



Model Curriculum

QP Name: Courier Associate - Operations
(Electives- Perishable Shipment/ High Value Shipment/ Furniture and Household Shipment)
(Options – GST Application/ ERP Data Management)

QP Code: LSC/Q1901

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 2.0

Table of Contents

Training Parameters	2
Training Parameters	2
Program Overview.....	3
Training Outcomes.....	3
Compulsory Modules.....	3
Elective Modules	5
Option Modules.....	7
Module 1: Introduction to Courier Associate - Operations.....	8
Module 2: Shipment Handling sorting and bagging	9
Module 3: Shipment pickup and delivery.....	10
Module 4: Handover and reporting of activities	11
Module 5: Guidelines on integrity and ethics.....	12
Module 6: Compliance to health, safety and security norms.....	13
Module 7: Handling perishable goods	14
Module 8: Handling high value shipment.....	15
Module 9: Handling furniture and household goods.....	16
Module 10: Verify GST Application.....	17
Module 11: ERP data analysis in courier hub.....	18
Module 12: Employability Skills	18
Annexure	219
Trainer Requirements	21
Assessor Requirements	22
Assessment Strategy	23
References.....	25
Glossary.....	25
Acronyms and Abbreviations	26

Training Parameters

Sector	Logistics
Sub-Sector	Courier and Express Services
Occupation	Courier and Express Ground Operations, Hub/ Branch Operations
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 8321.02, 4412.99, 9321, 9621.07 to .09 and ISCO - 08/ 8321, 8322, 4412
Minimum Educational Qualification and Experience	Grade 10 Pass Or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject. Or 8th grade pass + 2-year relevant experience Or Previous relevant Qualification of NSQF Level 2 (Loader/ Unloader) + 1-year relevant experience in courier industry
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	390
Maximum Duration of the Course	630

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:

- Perform unloading, handling, sorting, segregation, bagging, sealing, documentation and loading of courier/ express consignments
- Perform pickup, delivery, documentation/ packaging/ consignor/ consignee verification of courier/ express items
- Prepare daily reports on pickup, delivery, stationery usage, pending activities and cash collection
- Comply to work place integrity, ethical and regulatory practices
- Manage workplace for safe and healthy work environment by following and ensuring compliance to regulatory and safety norms
- Demonstrate pickup, handling, storage, temperature control, delivery, documentation and delivery of perishable shipments
- Perform safe pickup, secured storage, accounting, documentation, transfer and delivery of high value shipments
- Demonstrate inspection, packing, pickup, documentation, unpacking and delivery of furniture and household items
- Inspect invoices for correct application of GST
- Analyse data in a courier hub to provide the necessary support to stakeholders

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	20	10			30
Module 1: Introduction to Courier Associate - Operations	20	10			30
LSC/N1901 – Handling, sorting of mail and shipment bagging V1.0 3	20	30	10		60
Module 2: Shipment handling sorting and bagging	20	30	10		60
LSC/N1902– Perform pickup and delivery V1.0 3	20	30	10		60

Module 3: Shipment pickup and delivery	20	30	10		60
LSC/N1903 – Handover and report V1.0 3	20	30	10		60
Module 4: Handover and reporting of activities	20	30	10		60
LSC/N9904- Maintain integrity and ethics in operations V1.0 3	10	20			30
Module 5: Guidelines on integrity and ethics	10	20			30
LSC/N9905 - Follow health, safety and security procedures V1.0 3	20	40			60
Module 6: Compliance to health, safety and security norms	20	40			60
Employability Skills DGT/VSQ/N0101	15	15			30
Total Duration	125	175	30		330

Elective Modules

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

Electives 1: Perishable shipment

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1904 - Handle perishable shipment V1.0 3	30	30			60
Module 7: Handling perishable goods	30	30			60
Total Duration	30	30			60

Electives 2: High Value Shipment

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1905 - Handle high value shipment V1.0 3	30	30			60
Module 8: Handling high value shipment	30	30			60
Total Duration	30	30			60

Electives 3: Furniture and Household Shipment

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1906 – Handle furniture and households V1.0 3	30	30			60
Module 9: Handling furniture and household goods	30	30			60
Total Duration	30	30			60

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/N9906 - Verify GST invoice	30	30			60
V1.0 3					
Module 10: Verify GST application	30	30			60
Total Duration	30	30			60

Option 2: ERP Data Management

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1907- Feed data into ERP and analyse in courier hub	20	40			60
V1.0 3					
Module 11: ERP data analysis in courier hub	20	40			60
Total Duration	20	40			60

Module Details

Module 1: Introduction to Courier Associate - Operations

Mapped to Bridge Module

Terminal Outcomes:

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

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Classify the components of supply chain and logistics sector • Detail the various sub-sectors and the opportunities in them • Detail activities in courier. • Explain job roles in courier/ express • Detail your job role as Courier Associate - 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"> • Identify various activities in courier • Identify job roles in courier/express • Identify the various MHEs and equipment used in couriers/express operations • Prepare the necessary documentation in courier/express operations
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	

Module 2: Shipment Handling sorting and bagging

Mapped to LSC/N1901, v1.0

Terminal Outcomes:

- Detail the steps to perform for shipment handling, sorting and bagging in a courier hub

Duration: 20:00	Duration: 30:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> Detail the components of documentation used for shipment receiving, sorting and bagging List the PPE, non-production material and equipment used in the process Describe the various types of labels used for priority, perishable and other types of shipment Demonstrate unloading and inspection of mail bags Detail the handling, de-bagging and sorting procedure for dangerous/ hazardous goods Demonstrate seal removal and de-bagging process Explain the procedure for segregating inbound and outbound shipments in different buckets based on geography, shipment type, storage and priority Discuss the procedure for inspecting damaged and unlabelled shipments Detail the procedure for bagging of shipments as per outbound priority and geography Demonstrate labelling and sealing of bags Demonstrate usage of MHE to move and load outbound bags in the assigned vehicle/ loading area Illustrate sampling inspection of shipments 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> Collect the necessary components of documentation used for shipment receiving, sorting and bagging Use the appropriate PPE, non-production material and equipment as per SOP Use the appropriate label for priority, perishable and other types of shipment Perform unloading and inspection of mail bags Perform handling, de-bagging and sorting procedure for dangerous/ hazardous goods as per SOP Perform seal removal and de-bagging process Arrange inbound and outbound shipments in different buckets based on geography, shipment type, storage and priority Inspect damaged and unlabelled shipments Perform bagging of shipments as per outbound priority and geography Perform labelling and sealing of bags Operate MHE to move and load outbound bags in the assigned vehicle/ loading area Perform sampling inspection of shipments
<p>Classroom Aids</p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Stationery, Radio Frequency Identification Device (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs), computer, projector, LLMS (learning version), worksheets, SOP, etc.</p>	

Module 3: Shipment pickup and delivery

Mapped to LSC/N1902, V1.0

Terminal Outcomes:

- Detail the steps to be followed for shipment pickup and delivery as per SOP

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the documentation used for courier/ express pickup and delivery • Inspect the pickup/ delivery documents for availability and legibility of all necessary information • Check for payment status of each pickup/ delivery • Demonstrate the usage of PPE, GPS devices, MHE, forms and other stationery used during pickup/ delivery • Verify availability of customer/ items for pickup/ delivery • Dramatize the etiquettes to be followed while interacting with customers • Inspect the product and packaging for compliance to norms and damages • Describe the documentation procedure for receiving shipment from shipper • Collect shipment charges/ Cash on delivery as applicable • Report any errors/damages in delivery shipment packaging and its documentation • Identify consignee for handover or alternate person in case of low value goods • Detail the documentation and identity verification for shipment delivery • Explain escalation procedure if customer is not available to receive the package 	<ul style="list-style-type: none"> • Discuss the documentation used for courier/ express pickup and delivery • Inspect the pickup/ delivery documents for availability and legibility of all necessary information • Check for payment status of each pickup/ delivery • Demonstrate the usage of PPE, GPS devices, MHE, forms and other stationery used during pickup/ delivery • Verify availability of customer/ items for pickup/ delivery • Dramatize the etiquettes to be followed while interacting with customers • Inspect the product and packaging for compliance to norms and damages • Describe the documentation procedure for receiving shipment from shipper • Collect shipment charges/ Cash on delivery as applicable • Report any errors/damages in delivery shipment packaging and its documentation • Identify consignee for handover or alternate person in case of low value goods • Detail the documentation and identity verification for shipment delivery • Explain escalation procedure if customer is not available to receive the package
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Stationery, Global Positioning System (GPS) device, standard forms, Radio Frequency Identification Device (RFID) scanner, bar code scanner, plastic bags, markers, LLMS (learning version), transport vehicle, computer, projector, SOP, etc.	

Module 4: Handover and reporting of activities

Mapped to LSC/N1903, v1.0

Terminal Outcomes:

- Detail the appropriate steps to be followed for handover and reporting activities as per SOP

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the procedure for handing undelivered shipments • Detail the necessary steps to be followed after handover of consignment such as handover of receipt and cash, collecting acknowledgement etc. • Record delays, cancellations, missed pickups or deliveries, damages and other pertinent information • Detail documentation requirement for insurance, damaged shipments, reimbursements etc. 	<ul style="list-style-type: none"> • Perform handover of undelivered shipments and unused stationery to the coordinator in hub/branch • Prepare documentation for undelivered shipments • Perform handover of receipts and cash and collect acknowledgement • Report delays, cancellations, missed pickups or deliveries, damages and other pertinent information • Report on the condition of vehicle for maintenance • Prepare documentation for insurance, damaged shipments, reimbursements etc.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Stationery, standard forms, computer, projector, LLMS (learning version), Standard Operating Procedure (SOPs), etc.	

Module 5: 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, LLMS (learning version), stationery, worksheets and TV	

Module 6: 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, LLMS (learning version), packaging devices, packing material, markers and stationery, etc	

Module 7: Handling perishable goods

Mapped to LSC/N1904, v1.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of perishable goods

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the ambient temperature requirement for various types of perishable goods • Detail the picking, packing, loading, unloading and storage of perishable food products (such as food items, flowers, horticultural produce, dairy, meat etc.) • Discuss the process of palletisation, stacking and loading of perishable items as per product category • Explain the process of identifying contaminated shipments • Detail precautions to be taken to avoid contamination of perishables • Explain the process of checking perishable product packaging for damages/ tampering • Detail the documentation required for perishable product pickup/ delivery • Detail the steps to be followed for pickup and delivery of perishable product 	<ul style="list-style-type: none"> • Identify the ambient temperature requirement for various types of perishable goods • Perform picking, packing, loading, unloading and storage of perishable food products (such as food items, flowers, horticultural produce, dairy, meat etc.) • Demonstrate palletisation, stacking and loading of perishable items as per product category • Identify contaminated shipments for quarantine • Apply precautions to prevent contamination of perishables • Inspect perishable product packaging for damages/ tampering • Prepare documentation for perishable product pickup/ delivery • Demonstrate pickup and delivery of perishable product • Collect shipment charges/ Cash on delivery as applicable
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, pallet truck, barcode scanner, packaging devices, packaging material, LLMS (learning version), markers and stationery, temperature-controlled delivery vehicles, sample shipment etc.	

Module 8: Handling high value shipment

Mapped to LSC/N1905, v1.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of high value shipment

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Explain the various components of high value shipment documentation including purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc. Check correctness of amount and denomination of cash received for ATM filling Explain best practices and precautions for safe storage, and movement of high value shipments Detail the inspection process for documentation related to high value shipment Explain the importance of inspecting identification card of customer during collection and delivery of high value shipment Detail the standards for packing/labelling of item as per SOP after thorough inspection Detail the steps to be followed for pickup and delivery of high Value shipment 	<ul style="list-style-type: none"> Identify the various components of high value shipment documentation including purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc. Perform collection of high value items along with their documentation Inspect correctness of amount and denomination of cash received for ATM filling Follow best practices and precautions for safe storage, and movement of high value shipments Inspect documentation related to high value shipment Inspect identification card of customer during collection and delivery of high value shipment Perform packing/labelling of item as per SOP after thorough inspection Prepare documentation for pickup and delivery of high value shipment Collect shipment charges/ Cash on delivery as applicable Prepare end of day report for every high value shipment processed
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like pallet truck (manual and battery operated), barcode scanner, packing devices, LLMS (learning version), packing material, markers and stationery, sample shipment etc.	

Module 9: Handling furniture and household goods

Mapped to LSC/N1905, v1.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of furniture and household goods

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Detail the inspection process for checking availability of items as per documentation Document damages in items Detail the appropriate dismantling and packing of various types of furniture Discuss the steps to be followed for safe loading and securing procedures Detail the documentation for furniture pickup/ delivery and damages Explain the importance of checking delivery documentation with physical items scheduled for delivery Discuss the steps to be followed for safe unloading and movement of furniture Detail the unpacking process for various types of furniture and packaging Explain escalation procedure for handling shipment damages 	<ul style="list-style-type: none"> Inspect availability of items as per documentation Record damages in items Demonstrate appropriate dismantling and packing of various types of furniture Apply safe loading and securing procedures Prepare documentation for furniture pickup/ delivery and damages Inspect delivery documentation with physical items scheduled for delivery Verify identity and address of receiver Apply safe unloading and movement of furniture Demonstrate unpacking of various types of furniture and packaging Report deviations as per escalation matrix Collect shipment charges/ Cash on delivery as applicable
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like pallet truck (manual and battery operated), barcode scanner, packing devices, LLMS (learning version), packing material, markers and stationery, sample shipment etc.	

Module 10: Verify GST Application

Mapped to LSC/N9906, v1.0

Terminal Outcomes:

- Demonstrate the process of verifying GST invoices as per SOP

Duration: 30:00	Duration: 30:00
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 (learning version), projector, GST guidelines etc	

Module 11: ERP data analysis in courier hub

Mapped to LSC/N1907, v1.0

Terminal Outcomes:

- Detail the steps to be followed for ERP data analysis in a courier hub as per SOP

Duration: 30:00	Duration: 30:00
<p>Theory – Key Learning Outcomes</p> <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. • Discuss the process of using ERP to collect and upload necessary data regarding floor operations, priorities, complaints, delays, inventory count etc. • Compare physical data with ERP data for correctness and compliance to documentation requirements • Explain the key concepts of trend analysis, customer fulfilment status, operational complaint related internal and external stakeholders, transporters performance etc. • Explain coordination requirements with other departments to resolve customer queries 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Collect the list of data for analysing shipments, loading, un-loading, packing and binning activities, etc. • Collect the data regarding priorities, complaints/delay, escalations, customer feedback etc. • 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. • Perform coordination with other departments to resolve customer queries
<p>Classroom Aids</p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Barcode scanner, markers and stationery, computer, printer, LLMS (learning version), ERP software, MS Office etc.</p>	

Module 12: Employability Skills

Mapped to DGT/VSQ/N0101, v1.0

Terminal Outcomes:

- Appraise the significance of employability skills in meeting the job requirements
- Identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices.
- Illustrate English and communication skills, customer service, entrepreneurship, and getting ready for jobs and apprenticeship.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the importance of Employability Skills in meeting the job requirements • Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. • Describe positive attitude, self - motivation, problem solving, time management skills and continuous learning mindset in different situations. • Discuss the significance of reporting sexual harassment issues in time • Appraise the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Detail the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely • Categorize the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges • Discuss the significance of maintaining hygiene and dressing appropriately • Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> • Analyze 21st century skills. • Practice appropriate basic English sentences/phrases while speaking • Demonstrate how to communicate in a well -mannered way with others. • Illustrate working with others in a team • Demonstrate how to conduct oneself appropriately with all genders and PwD • Operate digital devices and use the associated applications and features, safely and securely • Differentiate between types of customers • Create a biodata • Experiment with various sources to search and apply for jobs • Identify customer needs and address them • Compose the significance of dressing up neatly and maintaining hygiene for an interview
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs	

Tools, Equipment and Other Requirements

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

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 Associate - Operations" mapped to QP: "LSC/Q1901, v2.0". Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0" with minimum score of 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 Associate - Operations” mapped to QP: “LSC/Q1901, v2.0”. Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0” 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
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