

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
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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 Supervisor - Operations
2	Qualification Code, if any	LSC/Q1903
3	NCO code and occupation	<ul style="list-style-type: none">• NCO-2015/ 4412.99 - Mail Carriers and Sorting Clerks, Other• NCO-2015/ 9333 – Freight Handlers• 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)	Nature: Certificate course of Courier Supervisor - Operations Purpose: Learners who attain this qualification are competent in courier/express services operation and can get a job in courier or express services operations as supervisors for different departments.
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)	Yes Both accreditation and affiliation are done by LSC based on due diligence report via SIP
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 is responsible for supervising courier centre/hub activities such as courier handling, sorting, bagging, delivery and cash collection. The individual would manage the workforce and equipment deployed and resolve issues to ensure effective and smooth operations.
10	Licensing requirements	Not Applicable

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11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable
12	Level of the qualification in the NSQF	5
13	Anticipated volume of training/learning required to complete the qualification	540 hours to 720 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>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) and with minimum education as 8th Grade pass + 3 year relevant experience</p>

<p>16</p>	<p>Progression from the qualification (Please show Professional and academic progression)</p>	<p>Professional - Progression from supervisor to supervising lead to Manager (on achievement of adequate educational qualifications) to Senior managers/ Assistant general manager/Deputy general manager depending upon the business size. As a functional role.</p> <p>Professionally Courier Supervisor - Operations can also move laterally into other sub-sectors – warehousing, e-commerce and freight forwarding</p> <p>Academic –</p> <ol style="list-style-type: none"> 1. For a Graduate - Post-Graduation is the next stage of progression 2. For a Diploma – Graduation is the next stage of progression 3. For a Class XII – Diploma or Graduation is the next stage of progression 4. For a Class X - Candidate to clear Class XII through open school and proceed further to Diploma or Graduate and then to Post graduate
<p>17</p>	<p>Arrangements for the Recognition of Prior learning (RPL)</p>	<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.
<p>18</p>	<p>International comparability where known (research</p>	<p>ISCO-08/8321 – Motorcycle Drivers ISCO-08/8322 - Car, Taxi and Van Drivers ISCO-08/4412 – Mail Carriers and Sorting Clerks</p>

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	evidence to be provided)	<p>Similar occupations in other countries –</p> <p>Canada –</p> <ul style="list-style-type: none">- Code - 1214 –Courier service supervisors <p>Australia and New Zealand –</p> <ul style="list-style-type: none">- code – 5612-11 – Courier- code – 5612-12 – postal delivery clerk- code – 5613- 11 – filing and registry clerk- code – 5614-11 – mail clerk- code – 5614-12 – postal sorting officer <p>UK – Code – 9211 - Postal workers, mail sorters, messengers and couriers</p>
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19	Date of planned review of the qualification.	28 th February 2026		
20	Formal structure of the qualification			
	Courier Supervisor - Operations	Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			
	Introduction	Mandatory	30	5
	LSC/N1909 Allocate resources and streamline operations in courier hub/ branch	Mandatory	90	5
	LSC/N1910 Supervise delivery centre and hub operations	Mandatory	90	5
	LSC/N1911 Supervise last mile operations	Mandatory	90	5
	LSC/N9908 Maintain and monitor integrity and ethics in operations	Mandatory	60	5
	LSC/N9909 Follow and monitor health, safety and security procedures	Mandatory	60	5
	LSC/N9907 Verify and review GST on goods/ services	Mandatory	60	5
	DGT/VSQ/N0102 Employability Skills	Mandatory	60	5
	Sub Total (A)		540 Hrs	
B	Optional/ elective component			
	Courier Supervisor - Operations	Mandatory/ Optional	Estimated size (learning hours)	Level
	LSC/N2343 Supervise customs clearance activities	Optional	60	5
	LSC/N9701 Business development and stakeholder relations	Optional	60	5
	LSC/N9603 Profit and Loss account management and cost accounting	Optional	60	5
	Sub total B		180 Hrs	
	<u>Total (A+B)</u>		540 to 720 Hrs	

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 three 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 same 2. The training center 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.
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.
- 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 hour 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 Aadhar and also collect a copy of ID proof produced by the candidate.

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- 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 Supervisor - Operations” are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

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) and with minimum education as 8th Grade pass + 3 year relevant experience

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 70%

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

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

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 – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

1. LSC have 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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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
1	LSC/N1909 Allocate resources and streamline operations in courier hub/branch	<p>To be competent, the user/ individual must be able to:</p> <ol style="list-style-type: none">1.1 obtain order details such as transport plans, delivery schedules, priority orders, weekly work allocation1.2 develop daily work plan factoring in priority cases, cases requiring exceptional handling1.3 get the work plan approved from the manager1.4 allocate tasks to workers and associates1.5 budget and allocate the requisite MHE for different tasks at hand1.6 identify priorities as and when they come and allocate adequate resources to address them1.7 provide guidance to assistants and workers when they get stuck1.8 suggest possible solutions, work around and to resolve issues1.9 escalate the matter to manager for external technical help1.10 coordinate with other departments to plan movement shipments1.11 liaison with officials and external stakeholders to streamline operations1.12 conduct field inspections to review the status of different on-going activities1.13 conduct inspection of operational area, warehouse for safety, cleanliness, etc.1.14 identify cases that require allocation of additional resources1.15 identify idle resources and put them to use1.16 monitor the work of the assistants and executives check for errors in documentation and daily operation1.17 review work of the assistants and workers with respect to the allocated work, accidents and damages

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
2	LSC/N1910 Supervise courier delivery centre and hub operations	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> 2.1 track and monitor loading, unloading, sorting and binning activities 2.2 review and inspect shop floor for cleanliness, errors, damages, etc. 2.3 inspect material handling equipment for fitness, highlight and escalate cases requiring repairs 2.4 obtain real time updates from the delivery and collection executives on delivery/pick-up activities and follow-up with the executives to check the status, if the updates are not received 2.5 monitor loading, unloading and other operational activities for adherence to timeliness and accuracy 2.6 provide solution for on-ground staff regarding escalations related to missing shipment, parcel handling damages, missing documents, quarantine requirements etc. 2.7 identify bottlenecks, delays and issues and allocate alternate or additional resources as required 2.8 escalate critical and delayed cases to management for resolution 2.9 obtain daily status from associates regarding the operations completed, accidents, delays and damages 2.10 report on daily damages, MHE repair requirements, accidents, transport delays in pickups and deliveries to manager 2.11 suggest ideas to streamline operations to increase efficiency
3	LSC/N1911 Supervise last mile operations	<p>To be competent, the user/individual on the job must be able to:</p> <ul style="list-style-type: none"> 3.1 obtain the list of deliveries to be made during the day 3.2 prioritize the shipment to be delivered/picked-up based on the deadlines

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<ul style="list-style-type: none">3.3 prepare route map factoring in traffic, external environments and regulations for delivery activities for the day3.4 review the vehicle inspection reports for conformance to fitness requirement3.5 allocate tasks to delivery associates3.6 communicate the route plan to the executive for feeding into the system3.7 review the report on readiness of the vehicle with appropriate documents3.8 track the outbound shipments via GPS3.9 monitor movement of delivery transport vehicles in accordance with the schedule3.10 identify the cases of delays, vehicle breakdowns, etc. and arrange for alternate delivery channels3.11 resolve issues of the delivery truck drivers and executives, where drivers unable to connect to customer3.12 resolve queries on on-ground staff and associates to ensure smooth operations3.13 coordinate with authorities to resolve issues wherein trucks are stuck3.14 coordinate with clients and customers where the executive is facing issues3.15 escalate cases of expected delays and critical issues to management for further action3.16 obtain daily status from delivery and pickup drivers3.17 obtain payments from the delivery associates, verify with respect to invoicing and handover cash to the accounts team3.18 compile list of undelivered shipments and contact consignees of undelivered shipments3.19 prepare daily operation reports in terms of courier movement, total loading and unloading activities, resource utilization and manpower deployment

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		3.20 report on daily damages, MHE repair requirements, accidents, transport delays in pickups and deliveries etc.
4	LSC/N9904 Maintain and monitor integrity and ethics in operations	<p>The candidate should be able to;</p> <p>4.1 refrain from indulging in corrupt practices</p> <p>4.2 protect customer's information and ensure acquired information is not used for personal advantage</p> <p>4.3 protect data and information related to business or commercial decisions</p> <p>4.4 sensitise the work force towards ethical behaviour in work place and performing job with integrity</p> <p>4.5 conduct regular reviews and check reports for unethical behaviour and corrupt practices</p> <p>4.6 consult senior management when in an ethical dilemma</p> <p>4.7 report promptly all violations of code of ethics</p> <p>4.8 dress up and conduct in a professional manner</p> <p>4.9 communicate with clients and stakeholders in a soft and polite manner</p> <p>4.10 follow etiquettes</p> <p>4.11 check that that documentation with respect to operations is up to date and in accordance to the regulations</p> <p>4.12 coordinate with regulatory authorities and assist in inspections and clearances</p> <p>4.13 report any issues with regulatory compliance</p>
5	LSC/N9905 Follow and monitor health, safety and security procedure	<p>The candidate should be able to;</p> <p>5.1 make note of all safety processes with reference to area of operation</p> <p>5.2 wear all personal protective equipment (PPE) such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable</p> <p>5.3 follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety</p> <p>5.4 undertake periodical preventive health check ups</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		5.5 follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods 5.6 follow security procedures like green gate in port, customs area, factory security, etc. 5.7 comply with data safety regulations of the organisation 5.8 instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo and to walk only on the designated pathway 5.9 recognise unsafe conditions and safety practices at the workplace and report it to concerned authority 5.10 implement 5S at workplace 5.11 inspect the activity area and equipment for appropriate and safe condition 5.12 check if stacking is done at defined height and is not on the walk way 5.13 check if walk way is free from grease/ oil 5.14 check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places 5.15 participate in fire drills 5.16 check if standard material handling procedure are being followed 5.17 check if cargo has passed security checks and report in case of any violation
6	LSC/N9906 Verify and review GST application	The candidate should able to; 6.1 verify and approve daily invoicing 6.2 check for errors in calculating taxable value and tax value after applying applicable rate of GST 6.3 check if that IGST is chargeable on the invoices raised for export of goods/services 6.4 check if GST is payable under reverse charge in case of unregistered party 6.5 verify and approve separate notification in case of exemption

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>6.6 review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice</p> <p>6.7 verify if the goods/services are procured from registered vendor</p> <p>6.8 check for pending litigation cases under earlier regime</p> <p>6.9 review sales invoice and check if record is maintained properly</p> <p>6.10 coordinate with finance department for any updating in GST law</p> <p>6.11 check that the payment received from the client is including applicable taxes</p> <p>6.12 assist in verifying and reviewing monthly returns</p> <p>6.13 monitor maintenance record of taxes paid and acknowledgment of the returns filed</p>
7	LSC/N2343 Supervise customs clearance	<p>To be competent, the user/ individual must be able to:</p> <p>7.1 check that new regulations on customs are understood by the team and implemented</p> <p>7.2 clarify team's queries in regard to customs clearance process</p> <p>7.3 check if the classification of product is under correct Harmonized System of Nomenclature (HSN) codes and see the associated benefits (under schemes, etc.)</p> <p>7.4 compute duties and tariffs levied to and from foreign destinations and export schemes and drawbacks</p> <p>7.5 check for Rules of Origin (ROO) certificate availability and authenticity</p> <p>7.6 check and file bill of entity (BoE) of the importer – shipping bills; and Bill of Lading (BoL) for the exporter</p> <p>7.7 collect debit note from shipping companies</p> <p>7.8 verify the documents consigned to assistants for customs processing and clearance</p> <p>7.9 respond to any queries related to customs documentation</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>7.10 coordinate and collect duty orders (D.O) and payments</p> <p>7.11 check if clearance of shipment is done on time without delay</p> <p>7.12 inspect all EXIM documentation as required for customs clearance</p> <p>7.13 monitor packaging and labelling of cargo</p> <p>7.14 inspect goods/ cargo while unloading and ensure there is no damage during the transit</p> <p>7.15 communicate with the transport supervisor to arrange for the cargo transportation</p> <p>7.16 coordinate and update the status of cargo in the portal</p> <p>7.17 cross check and verify if all approved documents are received and submitted to the documentation executive for filing</p> <p>7.18 prepare import and export declarations</p> <p>7.19 liaise with customs and other governing authorities regarding different regulatory requirements</p> <p>7.20 communicate with customs officials to obtain release of incoming or outgoing freight and resolve delays</p> <p>7.21 respond to any queries raised by the customs official</p> <p>7.22 accompany the customs inspector for a random package check, as required</p> <p>7.23 respond to any objection raised by customs authorities on the cargo and the details</p> <p>7.24 check if the receiving is taken for 'Out of Customs charge/ Let Export' approval on clearance by customs official</p> <p>7.25 prepare import and export declarations and process it through various departments at customs</p> <p>7.26 liaise with customs and other governing authorities for any issues that will arise during clearance of cargo</p> <p>7.27 communicate with customs officials as appropriate to obtain release of incoming or outgoing freight and resolve delays</p>

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		7.28 represent the client and company on all matters related to customs 7.29 coordinate and follow-up with clients on payments
8	LSC/N9701 Business development and stakeholder relations	The candidate should able to; <ul style="list-style-type: none"> 8.1 obtain a list of existing clients and new prospects from the company's sales database 8.2 prepare sales targets and relationship strategies 8.3 prioritize the clients for contacting, based on the previous relationship building calls made to each of them 8.4 call clients and prospects to seek meeting 8.5 meet client to offer new services and take feedback for current services 8.6 identify client's business need and offer customized and bundled solutions 8.7 negotiate on costs, close the deal and collect organizational and payment details of the client 8.8 take client's feedback before leaving 8.9 update information into ERP, inform the relevant departments on sale closure 8.10 regularly interact with the client over phone, emails or personal visits 8.11 address the query raised by the customers effectively and timely 8.12 take appropriate actions on escalations raised by customers 8.13 handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc. 8.14 provide regular information to clients regarding new offerings, discounts, customised solutions, etc. 8.15 liaise with customs, other Govt. departments, PGAs, etc. and build professional relations with them 8.16 analyse and manage claim requests

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		<p>8.17 co-ordinate with marketing agencies for publicity of services of the company</p> <p>8.18 negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.</p> <p>8.19 co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand</p>
9	LSC/N9603 Profit and Loss account management and cost accounting	<p>The candidate should able to;</p> <p>9.1 review department wise budgets and make amendments if required</p> <p>9.2 collate and prepare annual budgets along with sales and profit targets</p> <p>9.3 schedule both capital and operational expenses accordance to the budget</p> <p>9.4 analyse and review the P&L performance for the unit</p> <p>9.5 analyse profitability and business performance trends department wise</p> <p>9.6 periodically analyse variances in the expenditure with respect to the budget and accordingly take corrective actions</p> <p>9.7 periodically analyse the physical output and performance with respect to the budget and identify places for improvements</p> <p>9.8 undertake adequate risk management so as to meet Key Performance targets</p> <p>9.9 manage and control budgets of different departments on a periodic basis to optimise financial performance</p> <p>9.10 periodically review activity and department financial performance</p> <p>9.11 identify the activities having high variance with respect to the budgeted costs or the forecasted revenue</p> <p>9.12 analyse the actual cost w.r.t physical output to draw inferences</p>

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		<p>9.13 identify reasons in discussion with department and take remedial and corrective actions where-ever required</p> <p>9.14 work towards rationalizing the cost of the activity wise operations to achieve higher financial goals</p>
10	DGT/VSQ/N0102 Employability Skills	<p>After completing this programme, participants will be able to:</p> <p>10.1 Discuss the Employability Skills required for jobs in various industries</p> <p>10.2 List different learning and employability related GOI and private portals and their usage</p> <p>10.3 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</p> <p>10.4 Show how to practice different environmentally sustainable practices.</p> <p>10.5 Discuss importance of relevant 21st century skills.</p> <p>10.6 Exhibit 21st century skills like Self-Awareness, Behavior 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.</p> <p>10.7 Describe the benefits of continuous learning.</p> <p>10.8 Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</p> <p>10.9 Read and interpret text written in basic English</p> <p>10.10 Write a short note/paragraph / letter/e -mail using basic English</p> <p>10.11 Create a career development plan with well-defined short- and long-term goals</p>

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		<p>10.12 Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.</p> <p>10.13 Explain the importance of active listening for effective communication</p> <p>10.14 Discuss the significance of working collaboratively with others in a team</p> <p>10.15 Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</p> <p>10.16 Discuss the significance of escalating sexual harassment issues as per POSH act.</p> <p>10.17 Outline the importance of selecting the right financial institution, product, and service</p> <p>10.18 Demonstrate how to carry out offline and online financial transactions, safely and securely</p> <p>10.19 List the common components of salary and compute income, expenditure, taxes, investments etc.</p> <p>10.20 Discuss the legal rights, laws, and aids</p> <p>10.21 Describe the role of digital technology in today's life</p> <p>10.22 Demonstrate how to operate digital devices and use the associated applications and features, safely and securely</p> <p>10.23 Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely</p> <p>10.24 Create sample word documents, excel sheets and presentations using basic features</p> <p>10.25 utilize virtual collaboration tools to work effectively</p> <p>10.26 Explain the types of entrepreneurship and enterprises</p> <p>10.27 Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>10.28 Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</p> <p>10.29 Create a sample business plan, for the selected business opportunity</p> <p>10.30 Describe the significance of analyzing different types and needs of customers</p> <p>10.31 Explain the significance of identifying customer needs and responding to them in a professional manner.</p> <p>10.32 Discuss the significance of maintaining hygiene and dressing appropriately</p> <p>10.33 Create a professional Curriculum Vitae (CV)</p> <p>10.34 Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively</p> <p>10.35 Discuss the significance of maintaining hygiene and confidence during an interview</p> <p>10.36 Perform a mock interview</p> <p>10.37 List the steps for searching and registering for apprenticeship opportunities</p>

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S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1.5	2
2.	Constitutional values - Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	2.5	6
4.	Basic English Skills	10	6
5.	Career Development & Goal Setting	2	3
6.	Communication Skills	5	4
7.	Diversity & Inclusion	2.5	2
8.	Financial and Legal Literacy	5	5
9.	Essential Digital Skills	10	8
10.	Entrepreneurship	7	4
11.	Customer Service	5	3
12.	Getting Ready for Apprenticeship & Jobs	8	5
	Total	60	50

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SECTION 2

25. EVIDENCE OF LEVEL

Option B – Courier Supervisor - Operations

Title/Name of qualification/component: Courier Supervisor - Operations (NSQF – 5)			
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">• Allocate resources and streamline operations• Supervise operational activities in delivery service center/ last mile	The process involves preparing work plan and allocating resources, monitoring the daily ground activities such as loading, unloading, and last mile transportation of shipments in courier delivery center or supervision of courier hub services	5
Professional knowledge	<ul style="list-style-type: none">• Knowledge of planning and scheduling of resources• Knowledge of geographical locations• Knowledge of characteristics of different shipments	The job holder knows and understands the overall operations of courier or express services. He/she should know planning, budgeting and performance monitoring. S/he should be well versed with the requirement of courier delivery and hub operations as well as the geographical spread of the area. S/he should know about the handling of different type of shipments.	5
Professional skill	<ul style="list-style-type: none">• Planning and budgeting• Review operations• Planning delivery and last mile coordination	The job holder has to demonstrate skills of supervising courier mail handling, sorting and bagging operations at the hub and delivery panning, tracking and coordination skills at last mile. S/he also demonstrates leadership and planning skills when allocating resources.	5

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	<ul style="list-style-type: none">•		
Core skill	<ul style="list-style-type: none">• Communication with customers and team• Planning and preparing route and delivery plans	The job holder has to communicate clearly to the team members and customers. S/he should also possess reading and writing skills to communicate instructions and information. S/he has planning and mathematical skills to prepare route maps, delivery plans and track the same. S/he should follow and implement organizational policies and culture	5
Responsibility	<ul style="list-style-type: none">• Responsible for individual work as well as work of the team	The job holder is responsible for the task assigned to him as well as the work and performance of his team. S/he is also accountable for safety of the workforce and the assets under him/her.	5

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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 https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view
	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	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence</p> <p>Letter has been sent via email to line ministry seeking approval</p>
28	<p>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</p> <p>NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work</p>
29	<p>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</p> <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	<p>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?</p> <p><i>Show the career map here to reflect the clear progression</i></p> <p>Horizontal and vertical progression has been highlighted in the Occupational map. The same is attached in the following page for reference</p>
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Please attach most relevant and recent documents giving further information about any of the topics above.

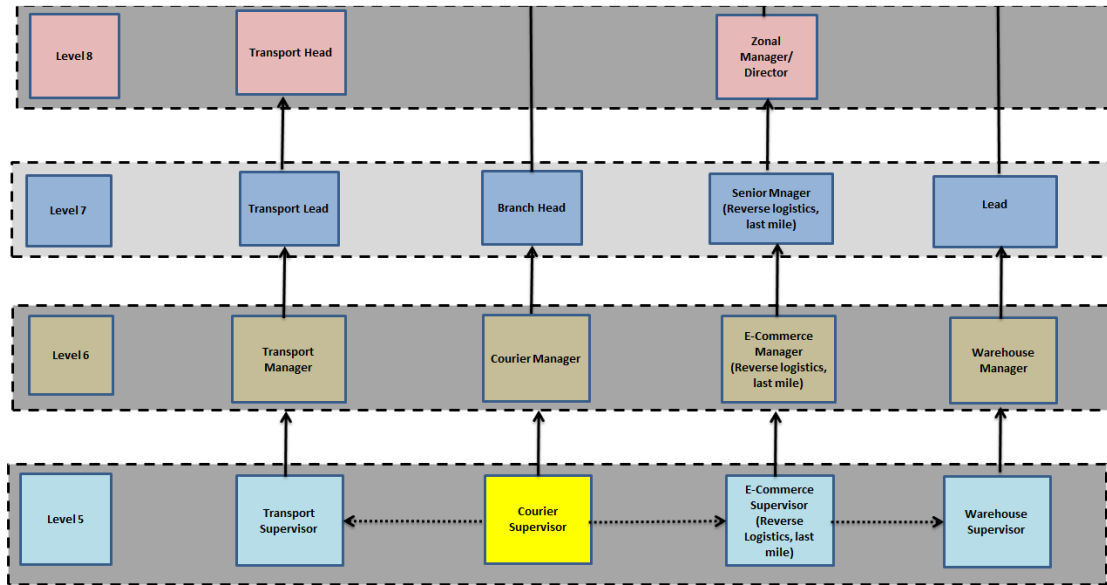
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Figure 1: Occupational Map of the Courier and Express Services sector

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 Courier Supervisor - Operations



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