Model Curriculum

QP Name: Courier Supervisor - Operations
(Options – Customs Clearance Support/ Business Development/ Profit Management)

QP Code: LSC/Q1903

QP Version: 2.0

NSQF Level: 5

Model Curriculum Version: 2.0

Table of Contents

Training Parameters

Sector	Logistics
Sub-Sector	Courier and Express Services
Occupation	Hub/ Branch Operations
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 4412.99, 9333, 9621 and ISCO-08/8321, 8322, 4412
Minimum Educational Qualification and Experience	Completed 2nd year of UG. Or Completed 2nd year of diploma (after 12th) Or Completed 3-year diploma after 10th + 1-year relevant experience in courier industry. Or 12th Grade pass + 2-year relevant experience Or Previous relevant Qualification of NSQF Level 4 (Courier Executive-Operations) and with minimum education as 8th Grade pass + 3-year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21
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	720

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:

- Manage activities in courier hub/ branch by allocating and supervising the necessary resources for the activities planned
- Manage loading, unloading, sorting, binning, MHE operations & repair, pickup, delivery, documentation, repairs, client escalation and related activities in courier hub/ branch
- Perform route planning, delivery & pickup monitoring, vehicle inspection, client coordination, stakeholder coordination and other activities related to last mile delivery
- 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:

- Manage customs clearance activities including documentation clearance, cargo inspection, clarification of queries and stakeholder coordination
- Generate business for the organisation and manage relationships with stakeholders including clients, customs, PGAs etc.
- Analyse operational and business performance to undertake improvement initiatives

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 Supervisor - Operations	10	20			30
LSC/N1909 Allocate resources and streamline operations in courier hub/ branch V1.0 5	**20**	**65**	**5**		**90**
Module 2: Resource allocation and courier hub/ branch operations management	20	65	5		90

LSC/N1910 Supervise courier delivery center and hub operations V1.0 5	**20**	**65**	**5**		**90**
Module 3: Courier delivery center and hub operations	20	65	5		90
LSC/N1911 Supervise last mile operations V1.0 5	**20**	**65**	**5**		**90**
Module 4: Supervision of last mile operations	20	65	5		90
LSC/N9904- Maintain integrity and ethics in operations V1.0 5	**20**	**35**	**5**		**60**
Module 5: Guidelines on integrity and ethics	20	35	5		60
LSC/N9905 - Follow health, safety and security procedures V1.0 5	**20**	**35**	**5**		**60**
Module 6: Compliance to health, safety and security norms	20	35	5		60
LSC/N9906 Verify GST invoices V1.0 5	**20**	**35**	**5**		**60**
Module 7: Verify GST application	20	35	5		60
DGT/VSQ/N0102 Employability Skills	**30**	**30**			**60**
Total Duration	**160**	**350**	**30**		**540**

Option Modules

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

Option 1: Customs Clearance Support

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N2343 Supervise Customs clearance activities V1.0 5	30	30			60
Module 9: Supervision of customs clearance activities	30	30			60
Total Duration	30	30			60

Option 2: Business Development

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N9701 Business development and stakeholder relations V1.0 5	30	30			60
Module 10: Business development and stakeholder relations	30	30			60
Total Duration	30	30			60

Option 3: Profit Management

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N9603 Profit and loss account management and cost accounting V1.0 5	30	30			60
Module 11: Profit and loss account management and cost accounting	30	30			60
Total Duration	30	30			60

Module Details

Module 1: Introduction to Courier Supervisor - Operations
Mapped to Bridge Module

Terminal Outcomes:

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

Duration: *10:00*	Duration: *20:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss about supply chain, logistics sector and the modals involved. - Detail the various sub-sectors and the opportunities in them - Explain job roles in courier/ express - Detail your job role as Courier Supervisor - 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	- Classify the components of supply chain and logistics sector - List down the various sub-sectors and the opportunities in them - Identify various activities in courier, warehousing, port yard, land, ship and air transportation - Demonstrate your job role as Courier Supervisor - Operations and its interface with other job roles - Operate various MHEs and equipment used in couriers/ express operations - Prepare the documentation involved in courier/ express 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: Resource allocation and courier hub/ branch operations management
Mapped to LSC/N1909, v1.0

Terminal Outcomes:

- Describe allocation and review process for resources.
- Explain escalation procedure with manager and internal stakeholders to resolve queries.

Duration: 20:00	Duration: 65:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Detail the planning activities involved for daily/ weekly operations - Describe allocation and review process for resources. - Explain escalation procedure with manager and internal stakeholders to resolve queries - Describe relationship to be maintained with other departments, contractors, transporters, freight operators, clients, customs, and regulatory bodies - Detail the documentation requirements in courier/ express processing - Explain escalation procedure when additional inputs are required	- Analyse daily order details in terms of transport plans, delivery schedules, priority orders, weekly work allocation - Plan daily activities based on priorities and exceptions - Perform allocation of manpower, non-production material, MHE and other resources as per activities - Review daily activities to identify progress and priorities - Demonstrate how relationship needs to be maintained with other departments, contractors, transporters, freight operators, clients, customs, and regulatory bodies - Prepare the documentation requirements for courier/ express processing - Develop alternate plans to engage manpower and resources in-case of activity delay - Review progress of daily activities, accidents, damages, errors etc. to provide the necessary support
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Enterprise Resource Planning (ERP), LLMS (learning version), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), etc.	

Module 3: Courier delivery centre and hub operations
Mapped LSC/N1910, V1.0

Terminal Outcomes:

- Detail the various steps to be followed for MHE inspection.
- Describe the different tracking systems used.

Duration: *20:00*	Duration: *65:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Summarize the compliance of loading, unloading, sorting and binning activities. - Detail the various steps to be followed for MHE inspection. - Describe the different tracking systems used. - Explain the escalation process to resolve missing shipment, parcel handling damages, missing documents, quarantine requirements etc. - Detail the activities to be followed during end of day. - Describe the aberrations that needs to be reported to Manager.	- Analyse the compliance of loading, unloading, sorting and binning activities to activity schedule - Inspect fitness of MHE for operations - Perform tracking of delivery and pickup activities real time to provide the necessary support - Demonstrate escalating for missing shipment, parcel handling damages, missing documents, quarantine requirements etc. - Review end of day operations, accidents, damages, delays, missed pickup/ delivery etc. - Report daily damages, MHE repair requirements, accidents, transport delays in pickups and deliveries to manager - Develop robust preventive and corrective actions to improve operational efficiency
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Enterprise Resource Planning (ERP), computer, printers, Global Positioning System (GPS) tracker, LLMS (learning version), Material Handling Equipment (MHEs), etc.	

Module 4: Supervision of last mile operations

Mapped to LSC/N1911, v1.0

Terminal Outcomes:

- Describe the vehicle tracking process.
- Explain the steps to be followed for resolving escalations and queries.

Duration: *20:00*	Duration: *65:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain how shipment delivery sequence is derived. - Detail activity schedule to stakeholders through standard formats and communication methods - Infer the checkpoints to be done for assessing vehicle fitness. - Describe the vehicle tracking process. - Explain the steps to be followed for resolving escalations and queries. - Detail exception reporting process. - State the various reports and processes to be followed for damage control.	- Plan shipment delivery sequence based on list of deliveries, priorities, route to be taken, traffic, external environment, regulations for delivery activities and other factors - Assess vehicle fitness and its documentation for operations - Prepare activity schedule for stakeholders. - Control shipment delivery by tracking vehicle movement and delivery update reports - Solve any queries/ escalations raised by vehicle drivers, executives, customers and other internal stakeholders - Review daily pickup/ delivery, documentation, cash collection, delays etc. - Report daily courier movement, total loading and unloading, resource utilization, manpower deployment damages, MHE repair requirements, accidents, transport delays in pickups and deliveries etc.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Management Information System (MIS), computer, printers, Global Positioning System (GPS) tracker, LLMS (learning version), Material Handling Equipment (MHEs), 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: *20:00*	Duration: *35:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the concepts of integrity, ethics - Detail the various regulatory requirements related to logistics industry - Explain data and information security practices - Discuss about the corrupt practices - Describe regulatory requirements, code of conduct and etiquettes - Detail the procedure for documenting all integrity and ethics violations - Explain escalation matrix for reporting deviation	- Practice the principles of integrity and ethics - Illustrate various regulatory requirements related to logistics industry - Perform data and information security practices - Identify corrupt practices and methods to curb the same. - Comply to regulatory requirements of the organization. - 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, LLMS (learning version), video player, 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**: *35:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Detail health, safety and security procedures in warehouse. - Describe the 5S to be followed in industry. - Explain the inspection procedure to ensure appropriate and safe conditions of activity area and equipment - Discuss what are 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	- Demonstrate the health, safety and security procedures to be followed 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, LLMS (learning version), barcode scanner, packaging devices, packing material, markers and stationery, etc	

Module 7: 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**
- Detail the components available in GST application - Describe classification process of the transaction to apply the right CGST, IGST, and SGST - Explain 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. - Describe GST computation based on documentation - Explain the procedure for inspecting invoice for availability of mandatory information relating to GST application	- Differentiate location of service recipient and place of supply of services in GST application - Demonstrate classification of the transaction to apply the right CGST, IGST, and SGST - 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, LLMS (learning version), computer, projector, GST guidelines etc	

Module 8: 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**
- 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	- 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

associated financial and legal risks with its mitigation plan	• Utilize virtual collaboration tools to work effectively
• Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement	• Devise a sample business plan, for the selected business opportunity
• Detail the significance of analysing different types and needs of customers	• Create a professional Curriculum Vitae (CV)
• Explain the significance of identifying customer needs and responding to them in a professional manner.	• Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
• Discuss the significance of maintaining hygiene and dressing appropriately	• Perform a mock interview
• Explain the significance of maintaining hygiene and confidence during an interview	• List the steps for searching and registering for apprenticeship opportunities

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

Module 9: Supervision of customs clearance activities

Mapped to LSC/N2343, v1.0

Terminal Outcomes:

- Detail packaging requirements for various countries/ products/ cargo
- Explain customs clearance documentation filing process

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Explain various customs rules and regulatory requirements - Describe customs clearance query escalation procedure - Detail packaging requirements for various countries/ products/ cargo - Explain customs clearance documentation filing process - Detail export and import declarations used for clearance. - Explain cargo release procedure from customs - Describe various customs inspection processes - Detail the coordination requirements between client, customs and various PGAs to resolve queries and delays	- Administer emerging changes in customs regulations in practice - Compute duties and tariffs levied to and from foreign destinations and export schemes and drawbacks - Inspect all EXIM documentation for adherence to regulatory and product requirements - Perform tracking of timely shipment clearance - Inspect cargo to ensure safe loading and unloading - Prepare export and import declarations - Manage documentation requirements for achieving Let Export Order (LEO)/ Out of Customs Charge (OCC) for cargo from customs - Prepare import and export declarations for customs documentation processing
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 (learning version), Enterprise Resource Planning (ERP) etc	

Module 10: Business development and stakeholder relations

Mapped to LSC/N9701, v1.0

Terminal Outcomes:

- Explain all the available solutions based on sales pitch
- Detail the etiquettes to be followed for effective oral and written business communication

Duration: *30:00*	Duration: *30:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Detail different approach methods for business development - Describe various lead generation process. - Discuss the diversity in client requirements - Explain all the available solutions based on sales pitch - Detail the etiquettes to be followed for effective oral and written business communication - Detail the procedure for preparing costing sheets for service delivery - Describe the nuances in building rapport with clients, customs, government agencies, insurance for healthy relationship - Discuss the process of writing service level agreements	- Identify target population to approach for business development - Assess prospective clients based on leads. - Demonstrate methods for identifying client requirements - Offer customised or bundled solutions based on sales pitch - Demonstrate effective oral and written business communication - Prepare costing sheets for service delivery - Use ERP for updating client data - Estimate when to upsell and cross-sell services to existing clients - Establish rapport with clients, customs, government agencies, insurance for healthy relationship - Prepare service level agreements Schedule resources as per operational requirement
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers, MIS, ERP, business lead software, teaching board, LLMS (learning version), computer, projector, video player and TV	

Module 11: Profit and loss account management and cost accounting
Mapped to LSC/N9603, v1.0

Terminal Outcomes:

- Demonstrate the process of profit and loss account management and cost accounting

Duration: *30:00*	Duration: *30:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe P&L analysis process - Explain budgeting and monitoring process - Explain methods to analyse variance between budget and actual expenditure - Detail the key factors to be taken to consideration while preparing budget. - Describe the procedure for making budget amendments - Explain the risk management procedures. - Detail the procedure for performing Activity Based Costing (ABC) - Discuss the audit process to identify reasons for deviation from costing - Explain the process to rationalize cost by undertaking improvement activities	- Prepare P&L analysis based on performance. - Perform budgeting and monitoring process - Analyse variance between budget and actual expenditure - Compare budget with actual physical output - Prepare budget amendments according to p&l. - Demonstrate risk management procedures - Perform Activity Based Costing (ABC) in budget. - Audit and identify reasons for deviation from costing. - Implement improvement activities to rationalize cost
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
MS Office compressor, condenser, evaporator, temperature and humidity sensor, simulator, tools and tackles, consumables, cold storage equipment, gas leak detectors, LLMS (learning version), electrical systems, start relays and defrost timers, pressure pumps, etc.	

Annexure

Trainer Requirements

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

Trainer Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Courier Supervisor - Operations" mapped to QP: "LSC/Q1903, 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*	
12th Pass		2	courier	1	courier	

Assessor Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Courier Supervisor - Operations" mapped to QP: "LSC/Q1903, 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