

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	E-commerce – Team Lead
2	Qualification Code, if any	LSC/N2601
3	NCO code and occupation	NCO – 2015 – NIL
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Nature: Certificate course of E-commerce Operations - Team Lead Term: Long Term Purpose: Learners who attain this qualification are competent in managing team, supervising day-to-day operations in order processing and reverse logistics, forecasting demand and preparing daily reports. They would get job as E-commerce team leads and assistant managers.
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
9	Job description of the occupation	The individual performs data analysis, forecasting, manages team, supervises day-to-day operations in order processing and reverse logistics, and prepares daily reports.
10	Licensing requirements	Not Applicable
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable

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12	Level of the qualification in the NSQF	5
13	Anticipated volume of training/learning required to complete the qualification	540 hours – 660 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 GPS Tracker - 5 Computer – 15 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</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 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>
16	Progression from the qualification (Please show Professional and academic progression)	<p>Professional - After completion of course and after 2-3 years of experience in E-commerce operations, a person can progress vertically to E-commerce Operations – Manager.</p> <p>Academic –</p>

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		<ol style="list-style-type: none"> For a Graduate - Post-Graduation is the next stage of progression For a Diploma – Graduation is the next stage of progression 		
17	Arrangements for the Recognition of Prior learning (RPL)	<p>LSC currently undertakes RPL through the following modes –</p> <ol style="list-style-type: none"> 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 The training centre run RPL courses in coordination with industry and companies and post the course conduct assessment and certification 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 LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission. 		
18	International comparability where known (research evidence to be provided)	Under Study		
19	Date of planned review of the qualification.	28 th February 2026		
20	Formal structure of the qualification			
	E-commerce Operations – Team Lead	Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			
	Introduction	Mandatory	30	5
	LSC/N2502 Allocate resource and streamline operations in E-commerce	Mandatory	60	5
	LSC/N2503 Process data and forecast demand	Mandatory	60	5
	LSC/N2601 Review and approve order processing	Mandatory	60	5

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	LSC/N2701 Perform reverse logistics	Mandatory	60	5
	LSC/N2501 Monitor inbound and outbound operations	Mandatory	60	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 application	Mandatory	30	5
	DGT/VSQ/N0102 Employability Skills	Mandatory	60	5
	Sub Total (A)		540hrs	
B	Optional/ elective component			
	E-commerce Operations – Team Lead	Elective/ Optional	Estimated size (learning hours)	Level
	LSC/N9701 Business development and stakeholder relations	Optional	60	5
	LSC/N3061 Manage category and catalogue for products in E-commerce	Optional	60	5
	Subtotal B		120 Hrs	
	<u>Total (A+B)</u>		540 Hrs to 660 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>Assessment policy of LSC</p> <ol style="list-style-type: none"> 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs. 2) Qualification and experience have to be set for the assessors. 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC. 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments. 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.

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

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

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

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- 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 Team Lead” 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

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 Assessments	of	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 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/N2502 - Allocate resource and streamline operations in E-commerce	To be competent, the user/ individual must be able to: 1.1 obtain order details from the order processing team and other information such as transport plans, delivery schedules, priority orders etc. 1.2 check inventory and approve order delivery from the identified fulfilment/delivery centre 1.3 develop daily work plan for despatch of items, factoring in priority cases, cases requiring exceptional handling 1.4 get the work plan approved from the manager and allocate tasks to workers and associates 1.5 budget and allocate the resources for different tasks at hand 1.6 conduct fulfilment/delivery centre inspections to review the status of different on-going activities during the day 1.7 monitor the work to ensure that documentations and operations are carried out as per plan 1.8 engage resources in alternate operation when there is a delay of planned operations 1.9 allocate additional and ad-hoc manpower and equipment during exigency 1.10 conduct daily review with team on the allocated work to update status and improvise the process 1.11 coordinate with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, regulatory bodies and others to resolve escalations if required 1.12 escalate the cases that require external support to the manager for quick resolution 1.13 review escalated issues and identify root cause for providing corrective and preventive action
2	LSC/N2503 - Forecast demand and process data	To be competent, the user/ individual must be able to:

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		<p>2.1 collect data from ERP and analyse trends of new requirements, sales, website hits, procurement, delivery, seasonality, etc.</p> <p>2.2 analyse reverse logistics data and prepare report on return performance as per company standards</p> <p>2.3 analyse order processing data and prepare report on order processing performance as per company standards</p> <p>2.4 correlate the findings with market reports to draw insights from data and suggest improvements in operations to manager</p> <p>2.5 use the appropriate forecasting methodology to understand future demand based on past trend analysis</p> <p>2.6 make predictions and prepare initial forecasts to plan for resource allocation, order processing and delivery</p> <p>2.7 discuss with respective departments based on the forecast</p> <p>2.8 finalise activity/contingency plans based on feedback</p> <p>2.9 conduct periodic review of forecast and revise accordingly</p>
3	LSC/N2601 – Review and approve order processing	<p>To be competent, the user/ individual must be able to:</p> <p>3.1 review the orders received from order processing department to ensure that products are available for delivery from the respective fulfilment/delivery centre (FC/DC)</p> <p>3.2 allocate the orders to the alternate FC/DC if the products are not available in the original FC/DC</p> <p>3.3 track dispatch of orders from FC/DC on a periodic basis</p> <p>3.4 coordinate with transporters/courier agencies for availability of transportation</p> <p>3.5 inspect handling damages and approve replacement</p>

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		<p>3.6 inspect packaging process and ensure compliance to Standard Operating Procedure (SOP)</p> <p>3.7 ensure product returns by customers are handled properly and stock levels are appropriately updated</p> <p>3.8 supervise defective product return to suppliers/sellers with necessary documentation and transport charges</p> <p>3.9 tally periodic order processing status and prepare performance reports</p>
4	LSC/ N2701 - Perform reverse logistics	<p>To be competent, the user/ individual must be able to:</p> <p>4.1 review list of return requests and claims to be processed and check if they are raised within permissible timeline</p> <p>4.2 allocate work plan for courier agency/transporter team for pick-ups</p> <p>4.3 follow up with courier agency/transporter team and update the status of the pick-up in the system</p> <p>4.4 coordinate with quality assurance team for quality check of the returned items and collect feedback</p> <p>4.5 follow standard operating procedures whether the product is recyclable, need to be scrapped or returned to seller</p> <p>4.6 approve report on each return case and share findings in the report with the manager</p> <p>4.7 approve product exchange to customer on a case-to-case basis</p> <p>4.8 supervise defective product return to suppliers/sellers with necessary documentation and transport charges</p> <p>4.9 prepare periodic reports on the number of pending orders for return and orders executed, product damage, replacement/cash return etc.</p>
5	LSC/N2501 - Monitor inbound and outbound operations	<p>To be competent, the user/ individual must be able to:</p>

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		5.1 check if packages received from seller are unloaded after verification of mandatory documentation 5.2 inspect unloading of goods and record spillages, breakages etc. 5.3 record if there is a mismatch between received quantity and quantity as mentioned in the document 5.4 supervise quality check of received goods and record damages 5.5 check if packages/goods are sorted, segregated and stored in the right location as per the ERP entry 5.6 verify the quarantined goods and approve for return to seller 5.7 prepare and submit daily/ periodic performance reports on inbound operations 5.8 aggregate delivery orders, generate pick lists and allocate work as per priority 5.9 supervise packaging and ensure its executed as per product category 5.10 approve run sheet, share it with courier/transport agencies for delivery of goods 5.11 follow-up with courier/transport agency on the status of delivery in the system 5.12 track delivery performance and undertake corrective and preventive actions to improve turnaround time (TAT) 5.13 handle cases of pilferage and take appropriate action 5.14 prepare and submit daily/ periodic performance reports on inbound operations
6	LSC/ N9908 -Maintain and monitor integrity and ethics in operations	The candidate should be able to; 6.1 refrain from indulging in corrupt practices 6.2 protect customer's information and ensure acquired information is not used for personal advantage 6.3 protect data and information related to business or commercial decisions

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		<p>6.4 sensitise the work force towards ethical behaviour in work place and performing job with integrity</p> <p>6.5 conduct regular reviews and check reports for unethical behaviour and corrupt practices</p> <p>6.6 consult senior management when in an ethical dilemma</p> <p>6.7 report promptly all violations of code of ethics</p> <p>6.8 dress up and conduct in a professional manner</p> <p>6.9 communicate with clients and stakeholders in a soft and polite manner</p> <p>6.10 follow etiquettes</p> <p>6.11 check that that documentation with respect to operations is up to date and in accordance to the regulations</p> <p>6.12 coordinate with regulatory authorities and assist in inspections and clearances</p> <p>6.13 report any issues with regulatory compliance</p>
7	LSC/N9909 - Follow and monitor health, safety and security procedure	<p>The candidate should be able to;</p> <p>7.1 make note of all safety processes with reference to area of operation</p> <p>7.2 wear all personal protective equipment (PPE) such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable</p> <p>7.3 follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety</p> <p>7.4 undertake periodical preventive health check ups</p> <p>7.5 follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods</p> <p>7.6 follow security procedures like green gate in port, customs area, factory security, etc.</p> <p>7.7 comply with data safety regulations of the organisation</p> <p>7.8 instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo and to walk only on the designated pathway</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>7.9 recognise unsafe conditions and safety practices at the workplace and report it to concerned authority</p> <p>7.10 implement 5S at workplace</p> <p>7.11 inspect the activity area and equipment for appropriate and safe condition</p> <p>7.12 check if stacking is done at defined height and is not on the walk way</p> <p>7.13 check if walk way is free from grease/ oil</p> <p>7.14 check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>7.15 participate in fire drills</p> <p>7.16 check if standard material handling procedure are being followed</p> <p>7.17 check if cargo has passed security checks and report in case of any violation</p>
8	LSC/N9907 - Verify and review GST application	<p>The candidate should able to;</p> <p>8.1 verify and approve daily invoicing</p> <p>8.2 check for errors in calculating taxable value and tax value after applying applicable rate of GST</p> <p>8.3 check if that IGST is chargeable on the invoices raised for export of goods/services</p> <p>8.4 check if GST is payable under reverse charge in case of unregistered party</p> <p>8.5 verify and approve separate notification in case of exemption</p> <p>8.6 review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice</p> <p>8.7 verify if the goods/services are procured from registered vendor</p> <p>8.8 check for pending litigation cases under earlier regime</p> <p>8.9 review sales invoice and check if record is maintained properly</p> <p>8.10 coordinate with finance department for any updating in GST law</p> <p>8.11 check that the payment received from the client is including applicable taxes</p>

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		8.12 assist in verifying and reviewing monthly returns 8.13 monitor maintenance record of taxes paid and acknowledgment of the returns filed
9	LSC/N9701 – Business development and stakeholder relations	The candidate should able to; 9.1 obtain a list of existing clients and new prospects from the company's sales database 9.2 prepare sales targets and relationship strategies 9.3 prioritize the clients for contacting, based on the previous relationship building calls made to each of them 9.4 call clients and prospects to seek meeting 9.5 meet client to offer new services and take feedback for current services 9.6 identify client's business need and offer customized and bundled solutions 9.7 negotiate on costs, close the deal and collect organizational and payment details of the client 9.8 take client's feedback before leaving 9.9 update information into ERP, inform the relevant departments on sale closure 9.10 regularly interact with the client over phone, emails or personal visits 9.11 address the query raised by the customers effectively and timely 9.12 take appropriate actions on escalations raised by customers 9.13 handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc. 9.14 provide regular information to clients regarding new offerings, discounts, customised solutions, etc. 9.15 liaise with customs, other Govt. departments, PGAs, etc. and build professional relations with them 9.16 analyse and manage claim requests

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		<p>9.17 co-ordinate with marketing agencies for publicity of services of the company</p> <p>9.18 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>9.19 co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand</p>
10	LSC/N3061 – Manage category and catalogue for products in E-commerce	<p>To be competent, the user/ individual must be able to:</p> <p>10.1 interact with marketing, analytics and catalogue team to collect information pertinent to the product category</p> <p>10.2 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,</p> <ul style="list-style-type: none"> 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 <p>10.3 prepare strategic action plans to improve product category sales for different markets by,</p> <ul style="list-style-type: none"> 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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		<ul style="list-style-type: none"> 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 h. be cognizant of festive seasons, overall organisational promotional campaigns etc and adjust the action plans i. interact with procurement, marketing, cataloguing, supply chain, finance team and SBU head to drive consensus for the strategic actions and finalise the action plan j. coordinate implementation of action plan within identified timelines by, k. ensure the necessary quantum of stock is maintained at various Fulfilment Centre/Delivery Centre (FC/DC) l. assist marketing team to develop advertising and promotional content m. coordinate with marketing and content management teams for releasing teasers and promotions through email/ flash messages/ website content n. assist catalogue team to develop the online catalogue with appropriate key words for search and filter

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		<ul style="list-style-type: none"> o. continuously monitor category performance during the sales period p. revise the pricing, availability, marketing and promotional strategies based on market wise and time line wise performance of the category q. prepare and submit category performance reports r. determine market needs based on sales performance and expand/reduce the SKUs in category s. collaborate with brand Point of Contact and catalogue team to update new collections t. approve right mix of sellers, source local selection for the sub-categories and on-board them u. manage vendor relationship v. work with analytics team to analyse performance of various categories and recommend pricing plan based on data w. get the volume based and market-based pricing plans approved by the SBU head x. take responsibility to ensure that the product category is profitable y. collaborate with analytics team and analyse customer behaviour and feedback z. analyse customer order search and order placement process and improve the user experience aa. analyse customer reviews, ratings and returns to decide on product mix
11	DGT/VSQ/N0102 Employability NOS	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> 11.1 Discuss the Employability Skills required for jobs in various industries 11.2 List different learning and employability related GOI and private portals and their usage

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		<p>11.3 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>11.4 Show how to practice different environmentally sustainable practices.</p> <p>11.5 Discuss importance of relevant 21st century skills.</p> <p>11.6 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>11.7 Describe the benefits of continuous learning.</p> <p>11.8 Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</p> <p>11.9 Read and interpret text written in basic English</p> <p>11.10 Write a short note/paragraph / letter/e -mail using basic English</p> <p>11.11 Create a career development plan with well-defined short- and long-term goals</p> <p>11.12 Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.</p> <p>11.13 Explain the importance of active listening for effective communication</p> <p>11.14 Discuss the significance of working collaboratively with others in a team</p> <p>11.15 Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</p> <p>11.16 Discuss the significance of escalating sexual harassment issues as per POSH act.</p> <p>11.17 Outline the importance of selecting the right financial institution, product, and service</p> <p>11.18 Demonstrate how to carry out offline and</p>

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		<p>online financial transactions, safely and securely</p> <p>11.19 List the common components of salary and compute income, expenditure, taxes, investments etc.</p> <p>11.20 Discuss the legal rights, laws, and aids</p> <p>11.21 Describe the role of digital technology in today's life</p> <p>11.22 Demonstrate how to operate digital devices and use the associated applications and features, safely and securely</p> <p>11.23 Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely</p> <p>11.24 Create sample word documents, excel sheets and presentations using basic features</p> <p>11.25 utilize virtual collaboration tools to work effectively</p> <p>11.26 Explain the types of entrepreneurship and enterprises</p> <p>11.27 Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</p> <p>11.28 Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</p> <p>11.29 Create a sample business plan, for the selected business opportunity</p> <p>11.30 Describe the significance of analyzing different types and needs of customers</p> <p>11.31 Explain the significance of identifying customer needs and responding to them in a professional manner.</p> <p>11.32 Discuss the significance of maintaining hygiene and dressing appropriately</p> <p>11.33 Create a professional Curriculum Vitae (CV)</p> <p>11.34 Use various offline and online job search sources such as employment exchanges,</p>

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		recruitment agencies, and job portals respectively 11.35 Discuss the significance of maintaining hygiene and confidence during an interview 11.36 Perform a mock interview 11.37 List the steps for searching and registering for apprenticeship opportunities

Employability Skills (60 hours)

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 – E-commerce – Team Lead

Title/Name of qualification/component: E-commerce – Team Lead (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">• monitor order processing operations• monitor reverse logistics operations	The process involves performing order processing, coordinating with vendors and transporters, tracking order, arranging and tracking order dispatch and delivery as per TAT. S/He is also required to analyse large data to identify trends and forecast demand, cater to daily operational challenges and monitor inbound and outbound processes	5
Professional knowledge	<ul style="list-style-type: none">• Team management and motivation theories• Customer relationship management• Order processing & reverse logistics process	The job holder knows and understands different activities in E-commerce like order processing, reverse logistics, data processing, etc. S/he should also understand claims, customer relations, escalations, forecasting and reporting.	5
Professional skill	<ul style="list-style-type: none">• Plan and organize data to prepare reports• Handle and resolve customer grievances Resolve interpersonal and technical issues	The job holder has to demonstrate skills to identify trends from data analytics using mathematics and advanced tools. S/he should be able to resolve daily processing and dispatch issues by coordinating with different vendor and suggesting solutions for stuck cases. S/he should be able to motivate and guide the team to follow the TATs, organizational policies, etc.	5
Core skill	<ul style="list-style-type: none">• Prepare performance reports, forecasts	The job holder needs to use mathematics and analytical tools for data analysis, forecasting. S/he should be a good communicator and	5

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	<ul style="list-style-type: none">Communicate effectively with colleagues and vendors to achieve smooth workflow	should have leadership and organization skills to quickly resolve issues and mobilize people for different activities. S/he should follow the organization's hierarchy and social policies.	
Responsibility	<ul style="list-style-type: none">Manage teamManage smooth operations in E-commerce	The job holder is responsible for his own work as well as partly responsible for the work of others associated with him as s/he has to ensure that the team meets the TAT and the deliverable requirement as a whole.	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 <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view</p>
	Industry Relevance	<p>As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.</p>
	Usage of the qualification	<p>This would be the first-time formal training would be conducted in E-commerce sub-sector.</p>
	Estimated uptake	<p>Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is</p> <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p> <ul style="list-style-type: none">• Feedback from industry players

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27	Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence Letter 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 <ul style="list-style-type: none">• Qualification that has been developed would be valid for 3 years from the date of upload in NQR.• Periodical interaction with the training partners to gather feedback in implementation.• Employer feedback will be sought post-placement on performance and training standards.

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

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

SECTION 4

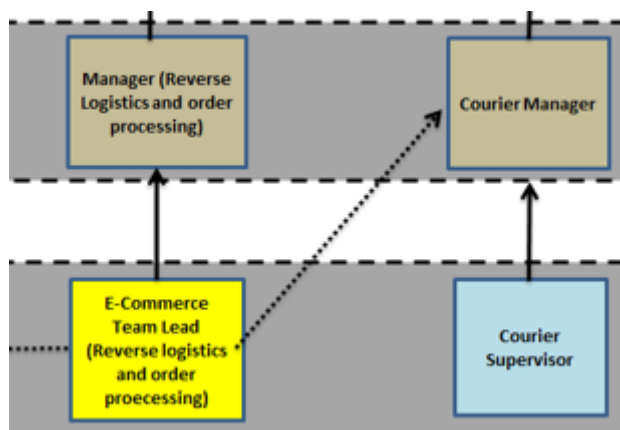
EVIDENCE OF PROGRESSION

30

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Show the career map here to reflect the clear progression

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



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

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

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Figure 1: Occupational Map of the 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					

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Figure 2: Career progression path for E-commerce – team lead

