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# Facilitator Guide

Customised courses under PMKVY (210 hours)



Sector  
**Logistics**

Sub-Sector  
**Courier & Mail Services**

Occupation  
**Ground Operations**

Reference ID: **LSC/Q1801, Version 1.0**  
**NSQF Level: 3**

**Consignment  
Delivery Executive**

**This book is sponsored by**

Logistics Sector Skill Council

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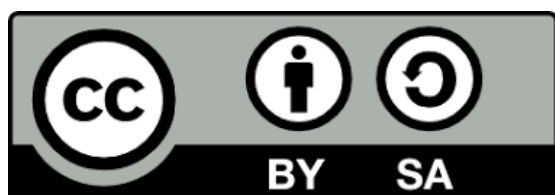
Address: No. 480 A, 7th floor Khivraj Complex 2,

Anna Salai, Nandanam, Chennai – 600 035

Email: reena@lsc-india.com

Phone: 044 4851 4607

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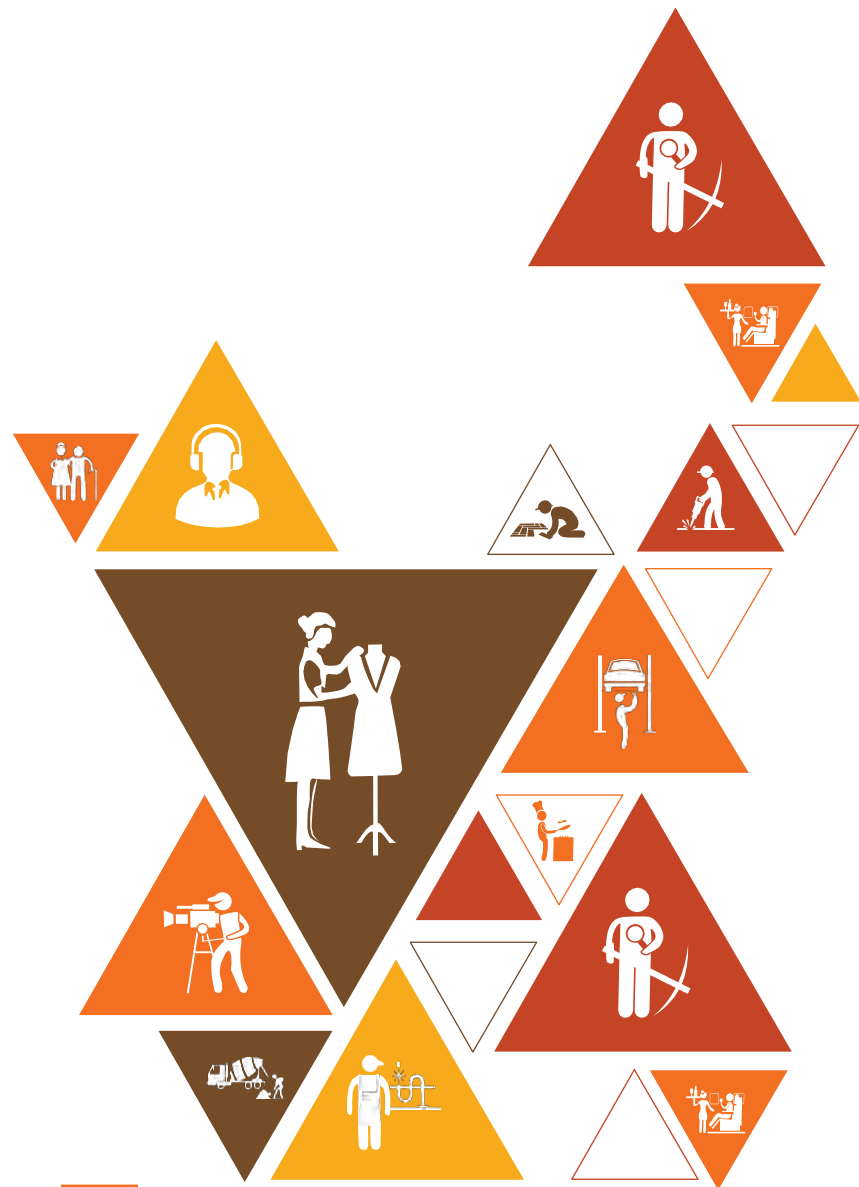
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**Shri Narendra Modi**  
Prime Minister of India

“ Skilling is building a better India.  
If we have to move India towards  
development then Skill Development  
should be our mission. ”



## Acknowledgements

We thank the following organizations for endorsing the contents of this Facilitation Guide, thus contributing towards skilling based on the Qualification Pack (QP) and National Occupational Standards (NOSs).



## About this Guide

This Facilitator Guide is designed to enable training for the Consignment Delivery Executive Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in courier delivery.

The book elaborates how facilitators interact with the participants and train them by understanding their needs and explaining all the key concepts pertaining to the job roles. Also it helps the facilitator to complete all the topics to the participants in timely fashion.

This handbook also provides the latest information on current advancements in technology and its impact on the industry. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of courier service.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

## Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary




Role Play



Example

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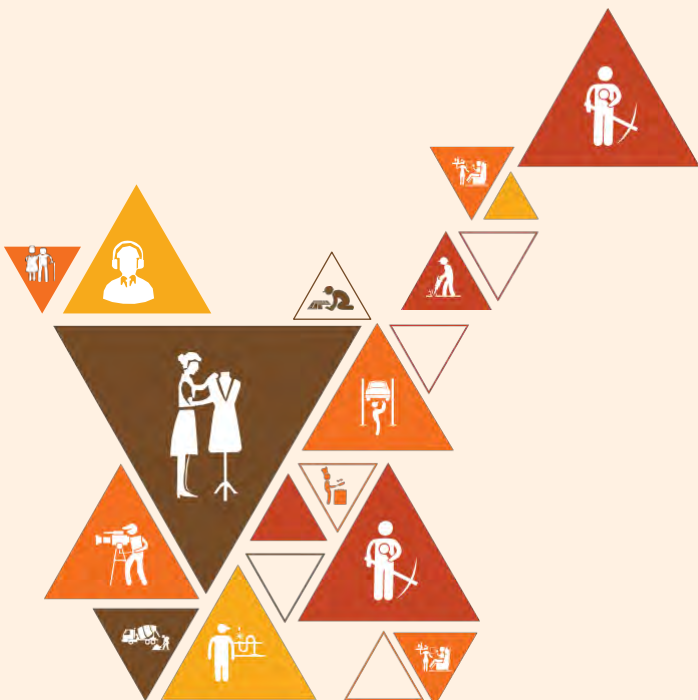


# 1. Prepare for Shipment Delivery

Unit 1.1 - Preparing for Shipment Delivery

Unit 1.2 - Getting Ready for Shipment

Unit 1.3 - Loading Packages



LSC/N3001  
(Part of - LSC/Q1801)

## Key Learning Outcomes

At the end of this module, participant will be able to:

1. Explore the run sheet
2. Identify the stationery requirements
3. Discover what is route plan
4. Describe about the handheld devices
5. Distinguish the loading procedure
6. Prepare the delivery
7. List out steps for shipment delivery
8. Explain system preparation of daily scheduling
9. Identify the process involved in physical inspection of packages to identify damages
10. Describe inspection process of vehicles
11. Examine loading processes of vehicles
12. Explain the usage of Material handling equipment

## Unit 1.1: Preparing for Shipment Delivery

### Unit Objectives

At the end of this module participant will be able to:

1. Explore the daily schedule and list of deliveries to be made
2. Realize the priorities among orders and deadlines
3. Interpret the optimal routing sequence
4. Prepare for delivery
5. Evaluate the Inspection of vehicle

### Steps

#### Steps: How to Prepare for Shipment Delivery



**STEP 1:** Collect Daily Schedule



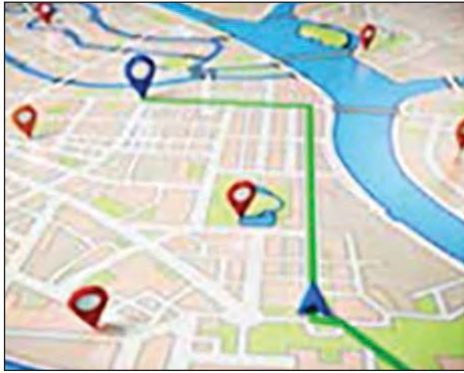
**STEP 2:** Collect Stationery & Shipment Details



**STEP 3:** Inspect Packages Against Schedule



**STEP 4:** Inspect Vehicle



STEP 5: Plan Vehicle Route



STEP 6: Load into Vehicle



STEP 7: Confirm Orderly Arrangement

## Explain

- The steps involved in the delivery
- The delivery run sheet
- The contents or data present on the run sheet
- How to understand as which parcel is a priority

## Ask

- The students on the different stationary required for a courier executive
- What are the compulsory items to be carried before starting the trip and ask them to prepare a checklist

## Facilitation Notes

- You could ask the students as what are the details they require in the run sheet
- What are the checks that should be seen in the run sheet and in the stationary items

## UNIT 1.2: Getting Ready for Shipment

### Unit Objectives



At the end of this module participant will be able to:

1. Inspect all the packages to be delivered during the day's trip.
2. Checking that packages are in good condition
3. Reporting to coordinator regarding any damage or errors

### Demonstrate



- The inspection of the packages
- The checks to be performed before confirming that the packages received are in good condition



Fig 1.1 - Damaged Boxes

## Explain



- The reasons for damaged package
  - Poor quality of material used during packing
  - Handling error
  - Dropping box from a height
  - Weight of material inside is too high
  - External damage by hitting or tear off
  - Box get wet due to rain or leakages
- Whether to repack or avoid repacking
- There are conditions where the company policy adheres not to repack because
  - the items may be more valuable and repacking may create suspicion on the courier office as theft
  - boxes that come as a damaged pack itself, cannot be repacked
  - Generally documents , books, shall be repacked, based on the approvals from the supervisor only
- To report to the supervisor after inspecting all the packages

## Demonstrate



- Two wheeler / four wheeler and courier bag inspection
- Key factors to note before talking the company vehicle and courier bag

## Ask



- What are the checks to perform before taking the vehicle key
- To prepare a list of check they will perform on vehicle and courier bag

## Explain



- The responsibility of vehicle belongs to the employee till return
- There are chances to be fined for presenting damaged vehicle back

## Elaborate

- The route planning activity
- What are the conditions to look into while planning route
- Considerations while route planning will be
  - Traffic
  - Road conditions
  - Priorities in deliveries
  - Scheduled timings
  - Clubbing of orders
  - Weight and dimensions of package
  - Left side deliveries first and right side in return

## UNIT 1.3: Loading Packages

### Unit Objectives

At the end of this module participant will be able to:

1. Understand the arrangement of shipments
2. Understand space savings
3. Realize the loading ways

### Demonstrate

- How to arrange group of packages inside the courier bag
- Orderly arrangement
  - Based on route
  - Based on first deliveries
  - Based on heavy package

### Explain

- As how to load the vehicle or courier bag
- What are the priorities that should be considered from the route map and from the delivery run sheet?
- As what materials to be stored near to the door?
  - Heavy items
  - Nearby delivery items

### Activity

- Ask students to arrange a set of parcels in the courier bag and confirm orderly arrangement



## Summarize

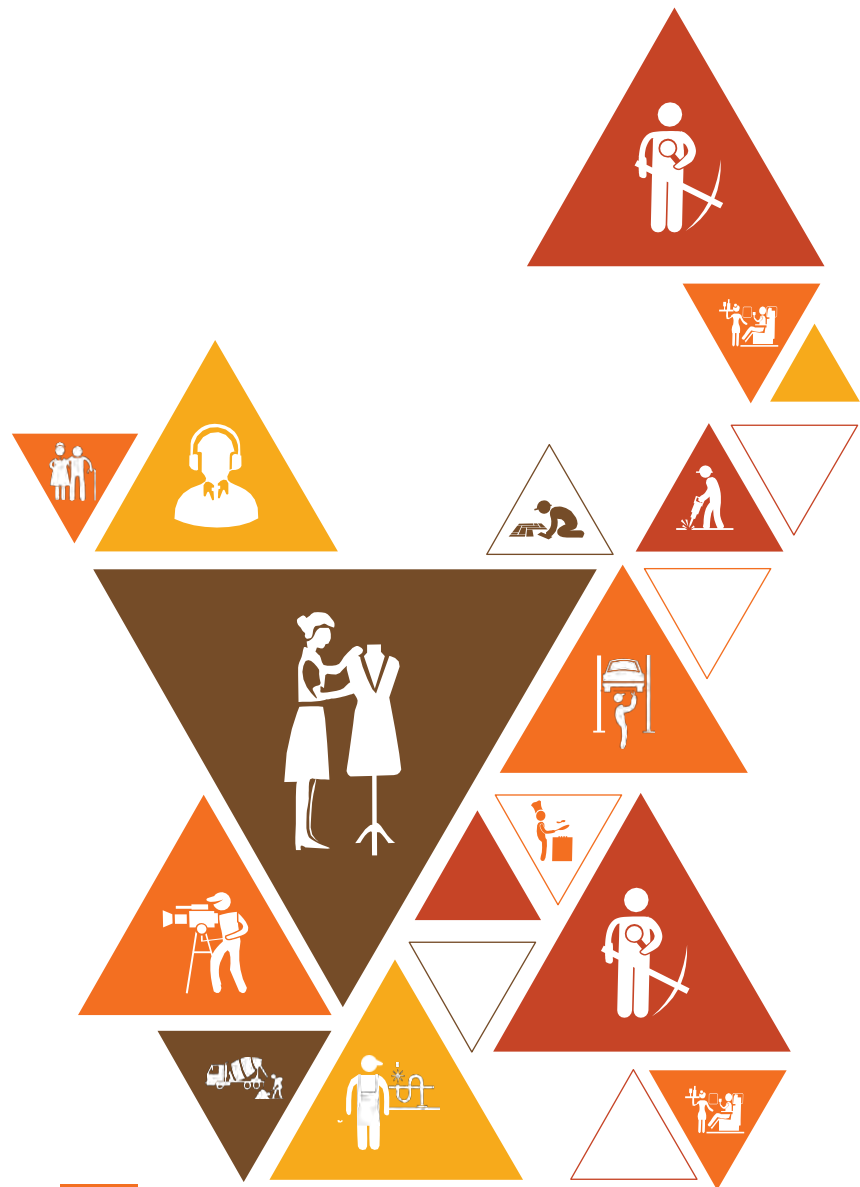


- Checklist on stationary items
- Required information on a run sheet
- Inspection required for Vehicle
- Inspection on packages
- As how to plan the route
- Arrangement of load in the bag /courier van

## Answers to the Exercise in PHB



- 1 . Refer 1.2.3
- 2 . Refer 1.1.2
3. Refer 1.2.2
- 4 . Refer 1.2.2
- 5 . Refer 1.2.2
- 6 . If found damaged, follow the organization procedures and report to the supervisor.
- 7 . The route optimization is based on minimizing the distance traveled as well as the fuel consumption, there by meeting all the customers in less time.





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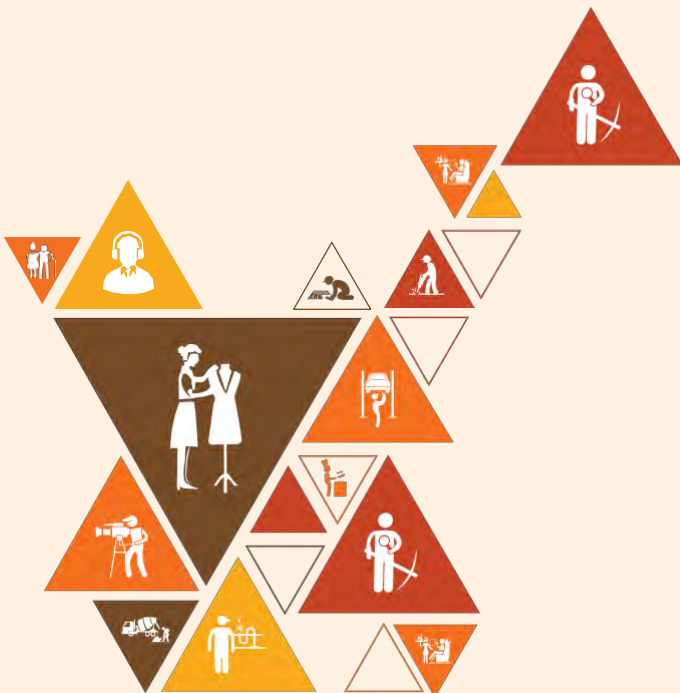


## 2. Performing Courier Delivery

Unit 2.1 - Performing Courier Delivery

Unit 2.2 - Cash Collection Activities

Unit 2.3 - Handling Customer on not Available Situations



LSC/N3002  
(Part of - LSC/Q1801)

## Key Learning Outcomes

At the end of this module, participant will be able to:

1. Identify as how to reach customer destination
2. Discover the customer to whom the delivery has to be done
3. Describe the COD process
4. Identify the action plan as how to react when customer is not available
5. Identify steps for delivery performance
6. Explain accurate parking of vehicles through symbols
7. Narrate cash collection activities
8. Describe additional charges involved during the process
9. Explain all terms and conditions related to customer payments
- 10.. Evaluate process involved in proper handing over of packages to customers

## UNIT 2.1: Performing Courier Delivery

### Unit Objectives

At the end of this module participant will be able to:

1. Check the destination.
2. Inspect the ID of the customer
3. Receive and store cash
4. Ensure the shipment had been received in good condition

### Steps

#### Steps: Perform Delivery



**STEP 1:** Find the Destination / Customer



**STEP 2:** Verify Customer-By inspecting valid ID Cards



**STEP 3:** Collect Cash if COD



**STEP 4:** Handover Package, once verified & cash collection



STEP 5: Plan Vehicle Route



STEP 6: Load into Vehicle

## Activity



- Take the local map of the city and explore
- Say from location and to location and ask for their choices of routes to reach the destination

## Ask



- Which will be the shortest distance travelled route?
- Which route will take less time?
- Which routes at what time will have more traffic congestion?

## Elaborate



- The parking procedure
- Things to do and don't while parking
- When to buy the parking tickets?
- The inspection to be carried after parking

## Explain



- As how to greet customer
- How to identify the right customer
- Do's and Don'ts with the customer & at the customer location

## Role Play

- Role play students as customer and delivery executive and perform finding customer via phone and inspection of identity on visit
- Role play on body language while meeting customer

## UNIT 2.2: Cash Collection Activities

### Unit Objectives

At the end of this module participant will be able to:

1. Understand as how to perform cash collecting activities
2. Identify reasons for additional charges
3. Realise a situation of postpone cash collection activity
4. Ensure the shipment had been received in good condition

### Explain

- How to understand as how much cash to be collected from the customer?
- The situations when customer does not have enough cash and how to manage the situations
- The modes of cash payment by customer

### Say

- At certain instances, there will be additional charges that will be levied during quicker deliveries
- In such times, collect the additional amount from the customer
- Certain products and services may require additional charge
- If Customer does not have Money at the Time of Collection
  - Wait if the customer shall arrange in few minutes
  - Fix another appointment and note the time
  - If the time fits in the route before getting back, visit again
  - If time does not fit in the days plan, schedule in the next day

### Role Play

- Pick few students as customer and delivery executive
- Situation when customer is not at the location
- Customer does not have money for immediate payment
- Holding of box while delivering
- Taking acknowledgement for delivery (get sign on delivery sheet)



## Ask

- What should you do when customer asks to wait for 5 minutes?
- What should you do when customer asks to wait for 30 minutes?
- What should you say when the customer see a damaged package?

## UNIT 2.3: Handling Customer on not Available Situations

### Unit Objectives

At the end of this module participant will be able to:

1. Explain as how to handle situation when customer is not available
2. React to the situation when customer did not pick the call

### Say

- It is very common that sometimes, customers will not be available. Standard procedure should be followed based on your organization during such instances. Generally the following steps will be done.
- Call the customer and politely explain the situation
- If package is paid and does not require signature, hand over to the person specified by the customer
- Get the receivers name and Signature and acknowledge that the package was delivered in good condition.
- Thank receiver and leave the premises
- If package needs cash /signature required, fix an alternative and convenient time to redeliver.
- If Customer Could not be Contacted
  - If the customer could not be contacted, leave behind a missing delivery note
  - The delivery note will have information on customer call back for rescheduling delivery.
  - Re-plan the delivery in the next schedule or as scheduled by the customer

### Explain

- What is a missing delivery note?

### Role Play

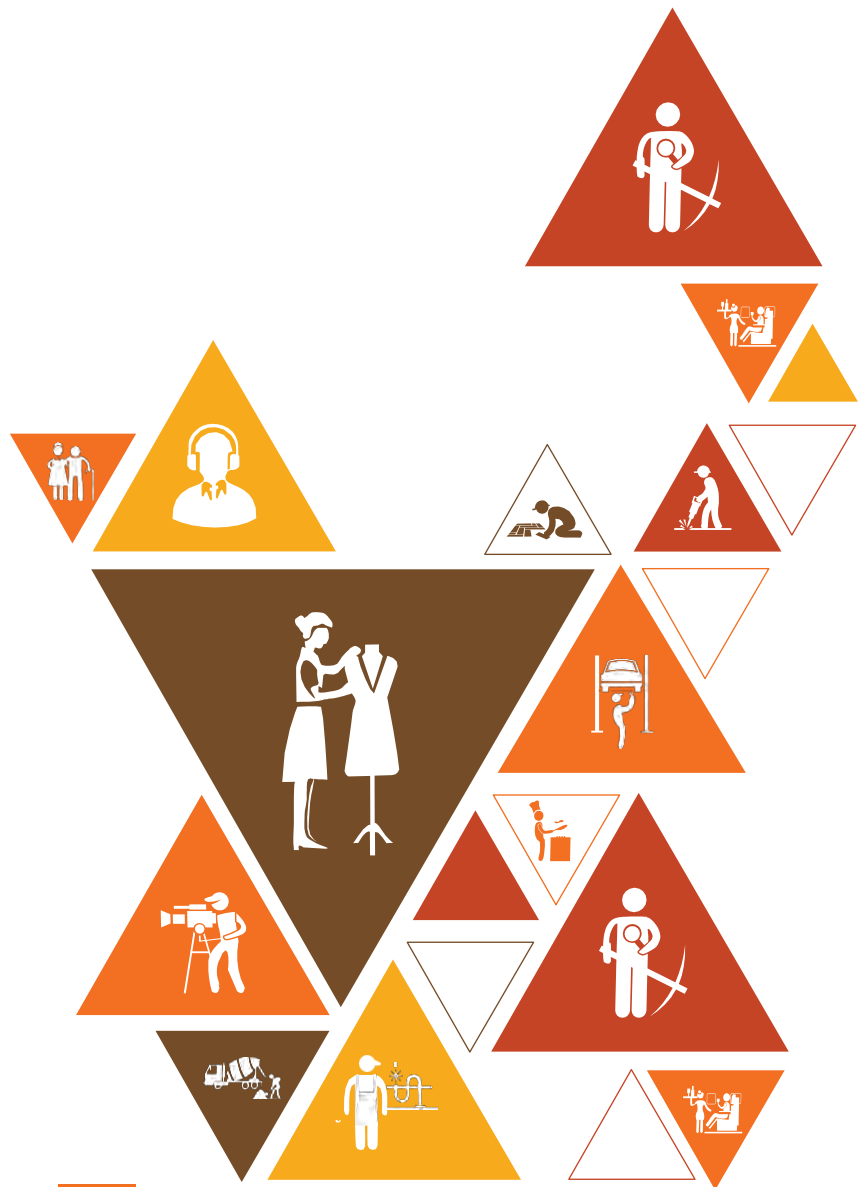
- Phone conversation when the customer is not available
- Role play by considering an angry customer handling the phone while checking for addresses. How will you talk to such a customer

## Summary

- Steps in finding the destination of customer
- Process of parking
- Process of verifying customer and handing over package
- Validating cash collection process
- Acknowledgement of delivery
- Handling situation when customer is not available

## Answers to the Exercise in PHB

1. Refer 2.1.3
2. Refer 2.3.1
3. Refer 2.3.2
4. 1.Once on arriving the location and greet the customer. “Hello” / “Good Morning Sir/Madam”  
2.One should always maintain a well-mannered and pleasant personality behavior with the customer.  
3.During female customers /female receivers, ensure respectful approach and it is very important to deal with cultural sensitivity.  
4.Eye contact with the customer should be professional  
5.Handle the package appropriately so that the hands of the customer should not be touched.
5. Refer 2.2.5
6. Roleplay Activity





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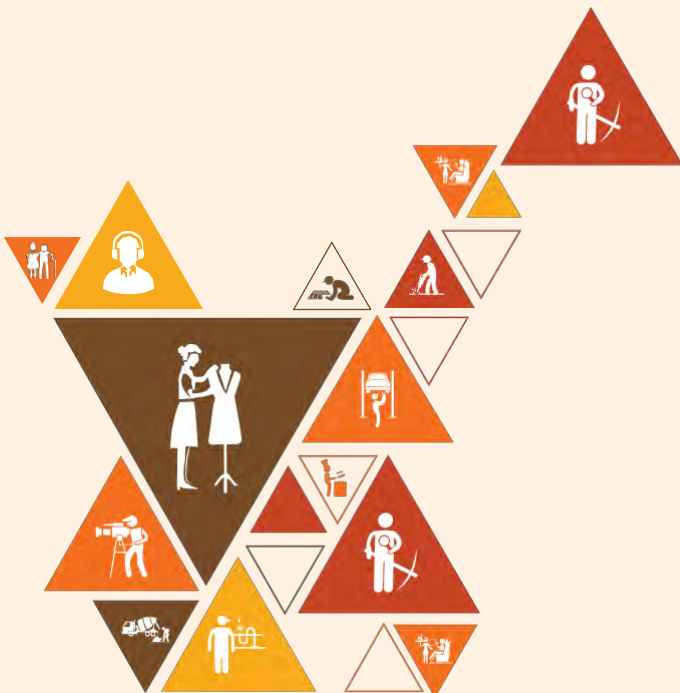
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## 3. Post Delivery Operations

Unit 3.1 - Submitting the Undelivered packages

Unit 3.2 - Reporting and Notifying Coordinator



LSC/N3003  
(Part of - LSC/Q1801)

## Key Learning Outcomes

At the end of this module, participant will be able to:

1. Identify what process to be followed with undelivered packages
2. Explain the process to be followed once the packages are given to supervisor
3. Elaborate the reports and bills to be done with supervisor
4. Explain the tracking process and risks of handling loss and damages
5. Evaluate the process of surrendering cash
6. Realize activities after unloading packages
7. Identify steps involved in performing post-delivery activities
8. Describe vehicle parking process
9. Identify process involved in handing over of stationery and cash
10. Describe overall inspection process

## UNIT 3.1: Submitting the Undelivered Packages

### Unit Objectives

At the end of this module participant will be able to:

1. Produce documents for undelivered package
2. Explain the vehicle surrender activities
3. Realize the activities after unloading packages
4. Assure the return of stationeries and accounting
5. Describe the process of surrendering cash

### Steps

#### Steps: Perform Delivery



**STEP 1:** Upload & Return Undelivered Package



**STEP 2:** Park Vehicle and Carry Inspection



**STEP 3:** Handover Stationery & Cash



**STEP 4:** Notify Coordinator



STEP 5: Reporting



STEP 6: Submit Bills

## Resources



- Delivery run sheet
- Reimbursement forms
- Bills (Petrol, parking tickets etc)

## Do



- Welcome the students and greet them. Revise the learnings what they had in their previous session. Check if they have any doubts

## Say



- Bring the undelivered packages to the storage location
- Handover the documents pertaining to the package along with the package to the storage department.
- Make sure that there is no damage to the packages
- Identify loss and thefts
- Cross verify the items undelivered with the delivery run sheet



## Elaborate

### Vehicle Surrender Process

- As vehicle belongs to the organization, bringing the vehicle (Van or two-wheeler) back to office premises safely is the responsibility of the delivery executive. Hence while closing the day; the inspection should be done to understand that the vehicle is in good condition.
- Any damage or an issue with the vehicle should be reported to the maintenance. Handover the keys and acknowledge.

## Explain

- The handover process of Cash & Stationary
- Cross verify with the morning checklist on stationary taken with the submissions

## UNIT 3.2: Reporting and Notifying Coordinator

### Unit Objectives



At the end of this module participant will be able to:

1. Describe the reporting procedures
2. Notify the coordinator on day plan and the next day's plan.
3. Report procedure of any damages to packages and feedback

### Explain



- Explain the reasons for the missed deliveries / undelivered package
- Explain issues faced on the day
- Explain damages occurred, reasons for delay, damages or losses and its reporting procedure

### Exercise



- Prepare a report on condition of tracking devices, delivery vehicle or any other maintenance or replacement if required
- Plan deliveries for next day, which were missed for the day

### Demonstrate



- How to submit bills and claim reimbursement
  - Use bills attach to a claim sheet
  - Mention the expenses on the sheet and attach the proof of bills
  - Handwritten bills without the note will not be accepted

## Ask

- What are the bills that will be submitted for reimbursement
- In what places will you spend money during the trip (telephone, parking tickets)
- What forms will you submit during day closure?
  - Delivery run sheet
  - Reimbursement claims forms
  - Cash collection form
  - Stationary received and submitted form
  - Replacement forms
  - Other paperwork as per the organization procedure

## Explain

Process for handling Loss and Damages

- The common problem that will be faced during transport will be loss and damages. The loss may happen because of poor packing, poor material handling during loading and unloading, theft or misplacing.
- Damages will also be by improper handling of materials during transit.
- Every organization has a procedure in handling the loss and damages during inbound and outbound.
- Understand the organization policy by which you have to proceed in handling the issues.
- During loading, count the quantity and visually inspect the damages and make a note of it.
- Communicate to the supervisor about the damages and loss.
- Report reasons and investigate the reason for damage. Follow organizational procedures in sorting out the issues.
- Report and communicate to the manager in charge and to the management immediately. Keep a track and history of issues.

## Role Play

- How to deal with supervisor, who is very busy
- Reporting to supervisor on days activity at his desk
  - What all points will the student share
  - Share the feedback of the day

## Summary



- Explain the steps to be followed on the undelivered package
- What inspection are you supposed to do while surrendering vehicle
- What are the reports that are to be submitted to the supervisor
- For what bills shall you claim reimbursement

## Answers to the Exercise in PHB



1. Refer 3.1.1
2. Refer 3.2.2
3. Refer 3.2.4
4. Refer 3.1.3
5. Refer 3.2.4
6. Refer 3.2.4
7. Refer 3.2.2
8. Refer 3.1.2
9. Role play Activity

# Notes



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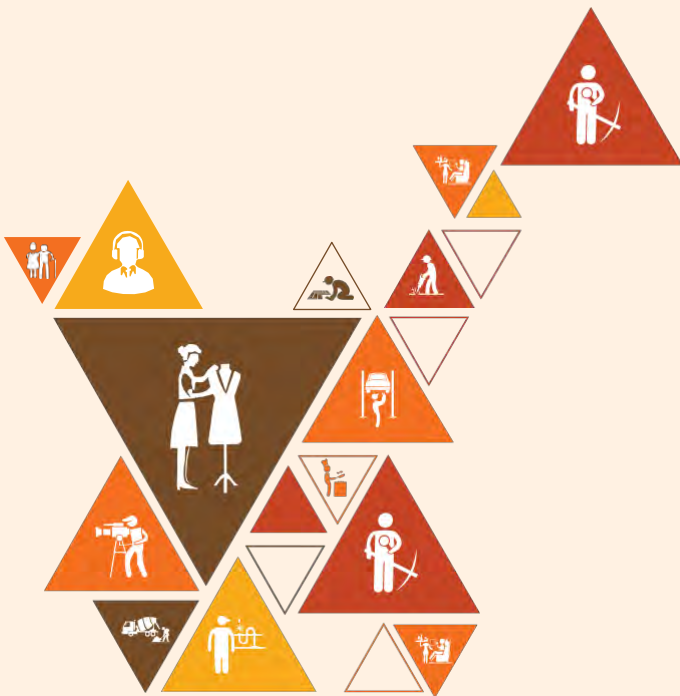
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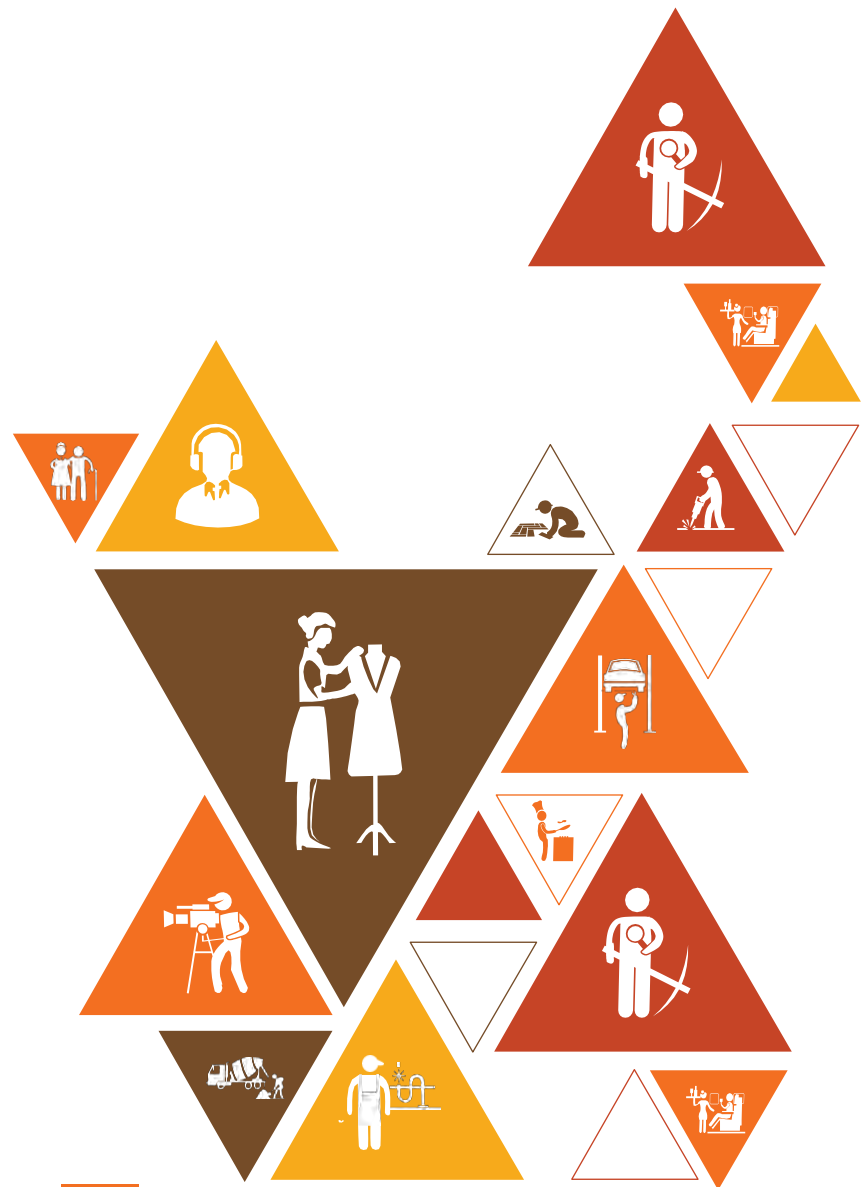
## 4. Employability Skills

Click the below unit for content

Unit 4.1 - Employability Skills - 120 hours



DGT/VSQ/N0104







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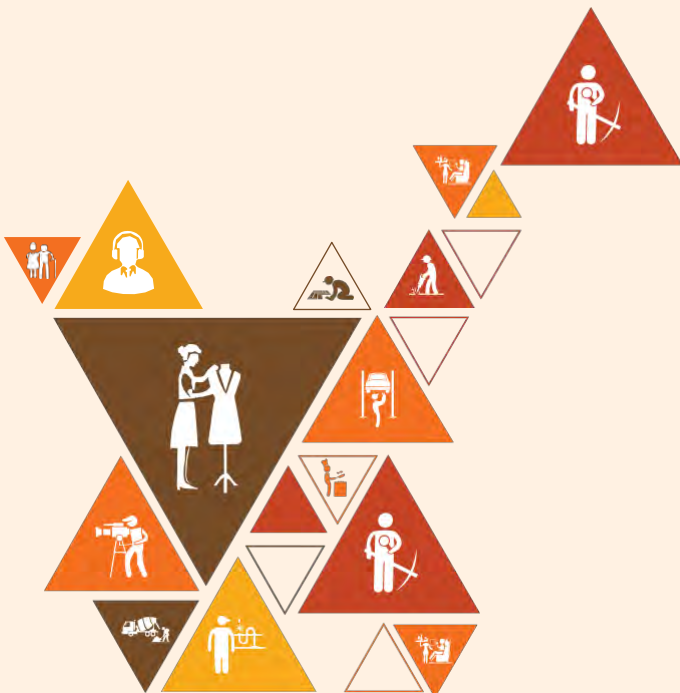


## 4. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: QR Codes-Video links



## Annexure I

### Training Delivery Plan

Training Delivery Plan			
<b>Program Name:</b>	Certificate Course in Consignment Delivery Executive		
<b>Qualification Pack Name &amp; Ref. ID</b>	LSC/Q1801, Version 1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	19/01/2023
<b>Pre-requisites to Training (if any)</b>	12 grade pass OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 2-year NTC OR 10th grade pass plus 1-year NTC plus 1 year NAC OR 8th pass plus 2-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th Grade Pass with 2 years relevant experience OR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3 year relevant experience OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience		
<b>Training Outcomes</b>	<p><b>By the end of this program, the participants will be able to:</b></p> <ul style="list-style-type: none"> <li>• Detail the various tasks to be performed while preparing for shipment delivery</li> <li>• Describe the inspection process of vehicles</li> <li>• Perform delivery as per standard operating procedure</li> <li>• Perform the necessary tasks post delivery</li> </ul>		

S.No.	Module	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration (Hrs)
1	Prepare for Shipment Delivery	Daily Schedule	Explain the run sheet based on daily performance	LSC/N3001 PC1, PC2 PC3, PC4	Theory	Book, pen, duster etc.	5:00
		Plan loading procedure	Distinguish the loading procedure	PC5, PC6, PC7, PC8, PC9, PC10,	Practical	Projector/Slides/ Board/ Video Stationary	8:00
		Optimize Route	Prepare the route for shipment delivery	PC11, PC12, PC13, PC14, PC15, SB2, SB5, SB10, LSC/N3042 SB2, SB5, SB10	Practical	Packing Accessories Local Map Courier Bag Carton Box	2:00
2	Perform Delivery	Steps for Performing Delivery	Perform the necessary steps for delivery	LSC/N3002 SB7 LSC/N3002	Theory	Book, pen, duster etc. Projector/Slides/ Board/ Local Map	8:00
		Customer destination	Discover the customer to whom the delivery has to be done	PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC8, PC9, PC10,	Theory	Video Carton Box Cash Memo	8:00
		COD process	Describe the COD process	PC11, PC12, PC13, PC14, PC15 LSC/N3042 SB7	Theory		4:00

		Customer payments	List the terms and conditions related to customer payment		Practical		8:00
		Cash Collection	Demonstrate cash collection activities		Practical		8:00
		Additional Charges	Identify additional charges involved during the process		Practical		8:00
		Action plan	Identify the action plan as how to react when customer is not available		Practical		8:00
		Delivery Mannerism - Activity	Identify the process involved in proper handing over of packages to customers		Practical		8:00
3	Perform post-delivery activities	Steps for Post Delivery	Describe process to be followed with undelivered packages	LSC/N3003 KA4, KA5, KA6 SA1, SA2 SA8 , SB8, SB9, SB11 , LSC/N3002 SA6, SA7, SA8	Theory	Book, pen, duster etc. Projector/Slides/ Board/ Video Courier Bag Reimbursement Forms Meeting table and Chair	3:00
		Unloading	Explain the unloading process to be followed once the packages are given to supervisor		Theory		2:00
		Reports and bills	Identify the reports and bills to be done with supervisor		Practical		5:00
		Loss and damages	Identify the tracking process and risks of handling loss and damages		Practical		5:00

4.	Employability Skills	Introduction to Employability Skills	<ul style="list-style-type: none"> <li>Describe the importance of Employability Skills</li> <li>Prepare a note on different industries, trends, required skills</li> </ul>	DGT/VSQ/N0104	Team Activity: Round of Interactive discussion	White-board and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations.	T: 2:00 P: 1:00
		Constitutional Values: Citizenship	<ul style="list-style-type: none"> <li>Detail the principles of the constitution of India</li> <li>Identify the various environmentally sustainable practices</li> </ul>	DGT/VSQ/N0104			T: 2:00 P: 1:00
		Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> <li>Discuss relevant 21st century skills required for employment</li> <li>Practice critical thinking and decision making skills</li> </ul>	DGT/VSQ/N0104		T: 2:00 P: 3:00	
		Basic Skills	<ul style="list-style-type: none"> <li>Read English text with appropriate articulation</li> <li>Practice basic English words, sentences and punctuation</li> <li>Demonstrate active listening and reading skills</li> </ul>	DGT/VSQ/N0104	Team Activity: Role play, video session	T: 6:00 P: 14:00	
			Entrepreneurship	<ul style="list-style-type: none"> <li>Describe the types of entrepreneurship and enterprises</li> <li>Describe the 4Ps of Marketing- Product, Price, Place and Promotion and apply them as per requirement</li> <li>Create a sample business plan, for the selected business</li> </ul>			

		<p>Communication Skills</p> <ul style="list-style-type: none"> <li>• Explain the importance of communication at workplace</li> <li>• Demonstrate effective communication strategies</li> <li>• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette</li> </ul>	DGT/VSQ/ N0104			T: 2:00 P: 8:00
		<p>Essential Digital Skills</p> <ul style="list-style-type: none"> <li>• Detail the use and features of various MS Office tools, like MS Word, MS Excel, MS PowerPoint, etc.</li> <li>• Demonstrate how to operate digital devices</li> <li>• Create an e-mail id and follow e-mail etiquette to exchange e-mails</li> <li>• Describe the role of digital technology in day-to-day life and the workplace</li> </ul>	DGT/VSQ/ N0104			T: 6:00 P: 14:00
		<p>Diversity and Inclusion</p> <ul style="list-style-type: none"> <li>• Explain the need of diversity at workplace</li> <li>• Identify the various PwD policies applicable at workplace</li> <li>• Discuss the significance of the POSH Act</li> </ul>	DGT/VSQ/ N0104	Team Activity: Round of Interactive discussion		T: 1:00 P: 4:00
		<p>Financial and Legal Literacy</p> <ul style="list-style-type: none"> <li>• Discuss various financial institutions, products, and services</li> <li>• Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions</li> </ul>	DGT/VSQ/ N0104			T: 1:00 P: 9:00

		<p>Career Development and Goal Setting</p> <ul style="list-style-type: none"> <li>• Identify well-defined short- and long-term goals</li> <li>• Explain how to build a career pathway</li> <li>• Conduct job market research</li> <li>• Discuss how to set career goals.</li> </ul>	DGT/VSQ/ N0104			T: 2:00 P: 2:00	
		<p>Customer Service</p> <ul style="list-style-type: none"> <li>• Identify types of customers and how to deal with them</li> <li>• Identify methods to get customer feedback and how to implement them</li> <li>• Explain various tools used to collect customer feedback</li> <li>• Discuss the significance of maintaining hygiene and dressing appropriately</li> </ul>	DGT/VSQ/ N0104	Team Activity: Role play, video session		T: 2:00 P: 8:00	
		<p>Apprenticeships and Jobs</p> <ul style="list-style-type: none"> <li>• Practice personal grooming strategies</li> <li>• Illustrate the use of online platforms for job hunting</li> <li>• Detail the concept of Apprenticeship</li> <li>• Demonstrate how to enroll for Apprenticeship programs.</li> <li>• Draft a professional Curriculum Vitae (CV)</li> <li>• Role play a mock interview</li> </ul>	DGT/VSQ/ N0104			T: 2:00 P: 13:00	
	<b>Total Duration</b>						<b>210 Hours</b>

## Annexure II

### Assessment Criteria

#### CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Consignment Delivery Executive	
Job Role	Consignment Delivery Executive
Qualification Pack	LSC/Q1801
Sector Skill Council	Logistic Sector Skill Council of India

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3	Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4.	To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles & 50% for NSQF level 1 to 3 job roles.
5.	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack







<b>LSC/N3002 (Perform Delivery)</b>	PC1.	Arrive at the destination	5	1	4
	PC2.	Greet customer politely and confirm the shipment that had been ordered.	5	1	4
	PC3.	If the package is important or of high value, request customer for a government issued ID card as proof of identity.	10	2	8
	PC4..	Verify and note down the details of the ID proof shown.	10	2	8
	PC5.	Hand over package to customer.	5	1	4
	PC6.	Receive and store cash safely, if the customer had opted for cash on delivery option.	5	1	4
	PC7.	Get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	10	2	8
	PC8.	Thank the customer and leave premises.	5	1	4
	PC9.	If the customer is not available, contact the customer by telephone and politely explain the situation.	10	2	8
	PC10.	If the package has been paid for and it does not required ID proof	5	1	4

	verification, hand over package to the person specified by the customer (receiver).				
	PC11. Get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	100	5	1	4
	PC12. Thank the receiver and leave premises.		5	1	4
	PC13. If the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer		10	2	8
	PC14. If the customer could not be contacted, leave behind a missed delivery note with contact details.		5	1	4
	PC15. Change the day plan accordingly to accommodate missed deliveries at the requested times.		5	1	4
			Total	100	20
LSC/N3003 (Perform Post Delivery activities)	PC1. Bring any undelivered packages back to office.	100	8	2	6
	PC2. Document appropriate reason for undelivered package		8	2	6
	PC3. Park vehicle and carry out a safety inspection.		4	1	3
	PC4. Unload packages and hand them over for storage.		8	2	6
	PC5. Return GPS, tracking devices and any unused stationery.		4	1	3
	PC6. Handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.		8	2	6
	PC7. Notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan.		8	2	6
	PC8. Report any damages to packages that had occurred during transit.		12	3	9
	PC9. Provide feedback regarding delays, damages, loss if any etc		8	2	6
	PC10. Account for the money that has been collected from the customers and handed over to the cashier.		8	2	6
	PC11. Provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.		4	1	3
	PC12. Report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.		8	2	6

	PC13. Complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.		12	3	9
		Total	100	25	75

## Annexure III : QR Codes - Video links

S. No	Chapter No.	Unit No.	Topic Name	URL	QR Code (s)
1	Chapter 1 - Prepare for Shipment Delivery	UNIT 1.1 - Preparing for Shipment Delivery	1.1.1 Collect Daily Schedule	<a href="https://www.youtube.com/watch?v=o1qJ6wagtMc">https://www.youtube.com/watch?v=o1qJ6wagtMc</a>	 Delivery Run Sheet
2	Chapter 1 - Prepare for Shipment Delivery	UNIT 1.1 - Preparing for Shipment Delivery	1.1.2 Check Stationery	<a href="https://www.youtube.com/watch?v=wCcARVbL_Dk">https://www.youtube.com/watch?v=wCcARVbL_Dk</a>	 GPS
3	Chapter 1 - Prepare for Shipment Delivery	UNIT 1.1 - Preparing for Shipment Delivery	1.1.2 Check Stationery	<a href="https://www.youtube.com/watch?v=-4pFI8psSI0">https://www.youtube.com/watch?v=-4pFI8psSI0</a>	 Real Time Cargo Tracking & Monitoring
4	Chapter 2 - Performing Delivery	UNIT 2.2 - Cash Collection Activities	2.2.1 Collect Cash if COD	<a href="https://www.youtube.com/watch?v=ZNUf3a8cGoQ">https://www.youtube.com/watch?v=ZNUf3a8cGoQ</a>	 Billing and Cash Collections
5	Chapter 2 - Performing Delivery	UNIT 2.2 - Cash Collection Activities	2.2.1 Collect Cash if COD	<a href="https://www.youtube.com/watch?v=J3-5DPWQlj8">https://www.youtube.com/watch?v=J3-5DPWQlj8</a>	 Safety Procedures
6	Chapter 2 - Performing Delivery	UNIT 2.3 - Handling Customer on not Available Situations	2.3.1 Customer not Available	<a href="https://www.youtube.com/watch?v=HpHt_c3glto">https://www.youtube.com/watch?v=HpHt_c3glto</a>	 Common Dangerous Goods

7	Chapter 2 - Performing Delivery	UNIT 2.3 - Handling Customer on not Available Situations	2.3.1 Customer not Available	<a href="https://www.youtube.com/watch?v=1TC3_vkK0H4">https://www.youtube.com/watch?v=1TC3_vkK0H4</a>	 <p>Packaging and Labelling Guidelines</p>
8	Chapter 2 - Performing Delivery	UNIT 2.3 - Handling Customer on not Available Situations	2.3.1 Customer not Available	<a href="https://www.youtube.com/%20watch?v=4-QU7WiVxh8">https://www.youtube.com/%20watch?v=4-QU7WiVxh8</a>	 <p>Logistics Management</p>
9	Chapter 3 - Post Delivery Operations	UNIT 3.2 - Reporting and Notifying Coordinator	3.2.9 Dealing with Mean Colleagues	<a href="https://www.youtube.com/watch?v=VuZ9nvYNYCU">https://www.youtube.com/watch?v=VuZ9nvYNYCU</a>	 <p>Supply Chain Management</p>
10	Chapter 3 - Post Delivery Operations	UNIT 3.2 - Reporting and Notifying Coordinator	3.2.9 Dealing with Mean Colleagues	<a href="https://www.youtube.com/watch?v=J3-5DPWQlj8">https://www.youtube.com/watch?v=J3-5DPWQlj8</a>	 <p>Safety Procedures</p>





**Skill India**  
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GOVERNMENT OF INDIA  
MINISTRY OF SKILL DEVELOPMENT  
& ENTREPRENEURSHIP



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Address : No. 480 A, 7th floor Khivraj Complex 2,  
Anna Salai, Nandanam, Chennai - 600 035  
Email : reena@lsc-india.com  
Web : www.lsc-india.com  
Phone : 044-4851 4607