

NSQF QUALIFICATION FILE

Approved in 27th NSQC Meeting-NCVET-Dated 28-02-2023

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Name and contact details of individual dealing with the submission

Name : Ms. Reena Murray
Position in the Organization : Head – Standards & Quality Assurance
Address if different from above : Same as above
Tel number : 044 4851 4607
E-mail address : reena@lsc-india.com

List of documents submitted in support of the Qualifications File

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

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• SUMMARY

1	Qualification Title	Courier Associate - Operations
2	Qualification Code, if any	LSC/Q1901
3	NCO code and occupation	<ul style="list-style-type: none"> • NCO-2015/ 8321.02 – Despatch Rider • NCO-2015/ 4412.99 - Mail Carriers and Sorting Clerks, Other • NCO-2015/ 9321 – Hand Packers • NCO-2015/ 9621.07 to .09 – Mail Carrier, Runner Mail, Sorter Mail
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	<p>Nature: Certificate course of Courier Associate - Operations</p> <p>Term: Long Term</p> <p>Purpose: Learners who attain this qualification are competent in on ground courier/express services operation and can get a job in courier or express services operations as associates working on ground for delivery, mail handling and bagging services.</p>
5	Body/bodies which will award the qualification	Logistics Sector Skill Council
6	Body which will accredit providers to offer courses leading to the qualification	Logistics Sector Skill Council
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)	<p>Yes</p> <p>Both accreditation and affiliation are done by LSC based on due diligence report via SIP</p>
8	Occupation(s) to which the qualification gives access	Courier and Express Ground Operations, Hub/ branch Operations
9	Job description of the occupation	The individual would perform handling, sorting, bagging, pickup and delivery of couriers, collection of payment and reporting of daily activities.
10	Licensing	Not Applicable

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	requirements	
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable
12	Level of the qualification in the NSQF	3
13	Anticipated volume of training/learning required to complete the qualification	390 hours to 630 hours
14	Indicative list of training tools required to deliver this qualification	<p>For a class of 30 candidates</p> <p>Teaching board – 1 Projector – 1 White board - 1 Video player or TV – 1 Printer – 1 Tracker - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipment's – 1 RFID Scanner - 15 PPE – 15 Standard Forms – 15 SOP - 5 GST guidelines – 10 ERP -1</p>
15	Entry requirements and/or recommendations and minimum age	<p>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</p>

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16	Progression from the qualification (Please show Professional and academic progression)	<p>Professional - After completion of course and after 3-5 years of experience in courier or express services operations, a person can progress vertically to Courier Executive and then on to Courier Supervisor after gaining further experience</p> <p>Academic – Candidate to clear Class XII through open school and proceed further to Diploma or Graduate and then to Post graduate</p>		
17	Arrangements for the Recognition of Prior learning (RPL)	<p>LSC currently undertakes RPL through the following modes –</p> <ol style="list-style-type: none"> 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the short term RPL programme post which, LSC member conducts assessment and provide accreditation/ certification for the sam 2. The training centre run RPL courses in coordination with industry and companies and post the course conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews and provides certifications regarding RPL 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission. 		
18	International comparability where known (research evidence to be provided)	Under Study		
19	Date of planned review of the qualification.	28 th February 2026		
20	Formal structure of the qualification			
	Courier Associate - Operations	Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			
	Introduction	Mandatory	30	3

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	LSC/N1901 Handling, sorting of mail and shipment bagging	Mandatory	60	3
	LSC/N1902 Perform pickup and delivery	Mandatory	60	3
	LSC/N1903 Handover and report	Mandatory	60	3
	LSC/N9904 Maintain integrity and ethics in operations	Mandatory	30	3
	LSC/N9905 Follow health, safety and security procedures	Mandatory	60	3
	DGT/VSQ/N0101 Employability Skills	Mandatory	30	3
	Sub Total (A)		330Hrs	
B	Optional/ elective component			
	Courier Associate - Operations	Elective/ Optional	Estimated size (learning hours)	Level
	LSC/N1904 Handle perishable shipment	Elective	60	3
	LSC/N1905 Handle high value shipment	Elective	60	3
	LSC/N1906 Handle furniture and households	Elective	60	3
	LSC/N9906 Verify GST invoice	Optional	60	3
	LSC/N1907 Feed data into ERP and analyze in courier hub	Optional	60	3
	Subtotal B		300 hrs	
	Total (A+B)		390Hrs to 630 Hrs	

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SECTION 1

ASSESSMENT

21	<p>Body/Bodies which will carry out assessment:</p> <p>All the empanelled assessment agency will do the assessment</p>
22	<p>How will RPL assessment be managed and who will carry it out?</p> <p>RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments -</p> <ol style="list-style-type: none">1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the short term RPL program post which, LSC member conducts assessment and provide accreditation/ certification for the same2. The training centre run RPL courses in coordination with industry and companies and post the course conduct assessment and certification3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews and provides certifications regarding RPL4. LSC has developed an online RPL assessment application which will be MCQ based test.
23	<p>Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.</p> <p>LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.</p> <p style="text-align: center;">Assessment policy of LSC</p> <ol style="list-style-type: none">1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.2) Qualification and experience have to be set for the assessors.3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.

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- 6) Reporting of MIS by the assessment body to LSC has to be within the agreed time lines.
- 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner
- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print.
- 13) Questions framed as per blueprint and without ambiguity by SMEs.
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

- 1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.
- 3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.
- 4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.
- 5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hr in advance from the time of assessment.
- 6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.
- 7) Assessor to verify the candidates with any valid Govt. id preferably

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- Aadhar and also collect a copy of ID proof produced by the candidate.
- 8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council
 - 9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.
 - 10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.
 - 11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.
 - 12) To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
 - 13) In case of unsuccessful completion, the trainee may seek Re-Assessment on the QP.

2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity

The eligibility of assessors for “Job role – Courier Associate - Operations” are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

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

4. MARKING SCHEME:

Sr. No.	Method of Assessments	Weightage (Max. marks)
1	Theory	30%
2	Practical	70%
Total		100

5. PASSING MARKS: Every trainee should score minimum 50% in every NOS.

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e., Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidence

1. LSC has created 16 points check list to collect on the day of assessment.
2. Assessment agencies must ensure to collect all the evidence without fail.
3. Training Partner must cooperate on collecting assessment evidence.
4. Candidates must present with their original Aadhaar's and alternative id proof which is having clear face picture on the day of assessment.
5. Assessment agency must submit all the collected evidence through LSC MIS portal.

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1	LSC/N1901 – Handling and sorting of mail, shipment bagging	<p>To be competent, the user/individual on the job must be able to</p> <ol style="list-style-type: none">1.1 obtain daily count sheet and schedule of inbound/ outbound mail bags from supervisor for bagging/ de-bagging1.2 obtain daily trucking schedule and plan for loading/ unloading of trucks1.3 collect the necessary equipment like barcode scanners, non-production material, etc. and the necessary PPE1.4 wear the appropriate PPE before starting the work1.5 collect the necessary labels, stationery, barcodes, etc. from the executive1.6 request and arrange for material handling equipment, if required1.7 verify the truck to be unloaded1.8 identify the mail bags that need to be unloaded first considering priority list1.9 unload and move mail bags into the inbound area, manually1.10 check all mail bags and segregate damaged mail bags1.11 move all the mail bags into the sorting area1.12 check if there are any dangerous goods and handle them as per standard operating procedure (SOP)1.13 scan the bar code stickers of inbound bags and remove bag seal to take out shipments1.14 gather shipments to be sorted1.15 set-up bins/shelves in which the shipments must be sorted1.16 segregate outbound mails in different buckets based on geography, shipment type, storage and priority1.17 segregate inbound mails in different buckets based on geography, shipment type, storage and priority1.18 handover sorted mails for shipment bagging/

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		<p>delivery</p> <p>1.19 flag damaged and unlabeled shipments</p> <p>1.20 debag and sort dangerous shipments as per the handling procedure</p> <p>1.21 collect the sorted outbound shipments, place them in the bag and check condition of shipment</p> <p>1.22 seal the bag, label it with bar code sticker and other labels</p> <p>1.23 scan the bar code sticker or label on the bag</p> <p>1.24 prioritize and move mail bags to the loading area, use MHE if required</p> <p>1.25 identify and inform any damaged or suspicious shipments</p> <p>1.26 bag the dangerous goods separately as per SOP</p> <p>1.27 assist in sampling inspection if required</p> <p>1.28 load and arrange the mail bags in the assigned truck</p>
2	LSC/N1902– Perform pickup and delivery	<p>To be competent, the user/ individual must be able to:</p> <p>2.1 obtain daily list and schedule for pick-up/ delivery</p> <p>2.2 check customer account details such as address, phone number and delivery time, if applicable</p> <p>2.3 verify if payment has been made or it is cash on delivery (COD)</p> <p>2.4 collect necessary devices such as GPS tracking devices etc.</p> <p>2.5 collect forms, missed delivery notes and other stationery</p> <p>2.6 store and secure dangerous goods in the vehicle as per Standard Operating Procedure (SOP)</p> <p>2.7 follow the SOP for handling of different types of dangerous shipment</p> <p>2.8 check vehicle for usability and report any issue</p> <p>2.9 check with the customer if the shipment is ready</p> <p>2.10 ensure the right etiquettes are maintained</p>

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		<p>during pickup and delivery with the customer</p> <p>2.11 get sign-off from customer on cancellation acknowledgement slip, if cancelled</p> <p>2.12 inspect the shipment for type of product and its condition and collect</p> <p>2.13 fill out the shipment collection forms and complete the paperwork with customer's signature</p> <p>2.14 handover customer receipt from the customer indicating tracking number</p> <p>2.15 collect the shipment charges if required</p> <p>2.16 collect the shipment from courier office as per schedule and check condition of the shipments</p> <p>2.17 report to supervisor regarding any damage or errors with respect to the shipment</p> <p>2.18 load shipments onto vehicle as per the delivery route</p> <p>2.19 inform the customer on delivery to check their availability or alternate person to handover in case of low value goods</p> <p>2.20 request receiver for a proof of identity, verify and note identity card details</p> <p>2.21 get the customer's signature (digitally or on paper) as acknowledgement and hand over shipment to customer</p> <p>2.22 collect cash if it is COD</p> <p>2.23 if the customer is not available at the premises or if address is wrong or if the place is locked, bring back the consignment to courier office</p>
3	LSC/N1903 – Handover and report	<p>To be competent, the user/individual on the job must be able to:</p> <p>3.1 handover collected and undelivered shipments to the concerned coordinator in the service station</p> <p>3.2 document reasons for undelivered shipments and handover to coordinator</p> <p>3.3 handover the company copy of the receipts (in case of pickups) to the billing clerk and collect acknowledgement</p> <p>3.4 handover the money collected from customers</p>

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		<p>(in case of cash on delivery) to the cashier and collect acknowledgement</p> <p>3.5 return devices and any unused stationery to the store or supervisor and collect acknowledgement</p> <p>3.6 report on delays, cancellations, missed pickups or deliveries and their locations so that it could be included in the subsequent plan</p> <p>3.7 report any damages to shipments that had occurred during transit</p> <p>3.8 report on the condition of the delivery vehicle and any maintenance or replacement that might be required</p> <p>3.9 complete any forms as required as per company policy, such as insurance forms for damaged shipment, reimbursement forms, etc.</p>
4	LSC/N9904 - Maintain integrity and ethics in operations	<p>To be competent, the user/ individual must be able to:</p> <p>4.1 refrain from indulging in corrupt practices</p> <p>4.2 avoid using company's funds, property or resources for undertaking personal activities</p> <p>4.3 protect customer's information and ensure it is not misused</p> <p>4.4 protect data and information related to business or commercial decisions</p> <p>4.5 avoid acceptance of cash or kind from vendors for support or contract negotiations</p> <p>4.6 demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues</p> <p>4.7 avoid nepotism</p> <p>4.8 consult supervisor or senior management when in situations that may require differentiating between ethical and unethical</p> <p>4.9 report promptly all violations of code of ethics</p> <p>4.10 dress up and conduct in a professional manner</p> <p>4.11 communicate with clients and stakeholders in a soft and polite manner</p> <p>4.12 follow etiquettes in accordance to the place</p> <p>4.13 check for regulatory documentation and compliances for the shop floor as per</p>

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		<p>information from the supervisor</p> <p>4.14 perform activities considering the regulatory requirements</p> <p>4.15 use Personal Protective Equipment (PPEs) in accordance to regulatory requirements</p> <p>4.16 identify the different types of dangerous goods and handling methodologies</p> <p>4.17 follow the SOP for handling of different types of dangerous goods</p> <p>4.18 consult supervisor or senior management when in situations that may require differentiating between ethical and unethical</p> <p>4.19 promptly report all regulatory violations</p>
5	LSC/N9905 - Follow Health, Safety and security procedures	<p>To be competent, the user/ individual must be able to:</p> <p>5.1 make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation</p> <p>5.2 wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area</p> <p>5.3 follow standard driving practice to ensure safety of life and material</p> <p>5.4 follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety</p> <p>5.5 undertake periodical preventive health check ups</p> <p>5.6 follow necessary Standard Operating Procedures (SOP) and precautions while handling dangerous and hazardous goods</p> <p>5.7 follow security procedures like green gate in port, customs area, factory security, etc.</p> <p>5.8 comply with data safety regulations of the organization</p> <p>5.9 follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway</p> <p>5.10 To be competent, the user/ individual must be able to:</p> <p>5.11 recognize unsafe conditions and safety practices at the workplace and report it to</p>

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		<p>concerned authority</p> <p>5.12 inspect the activity area and equipment for appropriate and safe condition</p> <p>5.13 check if stacking is done at defined height and is not on the walkway</p> <p>5.14 check if walkway is free from grease/ oil</p> <p>5.15 check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>5.16 participate in fire drills</p> <p>5.17 check if standard material handling procedure are being followed</p> <p>5.18 check if hold ladders, platforms and handrails to be in a sound and safe condition</p> <p>5.19 check if all the safety and security related tags, labels and signage are placed in the cargo</p> <p>5.20 check if loading instrument is certified and operational</p> <p>5.21 implement 5S at workplace</p> <p>5.22 check if cargo has passed security checks and report in case of any violation</p>
6	LSC/N1904 - Handle perishable shipment	<p>To be competent, the user/individual on the job must be able to:</p> <p>6.1 check the different ambient temperature requirement for various perishable food products</p> <p>6.2 perform picking, packing, loading, unloading and storage of perishable food products (such as food items, flowers, horticultural produce, dairy, meat etc.)</p> <p>6.3 wrap and palletize different perishable shipments, taking required precautions</p> <p>6.4 load the packed shipments onto transport vehicle safely, accurately and efficiently</p> <p>6.5 identify contaminated shipment and quarantine them as per the standard operating procedure (SOPs)</p> <p>6.6 clean and maintain delivery center aisles and product slots</p> <p>6.7 use various precautions to prevent contamination of perishables</p>

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		6.8 inspect the shipment for type of product 6.9 check if the shipment is tampered or if the product is contaminated 6.10 collect and store the perishable in the vehicle maintaining the required temperature 6.11 store the perishable products in appropriate storage containers, bins etc. as per the product requirement 6.12 fill-up necessary documentation and handover receipt to the customer 6.13 collect shipment charges if required 6.14 collect the shipments to be delivered 6.15 check that shipment is tamper proof and contamination free 6.16 report to coordinator regarding any damage or documentation errors 6.17 load the perishable goods in the vehicle and maintain ambient temperature 6.18 deliver the shipment to the customer and collect acknowledgement 6.19 receive cash if it is Cash on Delivery (CoD)
7	LSC/N9905 – Handle high value shipment	To be competent, the user/individual on the job must be able to: 7.1 collect requisite documentation related to and approvals for picking high value shipment. E.g., Purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc. 7.2 collect high value item and make the necessary documentation and signatures as required 7.3 for automated teller machine (ATM) cash filling, check the correctness of amount and denomination of currency as per document 7.4 take due care to prevent damage and breakage in case if it is fragile 7.5 deliver the goods for shipment or if undelivered then handover it to the office for safekeeping 7.6 collect and inspect the shipment for type of product and its condition 7.7 collect relevant documentation including if the

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		<p>shipment is insured or not</p> <p>7.8 check for identity document (ID) card and keep scan copy/ photo of ID card while picking the good</p> <p>7.9 thoroughly check for damage and report the same on the pickup receipt</p> <p>7.10 pack the item with due care if required and label it appropriately clearly indicating handling procedure for the goods</p> <p>7.11 keep the shipment in safe custody till it is handed over at the office</p> <p>7.12 fill out the necessary paperwork and handover receipt to the customer</p> <p>7.13 collect payment for shipment if required</p> <p>7.14 handover the goods to the supervisor and take acknowledgement on the document</p> <p>7.15 collect and inspect the shipment for tampering and report if any</p> <p>7.16 collect relevant documentation and ensure safe storage of shipment</p> <p>7.17 check for identity proof and note down the details of the proof</p> <p>7.18 handover the goods to the customer and collect acknowledgement</p> <p>7.19 collect cash if it is Cash on Delivery (CoD)</p> <p>7.20 fill out the necessary paperwork and handover receipt to the supervisor/custodian when shipment is not delivered</p>
8	LSC/N1906 - Handle furniture and household	<p>To be competent, the user/individual on the job must be able to:</p> <p>8.1 collect the checklist of items to be packed and cross check the same with client's copy</p> <p>8.2 check the items for damages and report the same</p> <p>8.3 get acknowledgement on the damaged goods receipt from customer</p> <p>8.4 use the appropriate packing material and pack the furniture and other households ensuring there is no damage or breakage</p> <p>8.5 follow the indicated norms while handling and moving packages particularly in dismantling and setting up</p>

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		<p>8.6 organize the packages in the carriage to utilize space optimally taking due care for fragile shipments</p> <p>8.7 take acknowledgement from customer on the checklist of shipments loaded and the place and time for delivery</p> <p>8.8 obtain orders from supervisor for delivery of items and collect the necessary documentation related to the items</p> <p>8.9 connect with the customer for his availability for delivery</p> <p>8.10 cross check the address and handover details for confirming the place and person of delivery</p> <p>8.11 check for proof of identity and note down details of identity card</p> <p>8.12 unload the items and move to as directed by the customer</p> <p>8.13 unpack the items with due care to ensure there are no damages</p> <p>8.14 get an acknowledgement of the customer on the checklist indicating any damages</p> <p>8.15 report breakages or damages to the supervisor and connect the customer with the supervisor or customer care</p> <p>8.16 handover the copy of delivery receipt to the customer and take acknowledgement</p> <p>8.17 collect payment if required and keep under lock and key with utmost care</p>
9	LSC/N9906 - Verify GST invoice	<p>To be competent, the user/ individual must be able to:</p> <p>9.1 identify location of service recipient and place of supply of services</p> <p>9.2 identify proper classification of the transaction (i.e., Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)</p> <p>9.3 identify if GST is payable under reverse charge in case the Service provider is unregistered party</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>9.4 obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN) number, email id of service/ shipment provider and recipient</p> <p>9.5 obtain description of service, Service accounting code (SAC) / Harmonized System of Nomenclature (HSN) code</p> <p>9.6 receive unique identification number (UIN) for multilateral entity</p> <p>9.7 check for relevant notification in case of exempt clients</p> <p>9.8 calculate taxable value considering applicable rate of GST based on SAC/HSN</p> <p>9.9 check for vendor invoices for all mandatory particulars and applicable GST</p>
10	LSC/N1907 - Feed data into ERP and analyse in courier hub	<p>To be competent, the user/individual on the job must be able to:</p> <p>10.1 collect information regarding shipments, loading, un-loading, packing and binning activities, etc.</p> <p>10.2 collect information regarding completions, priorities, delay, escalations, etc.</p> <p>10.3 obtain information regarding changes in inventory</p> <p>10.4 key in and update information regarding floor operations in ERP</p> <p>10.5 key in and update information regarding priorities, completion status, delays, escalations, etc.</p> <p>10.6 key in and update information on inventory count based on regular feedback</p> <p>10.7 review entries made into the ERP with respect to daily floor operations</p> <p>10.8 generate reports in ERP and conduct trend analysis and report to management</p> <p>10.9 provide a daily report to management regarding end of the day status</p> <p>0.10 coordinate with customers to understand their requirements on dispatch, tracking of orders, shipment in transit, etc.</p> <p>0.11 coordinate with departments to resolve customer queries, update information in</p>

NSQF QUALIFICATION FILE

Approved in 27th NSQC Meeting-NCVET-Dated 28-02-2023

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		ERP, etc. 0.12 liaise with suppliers and transport companies
11	DGT/VSQ/N0101 Employability NOS	After completing this programme, participants will be able to: 11.1 Discuss the importance of Employability Skills in meeting the job requirements 11.2 Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. 11.3 Show how to practice different environmentally sustainable practices 11.4 Discuss 21st century skills. 11.5 Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations. 11.6 Use appropriate basic English sentences/phrases while speaking 11.7 Demonstrate how to communicate in a well -mannered way with others. 11.8 Demonstrate working with others in a team 11.9 Show how to conduct oneself appropriately with all genders and PwD 11.10 Discuss the significance of reporting sexual harassment issues in time 11.11 Discuss the significance of using financial products and services safely and securely. 11.12 Explain the importance of managing expenses, income, and savings. 11.13 Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 11.14 Show how to operate digital devices and use the associated applications and features, safely and securely 11.15 Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 11.16 Discuss the need for identifying opportunities for potential business, sources for arranging

NSQF QUALIFICATION FILE**Approved in 27th NSQC Meeting-NCVET-Dated 28-02-2023**

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>money and potential legal and financial challenges</p> <p>1.17 Differentiate between types of customers</p> <p>1.18 Explain the significance of identifying customer needs and addressing them</p> <p>1.19 Discuss the significance of maintaining hygiene and dressing appropriately</p> <p>1.20 Create a biodata</p> <p>1.21 Use various sources to search and apply for jobs</p> <p>1.22 Discuss the significance of dressing up neatly and maintaining hygiene for an interview</p> <p>1.23 Discuss how to search and register for apprenticeship opportunities</p>

NSQF QUALIFICATION FILE**Approved in 27th NSQC Meeting-NCVET-Dated 28-02-2023****Employability Skills (30 hours)**

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1	2
2.	Constitutional values - Citizenship	1	2
3.	Becoming a Professional in the 21st Century	1	4
4.	Basic English Skills	2	5
5.	Communication Skills	4	2
6.	Diversity & Inclusion	1	2
7.	Financial and Legal Literacy	4	7
8.	Essential Digital Skills	3	10
9.	Entrepreneurship	7	8
10.	Customer Service	4	4
11.	Getting ready for apprenticeship & Jobs	2	4
	Total	30	50

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SECTION 2

25. EVIDENCE OF LEVEL

Option B – Courier Associate - Operations

Title/Name of qualification/component: Courier Associate - Operations (NSQF – 3)			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<ul style="list-style-type: none">Undertake loading, unloading, sorting and bagging of couriersPickup and delivery of couriersHandling different types of goods like perishables, furniture, high value and household	The process involves obtaining instructions and performing mail unloading/ unloading, sorting and bagging activities as per instructions and labels. The role also covers the courier pickup and delivery involving transport vehicle operation, inspecting its fitness, picking and delivering shipments by coordinating with the customers. The job holder is skilled to handle different type of shipments – perishables, high value and furniture and household	3
Professional knowledge	<ul style="list-style-type: none">Local geographyUse of handheld devicesCharacteristics of different shipments	The job holder knows about local geographical spread and map, use of data handling and RFID devices, nature and characteristics of different types of shipments and coordinating with supervisors and customers. S/he is also knowing operating and maintaining the courier transport vehicle.	3
Professional skill	<ul style="list-style-type: none">Perform safe loading/ unloadingIdentify and sort packages correctly	The job holder has to demonstrate skills to observe, identify and pick the right packages as per sorting and mailing instructions, perform safe loading and unloading practices, and professionally coordinate with customers.	3

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Core skill	<ul style="list-style-type: none">• Coordination and communication with supervisors and customers• Reading and writing of details, instructions and notes	The job holder has to communicate clearly with supervisors and customers. He/she should be able to read daily work order sheet, details of shipment, details of customers and safety instructions for handling different types of shipment. He/she should be able to write delivery forms, notes and reporting about damages or mismatches to shipment if any.	3
Responsibility	<ul style="list-style-type: none">• Responsible for the action allocated to him	The job holder is responsible for the task allocated - mail handling, pick or delivery only.	3

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SECTION 3

EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	<p>While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the industry feels they face. Governing council of LSC gave final approval and endorsement for the same.</p> <p>The same are also indicated in various skill studies conducted for the logistic sector –</p> <ol style="list-style-type: none">1. Skill requirement in logistics sector <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view</p>
	Industry Relevance	<p>As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.</p>
	Usage of the qualification	<p>The information related to past uptake performance of previous QPs related to courier sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.</p>
	Estimated uptake	<p>Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is</p> <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p> <ul style="list-style-type: none">• Feedback from industry players

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27	Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence Letter had been sent via email to line ministry seeking approval
28	What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work
29	What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here <ul style="list-style-type: none">• Qualification that has been developed would be valid for 3 years from the date of upload in NQR.• Periodical interaction with the training partners to gather feedback in implementation.• Employer feedback will be sought post-placement on performance and training standards.

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

EVIDENCE OF PROGRESSION

30 **What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?
Show the career map here to reflect the clear progression**

Occupational and career maps indicating horizontal and vertical mobility have been created and are being used.

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graph BT; CA[Courier Associate] --> CE[Courier Executive]; CE --> CS1[Courier Supervisor]; CE --> CS2[Courier Supervisor];
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Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

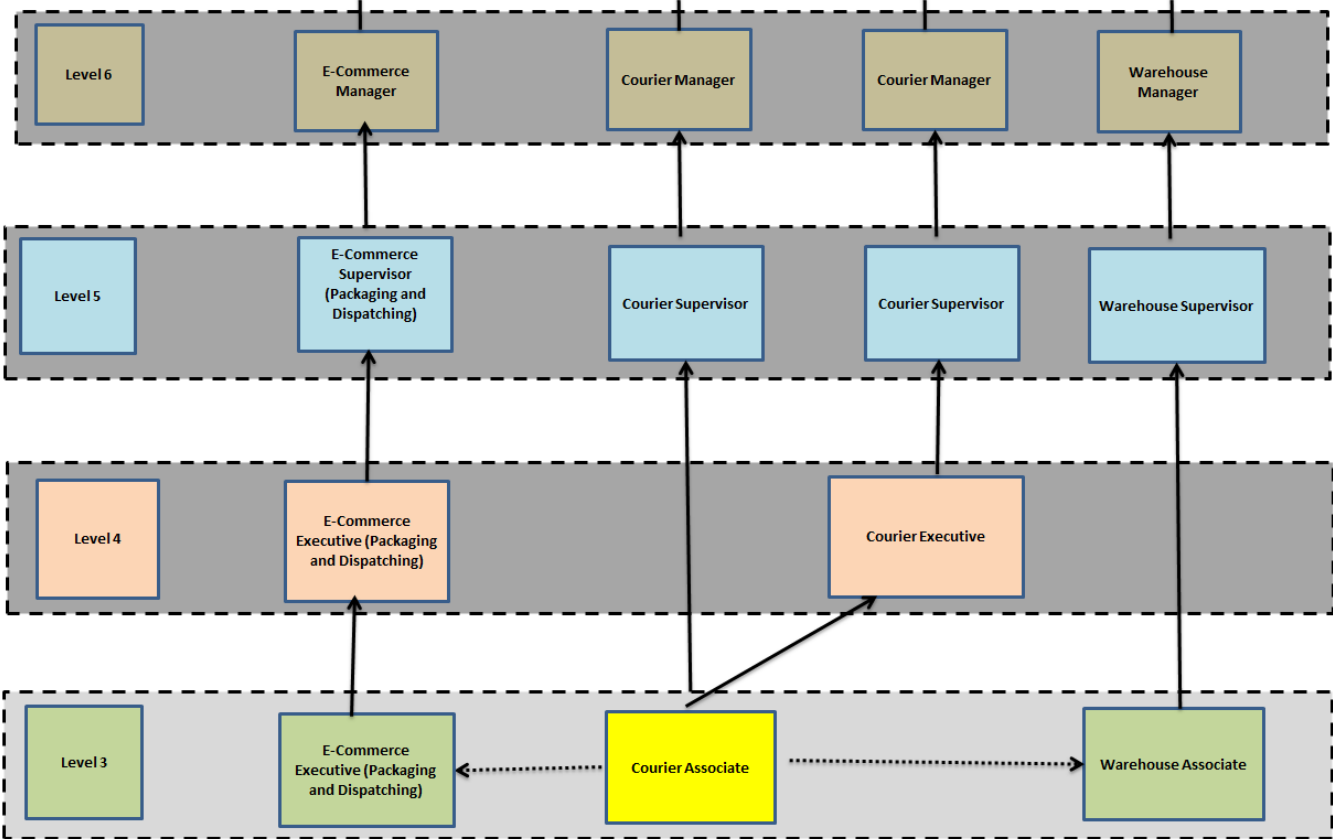
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Figure 1: Occupational Map of the Courier and Express Services sector

Sub-Sectors	Courier and Express Services					
Occupations	Customer relationship management (Customer Care / Service Operation, Key accounts)	Institutional sales	Branch sales	Courier and Express Ground Operations	Hub / Branch Operations (mail handling, sorting, bagging)	Documentation and Reporting (Documentation and claims)
Occupation # (01-99)	15	16	17	10	19	3
Level 10	Managing Director/ President, Vice president, Global/country head, Chief general managers					
Level 9						
Level 8						
Level 7	Courier Lead					
Level 6	Courier Manager (Operations, Key accounts, Domestic and International operations)					
Level 5				Courier Supervisor (Last mile)	Courier supervisor (Hub operations)	
Level 4	Courier Executive (Customer support)	Courier Executive - (Institutional sales)	Courier Executive (Branch sales)		Courier Executive	Courier Executive (Documentation, claim management)
Level 3				Courier Associate (Pickup and delivery)	Courier Associate (Mail handling, sorting, shipment bagging)	
Level 2						
Level 1						

Figure 2: Career progression path for the job role



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