**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

**SUMMARY**

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| **1** | **Qualification Title** | **Courier Executive - Operations** |
| **2** | **Qualification Code, if any** | LSC/Q1902 |
| ***3*** | **NCO code and occupation** | * NCO-2015/ 3322.01/.06 - Sales Representative Technical, Key Accounts Sales Manager * NCO-2015/ 5243.04 - Distributor Sales Representative * NCO-2015/ 4413 - Coding, Proof-Reading and Related Clerks * NCO-2015/ 4414 – Scribes and Related Clerks * NCO-2015/ 4415 – Filing and Copying Clerks |
| **4** | **Nature and purpose of the qualification (Please specify whether qualification is short term or long term)** | **Nature:** Certificate course of Courier Executive - 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 executives 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** | Customer relationship management, Institutional sales, Branch sales, Hub/branch Operations, Documentation and Reporting |
| ***9*** | **Job description of the occupation** | The individual is responsible for resolving customer queries by co-ordinating with various departments, feeding data into Enterprise Resource Planning (ERP) and analysing them to generate reports. S/he will also undertake retail and institutional sales for courier and provide support for custom clearances for shipments. |
| **10** | **Licensing requirements** | Not Applicable |
| **11** | **Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)** | Not applicable |
| **12** | **Level of the qualification in the**  **NSQF** | 4 |
| **13** | **Anticipated volume of training/learning required to complete the qualification** | 540 hours to 600 hours |
| **14** | **Indicative list of training tools required to deliver this qualification** | **For a class of 30 candidates**  Teaching board – 1  Projector – 1  White board - 1  Video player or TV – 1  Printer – 1  Tracker - 1  Computer – 30  Stationaries – 30  Marker - 2  MHE equipment’s – 1  RFID Scanner - 15  PPE – 15  Standard Forms – 15  custom forms -15  HSN code lists – 15  Indian Customs EDI System (ICES)-1  Indian Customs EDI Gateway (ICEGATE) – 1  Customs documentation - 10  SOP - 5  GST guidelines – 10  ERP -1  CRM software – 1  Forecasting and analytical software - 1 |
| **15** | **Entry requirements and/or recommendations and minimum age** | 12th grade pass  Or 10th grade pass and pursuing continuous schooling  Or 10th Grade Pass + 2 year relevant experience in courier industry Or Previous relevant Qualification of NSQF Level 3.0 (courier associate) with minimum education as 8th Grade pass + 3 year relevant experience |
| **16** | **Progression from the qualification (Please show Professional and academic progression)** | 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 Supervisor and with further experience to Courier Manager. Laterally the person can move to E-commerce, Warehouse or EXIM operations  Academic –   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 |
| **17** | **Arrangements for the**  **Recognition of Prior learning (RPL)** | LSC currently undertakes RPL through the following modes –   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 same 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)** | ISCO-08/8321 – Motorcycle Drivers  ISCO-08/4412 – Mail Carriers and Sorting Clerks  ISCO-08/4415 – Filing and copying clerks  ISCO-08/4225 – Inquiry clerk  Similar occupations in other countries –  **Canada** – **Code - 1513** – Courier messengers and door to door distributors   * Code – 6411 – courier service sales representatives * Code - 7514 – delivery and courier service drivers     **Australia and New Zealand –**   * 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   **UK – Code – 9211** - Postal workers, mail sorters, messengers and couriers |

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| **19** | **Date of planned review of the qualification.** | 28th February 2026 | | |
| **20** | **Formal structure of the qualification** |  | | |
|  | **Courier Executive - Operations** | **Mandatory/** **Optional** | **Estimated size** **(learning hours)** | **Level** |
| **A** | **Mandatory components** |  |  |  |
|  | Introduction | Mandatory | 30 | 4 |
|  | LSC/N1907 Feed data into ERP and analyse in courier hub | Mandatory | 60 | 4 |
|  | LSC/N1601 Institutional business development and client retention | Mandatory | 60 | 4 |
|  | LSC/N1701 Perform branch sales | Mandatory | 60 | 4 |
|  | LSC/N2307 Perform shipment classification and customs clearance support | Mandatory | 60 | 4 |
|  | LSC/N1501 Provide customer service and resolve queries | Mandatory | 60 | 4 |
|  | LSC/N9904 Maintain integrity and ethics in operations | Mandatory | 30 | 4 |
|  | LSC/N9905 Follow health, safety and security procedures | Mandatory | 60 | 4 |
|  | LSC/N9906 Verify GST invoices | Mandatory | 60 | 4 |
|  | DGT/VSQ/N0102 Employability Skills | Mandatory | 60 | 4 |
|  | **Sub Total (A)** |  | **540Hrs** |  |
| **B** | **Optional/ elective component** |  |  |  |
|  | **Courier Executive - Operations** | **Elective/** **Optional** | **Estimated size** **(learning hours)** | **Level** |
|  | LSC/N0110 Forecasting and Trend analysis | Options | 60 | 4 |
|  | **Sub total B** |  | **60Hrs** |  |
|  | **Total (A+B)** |  | **540 Hrs to 600Hrs** |  |

# SECTION 1

**ASSESSMENT**

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| --- | --- |
| **21** | **Body/Bodies which will carry out assessment:**  All the empanelled assessment agency will do the assessment |
| **22** | **How will RPL assessment be managed and who will carry it out?**  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 -   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** | |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **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.**  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.  **Assessment policy of LSC**  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 with in 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.  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 Executive - Operations” are as follows:**   * **Any degree** * **2 years of industrial experience**   **3. ELIGIBILITY TO APPEAR IN THE EXAM:**  **Minimum Educational Qualification:**  12th grade pass  Or 10th grade pass and pursuing continuous schooling  Or 10th Grade Pass + 2 year relevant experience in courier industry Or Previous relevant Qualification of NSQF Level 3.0 (courier associate) 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** |  1. **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**

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| 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. |

**Title of Component:**

**Courier Executive - Operations**

| **Sr. No** | **Outcomes to be assessed** | **Assessment criteria for the outcome** |
| --- | --- | --- |
| 1 | LSC/N1907 Feed data in ERP and analyse in courier hub | To be competent, the user/individual on the job must be able to:   * 1. collect information regarding shipments, loading, un-loading, packing and binning activities, etc.   2. collect information regarding completions, priorities, delay, escalations, etc.   3. obtain information regarding changes in inventory   4. key in and update information regarding floor operations in ERP   5. key in and update information regarding priorities, completion status, delays, escalations, etc.   6. key in and update information on inventory count based on regular feedback   7. review entries made into the ERP with respect to daily floor operations   8. generate reports in ERP and conduct trend analysis and report to management   9. provide a daily report to management regarding end of the day status   10. coordinate with customers to understand their requirements on dispatch, tracking of orders, shipment in transit, etc.   11. coordinate with departments to resolve customer queries, update information in ERP, etc.   12. liaise with suppliers and transport companies |
| 2 | LSC/N1601 Institutional business development client retention | To be competent, the user/ individual must be able to:   * 1. assess reports in ERP to review sales gaps for different periods   2. feed information regarding new and existing clients in the CRM   3. source new leads and make initial introductory calls and visits   4. follow up with potential leads for meetings   5. inform the lead regarding the service offerings   6. negotiate with the leads on service offerings and prices   7. follow up to close the deal   8. inform customers regarding their payment dues   9. follow up on regular basis to collect payment of payment dues   10. escalate the matter to the manager, if the payment is not received despite several follow ups   11. update sales records and documentation logs of daily sales activities   12. inform regional/national sales team regarding outcome of sales pitch, updates on target accounts and follow-up of last week’s prospects   13. take feedback from existing client regarding service levels and service offerings   14. assist customers in resolving their queries   15. interact with customer to understand his/her changing requirements   16. propose new solutions, products based on customers’ requirement |
| 3 | LSC/N1701 Perform branch sales | To be competent, the user/individual on the job must be able to:   * 1. assess reports and ERP to review sales gaps for different periods   2. hand-over the list of prospective institutional clients to the institutional sales team   3. prepare sales pitch for retail customers   4. feed information into the CRM   5. follow etiquettes while inviting and interacting with a walk-in customer in the branch   6. listen to customer queries and answer the questions they ask   7. enquire customer's requirements and identify possible solutions   8. recommend courier services as per customer requirement   9. describe the service features and benefits of the product offered to the customer   10. provide information on timelines, specifications, tracking of delivery and customer care   11. inform customer on price and payment options, and propose packages and loyalty programs   12. collect details of customer/organization for processing delivery   13. receive and process cash, cheque and charge/credit payments and provide receipt for the transaction   14. resolve customer queries within the stipulated timelines prescribed by the organisation   15. update sales records and documentation logs of daily sales activities   16. handover the collected cash from the customers to the manager or custodian at the end of the shift   17. prepare and submit daily reports on branch sales activities |
| 4 | LSC/N2307 Perform shipment classification and customs clearance support | To be competent, the user/individual on the job must be able to:   * 1. verify the consignments that require pre-clearance and update it in the system   2. collect and review all custom related documents handed over by the customs support agent   3. request product description of the consignment   4. input data from the document into the system based on the type of consignment   5. determine type of consignment and classify into relevant HSN code according to the type of consignment   6. create Bill of Entry (BoE)/shipping bills based on consignment type   7. maintain and update a checklist for import/export clearances   8. escalate high priority errors to the customs broker and resolve the same   9. obtain the list of shipments that is not cleared by customs   10. collect and compile documents available for the shipments   11. categorize the shipments on the basis of nature, priority, geography etc.   12. review the existing list of documents to assess the available information   13. assess the additional information/documents that are required for clearance   14. communicate clearly the documents required for shipment clearance both on telephone and via email   15. in case of non-availability of necessary documentation, contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up   16. provide consignee/consignor with duty and tax advice notification   17. seek payment approval from the consignee/consignor when the duty and tax amounts payable exceeds payment limits, if applicable   18. follow up with the consignee/consignor for the required documents   19. cross check whether the received document is as per the requirement   20. contact customs agent/broker (CBr) regarding shipment clearance and handover documents   21. follow up with the customs agent/broker (CBr) to check updated status of the shipment clearance   22. inform the consignee regarding updated status and additional document requirement, if any   23. inform the consignee regarding shipment clearance and direct him/her to customer service team for delivery updates |
| 5 | LSC/N1501 Perform customer service and resolve queries | To be competent, the user/individual on the job must be able to:   * 1. follow etiquettes while interacting with customer   2. request the customer for consignment booking information and verify if the details are present in the system   3. listen to the customer's query and ask questions to seek more information if required   4. identify the right department to take care of the query   5. inform the customer that the query will be re-directed to the concerned department for issue resolution   6. request customer to stay on-line while coordinating Delivery Management Cell or raise internal query to the appropriate department   7. inform the customer about the status of the query and timeline for resolution   8. retrieve list of customer queries to be addressed from the system   9. prioritise the flagged and older unresolved queries   10. assess the information required and the associated Target Turn-around time, after understanding customer’s query   11. track the shipment through the airway/ courier bill   12. track the status of payments, acknowledgements and other requirements   13. coordinate with respective departments to expedite resolution of query   14. collect the missing requirement/information/documentation required for addressing the query   15. provide the collected information to customer and guide if required   16. facilitate between the customer and the respective department for closure   17. update closure of query in system |
| 6 | LSC/N9904 Maintain integrity and ethics in operations | To be competent, the user/ individual must be able to:   * 1. refrain from indulging in corrupt practices   2. avoid using company’s funds, property or resources for undertaking personal activities   3. protect customer’s information and ensure it is not misused   4. protect data and information related to business or commercial decisions   5. avoid acceptance of cash or kind from vendors for support or contract negotiations   6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues   7. avoid nepotism   8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical   9. report promptly all violations of code of ethics   10. dress up and conduct in a professional manner   11. communicate with clients and stakeholders in a soft and polite manner   12. follow etiquettes in accordance to the place   13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor   14. perform activities considering the regulatory requirements   15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements   16. identify the different types of dangerous goods and handling methodologies   17. follow the SOP for handling of different types of dangerous goods   18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical   19. promptly report all regulatory violations |
| 7 | LSC/N9905 Follow Health, Safety and security procedures | To be competent, the user/ individual must be able to:   * 1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation   2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area   3. follow standard driving practice to ensure safety of life and material   4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety   5. undertake periodical preventive health check ups   6. follow necessary Standard Operating Procedures (SOP) and precautions while handling dangerous and hazardous goods   7. follow security procedures like green gate in port, customs area, factory security, etc.   8. comply with data safety regulations of the organisation   9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway   10. To be competent, the user/ individual must be able to:   11. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority   12. inspect the activity area and equipment for appropriate and safe condition   13. check if stacking is done at defined height and is not on the walk way   14. check if walk way is free from grease/ oil   15. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places   16. participate in fire drills   17. check if standard material handling procedure are being followed   18. check if hold ladders, platforms and hand rails to be in a sound and safe condition   19. check if all the safety and security related tags, labels and signage are placed in the cargo   20. check if loading instrument is certified and operational   21. implement 5S at workplace   22. check if cargo has passed security checks and report in case of any violation |
| 8 | LSC/N9906 Verify GST invoice | To be competent, the user/ individual must be able to:   * 1. identify location of service recipient and place of supply of services   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)   3. identify if GST is payable under reverse charge in case the Service provider is unregistered party   4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN) number, email id of service/ shipment provider and recipient   5. obtain description of service, Service accounting code (SAC) / Harmonized System of Nomenclature (HSN) code   6. receive unique identification number (UIN) for multilateral entity   7. check for relevant notification in case of exempt clients   8. calculate taxable value considering applicable rate of GST based on SAC/HSN   9. check for vendor invoices for all mandatory particulars and applicable GST |
| 9 | LSC/N0110 Forecasting and trend analysis | To be competent, the user/individual on the job must be able to:   * 1. understand the trend analysis to be done and collect the relevant information from ERP/documentation/ standalone computer files   2. apply data filters to process data before conducting analysis   3. conduct trend analysis to identify time trends and seasonal trends of operational and business performance   4. conduct trend analysis of new business to identify seasonality and cyclical natures   5. draw inferences and develop report based on trend analysis   6. identify key parameters for forecasting based on past trends as well as regulatory and business environment   7. prepare data for accepted forecasting approach   8. develop forecasts and share the data with management   9. conduct review meetings to finalize on the forecast   10. develop resource plan and budgets based on forecasts in consultation with Manager |
| 10 | DGT/VSQ/N0102  Employability Skills | After completing this programme, participants will be able to:   1. Discuss the Employability Skills required for jobs in various industries 2. List different learning and employability related GOI and private portals and their usage 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 4. Show how to practice different environmentally sustainable practices. 5. Discuss importance of relevant 21st century skills. 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. 7. Describe the benefits of continuous learning. 8. Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone 9. Read and interpret text written in basic English 10. Write a short note/paragraph / letter/e -mail using basic English 11. Create a career development plan with well-defined short- and long-term goals 12. Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette. 13. Explain the importance of active listening for effective communication 14. Discuss the significance of working collaboratively with others in a team 15. Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD 16. Discuss the significance of escalating sexual harassment issues as per POSH act. 17. Outline the importance of selecting the right financial institution, product, and service 18. Demonstrate how to carry out offline and online financial transactions, safely and securely 19. List the common components of salary and compute income, expenditure, taxes, investments etc. 20. Discuss the legal rights, laws, and aids 21. Describe the role of digital technology in today’s life 22. Demonstrate how to operate digital devices and use the associated applications and features, safely and securely 23. Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely 24. Create sample word documents, excel sheets and presentations using basic features 25. utilize virtual collaboration tools to work effectively 26. Explain the types of entrepreneurship and enterprises 27. Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan 28. Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement 29. Create a sample business plan, for the selected business opportunity 30. Describe the significance of analyzing different types and needs of customers 31. Explain the significance of identifying customer needs and responding to them in a professional manner. 32. Discuss the significance of maintaining hygiene and dressing appropriately 33. Create a professional Curriculum Vitae (CV) 34. Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively 35. Discuss the significance of maintaining hygiene and confidence during an interview 36. Perform a mock interview 37. List the steps for searching and registering for apprenticeship opportunities |

**Employability Skills (60 hours)**

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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** |

# SECTION 2

**25. EVIDENCE OF LEVEL**

**Option B – Courier Executive - Operations**

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| **Title/Name of qualification/component: Courier Executive - Operations (NSQF – 4)** | | | |
| **NSQF Domain** | **Outcomes of the Qualification/Component** | **How the job role relates to the NSQF level descriptors** | **NSQF** **Level** |
| Process | * ERP data entry and analysis * Coordinating between department * Performing branch sales and institutional sales activities * Handle custom clearance of shipment | The process involves making and reviewing data entries into ERP, checking status of couriers, client requests, escalations and coordinating with departments to resolve the same. It also includes conducting pre-sales and business development activities at branch level as well as institutional level and support for custom clearance of shipments. | **4** |
| Professional knowledge | * Use of computers, handheld devices and ERP * Nature of products shipped * Knowledge of transit rules and regulations | The job holder knows and understands use of ERP, computers and hand held devices. S/he should know various documents like bills of entry, shipping bills, HSN codes, invoices, country or state wise classification, custom duties, etc. applicable for different type of shipments and their classification. for making and processing the data entries related to shipment in ERP system. The individual has basic understanding and factual knowledge of courier services and processes. | **4** |
| Professional skill | * Customer support services * Institutional and branch sales * ERP data management | The job holder has to demonstrate skills of customer and stakeholder coordination and query resolution, ERP data entry and analysis, review of inbound and outbound documents and performing both branch and institutional sales. | **4** |
| Core skill | * Communication and coordination * Relationship skills * Analytical and observation skills | The job holder demonstrates communication and coordination skills by interacting with supervisors and other employees and department for information updation and resolving customer queries. S/he observes and reviews courier inbound and outbound documents and analysis of ERP data. S/he also demonstrates sales and relationship skills when performing sales. S/he observes and follows the organisation’s hierarchy, reporting structure and policies | **4** |
| Responsibility | * Responsible for individual task only | The job holder is responsible for only the task assigned to him/her related to customer support, ERP, branch or institutional sales, documentation. | **4** |

**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 | 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.  The same are also indicated in various skill studies conducted for the logistic sector –   1. Skill requirement in logistics sector   <https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view> |
|  | Industry Relevance | 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. |
|  | Usage of the qualification | 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. |
|  | Estimated uptake | 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  <https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view?usp=sharing>  • Feedback from industry players |

|  |  |
| --- | --- |
| **27** | **Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence**  Letter has 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**   * 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***  Horizontal and vertical progression has been highlighted in the Occupational map. The same is attached in the following page for reference |

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

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 Executive - Operations

**Level**

**6**

**Level 7**

**Senior Manager**

**EXIM Manager**



**Level 5**

**EXIM**

**Supervisor**

**Courier Manager**



**Level 4**

**Courier Executive**



**EXIM**

**Executive**



**Warehouse**

**Executive**



**Warehouse**

**Manager**

**Warehouse Lead**



**Lead**



**Courier Supervisor**

**Warehouse**

**Supervisor**

