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
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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**

1	Qualification Title	E-commerce Manager
2	Qualification Code, if any	LSC/N2602
3	NCO code and occupation	• NCO – 2015 – 1324 – Supply, Distribution and Related Managers – Similar to this
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	**Nature:** Certificate course of E-commerce Manager **Term:** Long Term **Purpose:** Learners who attain this qualification are competent in managing category, improving consumer experience, managing product catalogue and design, driving process improvement, forecasting return deliveries and performing manpower planning.
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	Fulfilment Centre Operations, Order Processing, Customer Relationship Management, Product Design/Catalogue Management/Category Management, Technology/Engineering
9	Job description of the occupation	The individual is responsible for overall business performance and profitability of the unit. S/he manages category, improves consumer experience, manages product catalogue and design, drives process improvement, forecasts return deliveries and undertake manpower planning.
10	Licensing requirements	Not Applicable
11	Statutory and Regulatory requirement of the relevant sector	Not applicable

	(documentary evidence to be provided)	
12	Level of the qualification in the NSQF	6
13	Anticipated volume of training/learning required to complete the qualification	660 hours to 780 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 GPS Tracker - 5 Computer – 30 Stationaries – 30 Marker - 2 MHE equipment's – 1 Barcode scanner – 15 RFID scanner - 10 PPE – 15 Instructional material - 10 SOP - 5 GST guidelines – 10 ERP -1 Analytical tools – 1 Sample data sets - 10 Performance review software – 1 Budgeting and forecasting software – 1 WMS - 1
15	Entry requirements and/or recommendations and minimum age	Pursuing first year of 2-year PG program after completing 3 year UG degree Or Pursuing PG diploma after 3 year UG degree Or Completed 4 year UG (in case of 4-year UG with honours/ honours with research) Or Previous relevant Qualification of NSQF Level 5 (E-commerce Team Lead) + 3 years relevant experience in ecommerce

16	**Progression from the qualification (Please show Professional and academic progression)**	Professional - After completion of course and after 2-3 years of experience as E-commerce manager, a person can progress vertically to E-commerce Operations – Senior Manager and AGMs at the different delivery centres and fulfilment centres. Academic – Post-Graduation is the next stage of progression in education
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 program 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)**	Under Study
19	**Date of planned review of the qualification.**	28th February 2026

20	Formal structure of the qualification			
		Mandatory/ Optional	**Estimated size (learning hours)**	**Level**
A	**Mandatory components**			
	Introduction	Mandatory	30	6
	LSC/N9601 Conduct daily review and facilitate operations	Mandatory	60	6
	LSC/N3061 Manage category and catalogue for products in E-commerce	Mandatory	60	6
	LSC/N9703 Build customer relation and handle key accounts	Mandatory	60	6
	LSC/N2504 Process large data sets and analyze	Mandatory	60	6
	LSC/N9701 Business development and stakeholder relations	Mandatory	60	6
	LSC/N9602 Review performance and develop performance improvement plan	Mandatory	60	6
	LSC/N9603 Profit and Loss account management and cost accounting	Mandatory	90	6
	LSC/N9908 Maintain and monitor integrity and ethics in operations	Mandatory	30	6
	LSC/N9909 Follow and monitor health, safety and security procedures	Mandatory	30	6
	LSC/N9907 - Verify and review GST application	Mandatory	30	6
	DGT/VSQ/N0103 Employability Skills	Mandatory	90	6
	Sub Total (A)		**660 hrs**	

B	Optional/ elective component			
	E-commerce Manager	**Elective/ Optional**	**Estimated size (learning hours)**	**Level**
	LSC/N0118 Manage warehouse operations	Optional	60	6
	LSC/N1908 Oversee domestic and International Operations	Optional	60	6
	Subtotal B		**60 hrs. to 120 hrs.**	
	Total (A+B)		**660 to 780 hrs.**	

SECTION 1
ASSESSMENT

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 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.
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.**
	1. ASSESSMENT Guideline
	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 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 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 this job role "E-commerce Manager" are as follows:

- **Any degree**
- **2 years of industrial experience**

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

Pursuing first year of 2-year PG program after completing 3 year UG degree

Or Pursuing PG diploma after 3 year UG degree

Or Completed 4 year UG (in case of 4-year UG with honours/ honours with research)

Or Previous relevant Qualification of NSQF Level 5 (E-commerce Team Lead) + 3 years relevant experience in ecommerce

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% 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

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.

Title of Component:

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
1	LSC/N9601 - Conduct daily review and facilitate operations	To be competent, the user/individual on the job must be able to: 1.1 review previous day performance reports with supervisors and executives 1.2 plan for completion of pending works 1.3 escalate any situations which needs the input/ intervention of senior management or client 1.4 review and approve daily work plan prepared by supervisors, and approve adhoc resources in case of exigencies 1.5 allocate resources for completion of priority tasks 1.6 prepare/review weekly work plan 1.7 monitor and guide subordinates to ensure seamless operations as planned 1.8 ensure optimal utilization of all assets and resources as per performance targets 1.9 provide required support in terms of resources, and process clarifications 1.10 facilitate resolution with other departments and external parties in case of any escalation or deviation 1.11 coordinate with clients in cases of delays, pending issues, etc. 1.12 facilitate training for subordinates on process improvements and develop their capabilities 1.13 ensure ERP and Information Technology (IT) tools are being used as per Standard Operating Procedure (SOP) 1.14 analyze business trends and forecast business 1.15 prepare budget for resources and assets 1.16 set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets 1.17 prepare weekly and monthly work plans as per budget

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		1.18 monitor process compliance to relevant state, country and international laws on a periodic basis
		1.19 monitor process compliance to organizational policies and procedures
		1.20 review areas of non-compliance and examine the reasons
		1.21 take corrective and preventive actions to ensure compliance
		1.22 adhere and ensure compliance related to hazardous goods storage and handling regulations
2	LSC/N3061 - Manage category and catalogue for products in E-commerce	To be competent, the user/ individual must be able to:
		2.1 interact with marketing, analytics and catalogue team to collect information pertinent to the product category
		2.2 analyse information on market and seasonal trends in terms of performance for the below mentioned metrics for different brands and Stock Keeping Units (SKUs) within the category,
		a) sales turnover
		b) profit margin
		c) Return on Investment
		d) inventory turnover
		e) cost of operations
		f) customer returns
		g) relationship with seller
		h) pricing policy
		i) competitive category/brand/SKU performance
		j) customer likes and comments, and
		k) other pertinent points
		2.3 prepare strategic action plans to improve product category sales for different markets by,
		a) identifying target markets
		b) buying and building assortment relevant to the market in coordination with purchase team at competitive prices

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome

		c) allocating shelf space for assortment in discussion with Fulfilment Centre/Delivery Centre (FC/DC) teams
		d) planning and coordinating promotional events in discussion with marketing team
		e) planning and coordinating advertisement campaigns in discussion with marketing team
		f) calibrate pricing strategy in discussion and approval from Strategic Business Unit (SBU) head
		g) design the online catalogue in discussion with catalogue management team
		
		2.4 be cognizant of festive seasons, overall organisational promotional campaigns etc and adjust the action plans
		2.5 interact with procurement, marketing, cataloguing, supply chain, finance team and SBU head to drive consensus for the strategic actions and finalise the action plan
		2.6 coordinate implementation of action plan within identified timelines by,
		   a) ensure the necessary quantum of stock is maintained at various Fulfilment Centre/Delivery Centre (FC/DC)
		   b) assist marketing team to develop advertising and promotional content
		   c) coordinate with marketing and content management teams for releasing teasers and promotions through email/ flash messages/ website content
		   d) assist catalogue team to develop the online catalogue with appropriate key words for search and filter
		2.7 continuously monitor category performance during the sales period
		2.8 revise the pricing, availability, marketing and promotional strategies based on market wise

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		and time line wise performance of the category
		2.9 prepare and submit category performance reports
		2.10 determine market needs based on sales performance and expand/reduce the SKUs in category
		2.11 collaborate with brand Point of Contact and catalogue team to update new collections
		2.12 approve right mix of sellers, source local selection for the sub-categories and on-board them
		2.13 manage vendor relationship
		2.14 work with analytics team to analyse performance of various categories and recommend pricing plan based on data
		2.15 get the volume based and market-based pricing plans approved by the SBU head
		2.16 take responsibility to ensure that the product category is profitable
		2.17 collaborate with analytics team and analyse customer behaviour and feedback
		2.18 analyse customer order search and order placement process and improve the user experience
		2.19 analyse customer reviews, ratings and returns to decide on product mix
3	LSC/N9703 - Build customer relations and handle key accounts	To be competent, the user/ individual must be able to: 3.1 coordinate with client's nominated representative/s and build a good rapport with them 3.2 receive feedback from the customers on a periodical basis 3.3 analyze feedback given by customers and develop or improve the system accordingly 3.4 provide customized solutions to customers and assist in resolving their issues 3.5 work on the system improvement w.r.t. operational process management, claims management, customer relationship

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		management, etc. in order to improve the customer service experience with organization
		3.6 retain the customer by earning their goodwill and by providing value adding services
		3.7 organize and conduct regular meetings with stakeholders from key accounts
		3.8 offer bundled products and solutions as value added services to increase business
		3.9 take necessary corrective and preventive action on customer feedback
		3.10 resolve concerns raised from key accounts on priority
		3.11 inform the customer about existing and upcoming offers, discounts, new launches, seminars and workshop
		3.12 understand the potential of prospective leads and pitch for sales
		3.13 convert prospective lead into a customer by building a good rapport and provide customized solutions based on their business requirement
		3.14 provide initial subscription benefits to clients and create synergies through customized and bundled offerings
		3.15 acquire new clients and increase the overall client base
4	LSC/N2504 - Process large datasets and analyse	To be competent, the user/ individual must be able to: 4.1 consolidate and analyse sales and financial performance data (budget vs. actuals, income statement, etc.) 4.2 analyse reverse logistics data and return performance to provide improvement action plan 4.3 analyse order processing data and prepare report on order processing performance 4.4 analyse Stock Keeping Unit (SKU) wise metrics like sales, profits, daily hits, consumer interests, returns, etc. for different categories to assess the current trends

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		4.5 identify areas of upcoming trends that need to be incorporated
		4.6 analyse trends and co-relate with business performance, market scenario, macro-economic factors to draw inferences
		4.7 draw insights from analysis and identify corrective and preventive actions to improve the process
		4.8 use market research reports to extract information on market performance and demand scenario
		4.9 extract and analyse history delivery, order processing and return data
		4.10 identify demand patterns: horizontal, trend and seasonal
		4.11 use the appropriate forecasting methodology to understand future demand based on past trend analysis
		4.12 make predictions and prepare short term forecasts for delivery, order processing and returns
		4.13 set-up consensus meetings with peers and seniors and finalise forecasts on the basis of review comments
		4.14 conduct periodic review of forecast and revise accordingly
5	LSC/N9701 - Business development and stakeholder relations	The candidate should be able to.
		5.1 obtain a list of existing clients and new prospects from the company's sales database
		5.2 prepare sales targets and relationship strategies
		5.3 prioritize the clients for contacting, based on the previous relationship building calls made to each of them
		5.4 call clients and prospects to seek meeting
		5.5 meet client to offer new services and take feedback for current services
		5.6 identify client's business need and offer customized and bundled solutions

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		5.7 negotiate on costs, close the deal and collect organizational and payment details of the client
		5.8 take client's feedback before leaving
		5.9 update information into ERP, inform the relevant departments on sale closure
		5.10 regularly interact with the client over phone, emails or personal visits
		5.11 address the query raised by the customers effectively and timely
		5.12 take appropriate actions on escalations raised by customers
		5.13 handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.
		5.14 provide regular information to clients regarding new offerings, discounts, customised solutions, etc.
		5.15 liaise with customs, other Govt. departments, PGAs, etc. and build professional relations with them
		5.16 analyse and manage claim requests
		5.17 co-ordinate with marketing agencies for publicity of services of the company
		5.18 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.
		5.19 co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand
6	LSC/N9602 - Review performance and develop performance improvement plan	The candidate should be able to.
		6.1 analyze activity related performance metrics
		6.2 review output reports for escalated cases to identify reasons
		6.3 review asset utilization rates and revenue per manpower

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		6.4 analyze trend of defaults, delays, etc. along with their reasoning
		6.5 analyze the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance
		6.6 analyze reasons for non-performance with respect to each operation and department
		6.7 identify process improvement areas and departments
		6.8 identify training needs and develop training plans
		6.9 analyze resource utilization trends to arrive at cases of under-utilization and poor equipment management
		6.10 examine staff turnover issues
		6.11 identify the department and staffs that are underperforming and take necessary actions to improve performance
		6.12 prioritize performance improvement project implementation
		6.13 develop strategic action plans to increase overall worker and operational efficiency
		6.14 communicate performance improvement benefits to senior management and take their approval
		6.15 establish key performance indicators, track regular performance output with respect to set goals and take corrective actions
		6.16 address all employee performance problems promptly and directly in accordance with personnel policies
		6.17 take necessary action in case of theft or fiddling with the shipment
		6.18 develop, implement, and manage departmental policies, procedures, standards and strategies as required
		6.19 set objectives and provide support to team members

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		6.20 communicate and emphasize on policies and standards in line with the regulations laid down by various governing Acts
		6.21 guide and support them to cope with workload
		6.22 conduct meetings with staff to assess group's overall performance; discuss ideas for improvement and inform staff of new developments
		6.23 support team members in identifying, developing and implementing new ideas
		6.24 direct the hiring, training, and performance evaluations of staff
7	LSC/N9603 - Profit and Loss account management and cost accounting	The candidate should able to;
		7.1 review department wise budgets and make amendments if required
		7.2 collate and prepare annual budgets along with sales and profit targets
		7.3 schedule both capital and operational expenses accordance to the budget
		7.4 analyze and review the P&L performance for the unit
		7.5 analyze profitability and business performance trends department wise
		7.6 periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions
		7.7 periodically analyze the physical output and performance with respect to the budget and identify places for improvements
		7.8 undertake adequate risk management so as to meet Key Performance targets
		7.9 manage and control budgets of different departments on a periodic basis to optimize financial performance
		7.10 periodically review activity and department financial performance
		7.11 identify the activities having high variance with respect to the budgeted costs or the forecasted revenue

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		7.12 analyze the actual cost w.r.t physical output to draw inferences 7.13 identify reasons in discussion with department and take remedial and corrective actions where-ever required 7.14 work towards rationalizing the cost of the activity wise operations to achieve higher financial goals
8	LSC/N9908 - Maintain and monitor integrity and ethics in operations	The candidate should be able to; 8.1 refrain from indulging in corrupt practices 8.2 protect customer's information and ensure acquired information is not used for personal advantage 8.3 protect data and information related to business or commercial decisions 8.4 sensitise the work force towards ethical behaviour in work place and performing job with integrity 8.5 conduct regular reviews and check reports for unethical behaviour and corrupt practices 8.6 consult senior management when in an ethical dilemma 8.7 report promptly all violations of code of ethics 8.8 dress up and conduct in a professional manner 8.9 communicate with clients and stakeholders in a soft and polite manner 8.10 follow etiquettes 8.11 check that that documentation with respect to operations is up to date and in accordance to the regulations 8.12 coordinate with regulatory authorities and assist in inspections and clearances 8.13 report any issues with regulatory compliance
9	LSC/N9909 - Follow and monitor health, safety and security procedure	The candidate should be able to; 9.1 make note of all safety processes with reference to area of operation 9.2 wear all personal protective equipment (PPE) such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		9.3 follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
		9.4 undertake periodical preventive health check ups
		9.5 follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods
		9.6 follow security procedures like green gate in port, customs area, factory security, etc.
		9.7 comply with data safety regulations of the organisation
		9.8 instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo and to walk only on the designated pathway
		9.9 recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
		9.10 implement 5S at workplace
		9.11 inspect the activity area and equipment for appropriate and safe condition
		9.12 check if stacking is done at defined height and is not on the walk way
		9.13 check if walk way is free from grease/ oil
		9.14 check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places
		9.15 participate in fire drills
		9.16 check if standard material handling procedure are being followed
		9.17 check if cargo has passed security checks and report in case of any violation
10	LSC/N9907 - Verify and review GST application	The candidate should able to; 10.1 verify and approve daily invoicing 10.2 check for errors in calculating taxable value and tax value after applying applicable rate of GST 10.3 check if that IGST is chargeable on the invoices raised for export of goods/services

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		10.4 check if GST is payable under reverse charge in case of unregistered party
		10.5 verify and approve separate notification in case of exemption
		10.6 review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice
		10.7 verify if the goods/services are procured from registered vendor
		10.8 check for pending litigation cases under earlier regime
		10.9 review sales invoice and check if record is maintained properly
		10.10 coordinate with finance department for any updating in GST law
		10.11 check that the payment received from the client is including applicable taxes
		10.12 assist in verifying and reviewing monthly returns
		10.13 monitor maintenance record of taxes paid and acknowledgment of the returns filed
11	LSC/N0118 - Manage warehouse operations	To be competent, the user/ individual must be able to: 11.1 estimate the expected inventory in the warehouse based on business pipeline 11.2 choose forecasting system and software package 11.3 prepare forecast report and get consensus from senior management 11.4 estimate the requirement of the spaces or bay in the warehouse considering the forecast 11.5 confirm the inventory and labor availability with warehouse supervisor and get an estimate of throughput time from the supervisor 11.6 prepare a resource budget and resource allocation plan to cater to the forecasted requirement 11.7 prepare location map and plan for storage of inventory and communicate the same to team

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		11.8 conduct regular physical inspection and review of the shop floor, inventory and operations
		11.9 conduct periodic inventory counts and check for updated inventory reports
		11.10 develop and implement inventory control procedures & best practices
		11.11 analyze reports on inventory management as per company Standard Operating Procedure (SOPs)
		11.12 review the inventory tracking system and shipment tracking system to understand the work progress
		11.13 review inbound and outbound reports, receipt and dispatch reports
		11.14 prepare the reports on inventory activities and variances as required by the management
		11.15 audit warehouse for safety, adherence to regulations, cleanliness and smoothness in operations
12	LSC/N1908 - Oversee domestic and international operations	To be competent, the user/ individual must be able to: 12.1 review previous day operations by inspecting operational reports regarding arrivals and dispatches, adherence to timelines, resource utilization, etc. 12.2 review daily operations plan submitted by supervisor and approve/provide inputs based on pending and priority deliveries 12.3 get regular update from supervisors regarding loading, unloading, scheduling, etc., and direct them in case of deviations 12.4 coordinate with internal and external stakeholders to facilitate operations 12.5 review adherence to Key Performance Indicator (KPI) and Service Level Agreement (SLA) of delivery & pickup commitment 12.6 examine costs associated transportation, processing, delivery etc. and provide inputs to optimize them

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		12.7 review and approve budget for scheduled pickup/deliveries
		12.8 based on the trend analysis report implement corrective and preventive actions
		12.9 coordinate with customs brokers, air freight stations/cargo terminals, shipping agencies and clients to facilitate smooth operations
		12.10 coordinate with customs department and facilitate release of critical shipments
		12.11 identify and finalize on partners for last mile delivery operations in different countries
		12.12 coordinate with counterpart at the receiving destination to ensure hassle free operations
13	DGT/VSQ/N0103 Employability NOS	After completing this programme, participants will be able to:
		13.1 Outline the importance of Employability Skills for the current job market and future of work
		13.2 List different learning and employability related GOI and private portals and their usage
		13.3 Research and prepare a note on different industries, trends, required skills and the available opportunities
		13.4 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
		13.5 Demonstrate how to practice different environmentally sustainable practices
		13.6 Discuss relevant 21st century skills required for employment
		13.7 Highlight the importance of practicing 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome	
			in personal or professional life
		13.8	Create a pathway for adopting a continuous learning mindset for personal and professional development
		13.9	Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
		13.10	Read and understand text written in basic English
		13.11	Write a short note/paragraph / letter/e -mail using correct basic English
		13.12	Create a career development plan
		13.13	Identify well-defined short- and long-term goals
		13.14	Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette
		13.15	Write a brief note/paragraph on a familiar topic
		13.16	Explain the importance of communication etiquette including active listening for effective communication
		13.17	Role play a situation on how to work collaboratively with others in a team
		13.18	Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD
		13.19	Discuss the significance of escalating sexual harassment issues as per POSH act
		13.20	Discuss various financial institutions, products, and services
		13.21	Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement
		13.22	Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions
		13.23	Calculate income and expenditure for budgeting
		13.24	Discuss the legal rights, laws, and aids

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome	
		13.25	Describe the role of digital technology in day-to-day life and the workplace
		13.26	Demonstrate how to operate digital devices and use the associated applications and features, safely and securely
		13.27	Demonstrate how to connect devices securely to internet using different means
		13.28	Follow the dos and don'ts of cyber security to protect against cyber crimes
		13.29	Discuss the significance of displaying responsible online behavior while using various social media platforms
		13.30	Create an e-mail id and follow e- mail etiquette to exchange e -mails
		13.31	Show how to create documents, spreadsheets and presentations using appropriate applications
		13.32	utilize virtual collaboration tools to work effectively
		13.33	Explain the types of entrepreneurship and enterprises
		13.34	Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with it mitigation plan
		13.35	Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
		13.36	Create a sample business plan, for the selected business opportunity
		13.37	Classify different types of customers
		13.38	Demonstrate how to identify customer needs and respond to them in a professional manner
		13.39	Discuss various tools used to collect customer feedback
		13.40	Discuss the significance of maintaining hygiene and dressing appropriately
		13.41	Draft a professional Curriculum Vitae (CV)
		13.42	Use various offline and online job search

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome	
			sources to find and apply for jobs
		13.43	Discuss the significance of maintaining hygiene and dressing appropriately for an interview
		13.44	Role play a mock interview
		13.45	List the steps for searching and registering for apprenticeship opportunities

Employability Skills (90 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1	Introduction to Employability Skills	3	2
2	Constitutional values - Citizenship	1.5	2
3	Becoming a Professional in the 21st Century	5	4
4	Basic English Skills	10	8
5	Career Development & Goal Setting	4	3
6	Communication Skills	10	4
7	Diversity and Inclusion	2.5	2
8	Financial and Legal Literacy	10	4
9	Essential Digital Skills	20	8
10	Entrepreneurship	7	5
11	Customer Service	9	3
12	Getting ready for apprenticeship & Jobs	8	5
	Total	**90**	**50**

SECTION 2
25. EVIDENCE OF LEVEL

Option B – E-commerce– Manager

Title/Name of qualification/component: E-commerce Manager (NSQF – 6)		
NSQF Domain	**Outcomes of the Qualification/Component**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Process	• ability to manage overall business development and operations of the centre • perform budgeting and forecasting • perform category management and big data analytics	The job holder manages daily routine jobs like reviewing daily reports, inspection reports, authorizing receipts, dispatches and work schedules, budgeting and forecasting monitoring resource allocation, inventory management, ERP data management, category management, performance reviews and overall profitability and business development for the unit. Additionally he also undertakes specific non-routine activities like catering to demand surges, etc. S/he is responsible for overall performance, profitability and business generation for the unit.	6
Professional knowledge	• Knowledge of managing E-commerce operations • Business development Profit and loss account management	The job holder knows and understands E-commerce activities and their drivers, ERP and data analytics, managerial concepts of budgeting, forecasts, planning, P&L review, performance monitoring and improvement, customer relations and cateogry management. S/he is als orequired to know advanced skills related to and facilitating smooth operations. He/ she has knowledge of process flow of service operation, E-commerce value chain and supply chain management.	6
Professional skill	• Management and business development skills • Data analytics and technical skills	The job holder has to demonstrates skills to manage day to day operations related to staffing and resource allocation, data monitoring and category management. S/he is skilled in business development and client relations as well as big data analytics.	6

Core skill	• Data analysis and forecasting • Client relations and business development • Category ad operations management	The job holder has to analyze trend pattern and make suitable assumptions for forecasting, collecting data and analysing data. S/he should have organisational skills to plan operations, performance improvement and maintain overall harmony in the work place. S/he should also be skilled at communication and interpersonal skills making presentations, interacting with clients and other stakeholders, etc.	**6**
Responsibility	• Overall business and functioning of the unit • safety and security of all assets, goods and the workers	S/he is responsible and accountable for profitability, business operations including resource management, business development, process improvement and training and development and safety of resources and premise.	**6**

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	This would be the first time formal training would be conducted E-commerce sub-sector for managerial roles
	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.
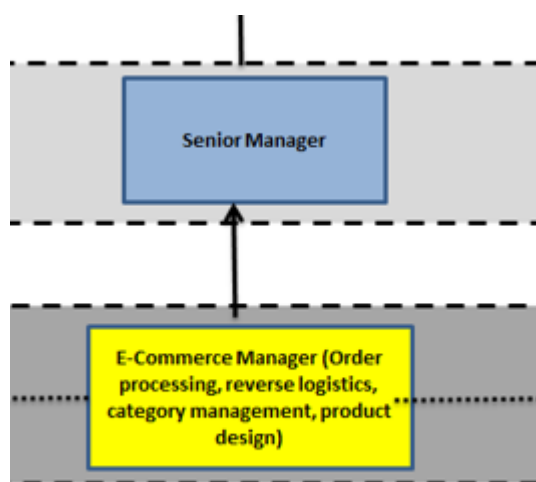
SECTION 4
EVIDENCE OF PROGRESSION

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

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

Figure 1: Occupational Map of the E- Commerce sector

Sub-Sectors	E-Commerce				
Occupations	Fulfilment Centre Operations (first mile pick-up, coordination, hub operations, data processing, last mile delivery, Return Centre Cell/ Reverse Logistics)	Order Processing	Customer Relationship Management	Product Design/ Catalogue management/ Category Management	Technology/ Engineering
Occupation # (01-99)	25	26	15	28	29
Level 10	Managing Director/ President, Vice president, Global/country head, Chief general managers				
Level 9					
Level 8					
Level 7	E-commerce lead				
Level 6	E- Commerce manager (Operations, data analytics, key accounts, catalogue management, category management)				
Level 5	E-Commerce Team lead (Operations, data processing)	E-Commerce Team lead (Order processing)			
Level 4					
Level 3					
Level 2					
Level 1					

Figure 2: Career progression path for an E commerce manager