecasted scenarios to manager/ management • Plan budget and resources based on forecasts
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer, printer, forecasting and analytical software, LLMS, Enterprise Resource Planning (ERP) etc	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Pass		4	courier	1	courier	

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Courier Executive - Operations” mapped to QP: “LSC/Q1902, V2.0”. 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		2	courier	1	courier	

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Courier Executive - Operations" mapped to QP: "LSC/Q1902, V2.0". Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2601". Minimum accepted score is 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
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
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).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
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