



Model Curriculum

QP Name: Courier Associate - Operations

(Electives- Perishable Shipment/ High Value Shipment/ Furniture and Household Shipment)

(Options – GST Application/ ERP Data Management)

QP Code: LSC/Q1901

QP Version: 3.0

NSQF Level: 3

Model Curriculum Version: 3.0

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Training Parameters

Sector	Logistics
Sub-Sector	Courier and Express Services
Occupation	Courier and Express Ground Operations, Hub/ Branch Operations
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 8321.02, 4412.99, 9321, 9621.07 to .09 and ISCO - 08/ 8321, 8322, 4412
Minimum Educational Qualification and Experience	10th grade pass or equivalent OR 8th grade pass with 3 Years of relevant experience in Courier/ express services OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of relevant experience in Courier/ express services
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18
Last Reviewed On	25/02/2026
Next Review Date	25/02/2029
NSQC Approval Date	25/02/2026
QP Version	3.0
Model Curriculum Creation Date	26/09/2025
Model Curriculum Valid Up to Date	25/02/2029
Model Curriculum Version	3.0
Minimum Duration of the Course	390
Maximum Duration of the Course	630

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Perform unloading, handling, sorting, segregation, bagging, sealing, documentation and loading of courier/ express consignments
- Perform pickup, delivery, documentation/ packaging/ consignor/ consignee verification of courier/ express items
- Prepare daily reports on pickup, delivery, stationery usage, pending activities and cash collection
- Comply with workplace integrity, ethical and regulatory practices
- Manage the workplace for a safe and healthy work environment by following and ensuring compliance with regulatory and safety norms
- Demonstrate pickup, handling, storage, temperature control, delivery, documentation and delivery of perishable shipments
- Perform safe pickup, secure storage, accounting, documentation, transfer and delivery of high-value shipments
- Demonstrate inspection, packing, pickup, documentation, unpacking and delivery of furniture and household items
- Inspect invoices for the correct application of GST
- Analyse data in a courier hub to provide the necessary support to stakeholders

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	20	10			30
Module 1: Introduction to Courier Associate - Operations	20	10			30
LSC/N1901 – Handling and sorting of mail, shipment bagging NOS Version: V3.0 NSQF Level: 3	20	30	10		60
Module 2: Shipment handling, sorting, and bagging	20	30	10		60
LSC/N1902– Perform pickup and delivery NOS Version: V3.0 NSQF Level: 3	20	30	10		60

Module 3: Shipment pickup and delivery	20	30	10		60
LSC/N1903 – Handover and report NOS Version: V3.0 NSQF Level: 3	10	10	10		30
Module 4: Handover and reporting of activities	10	10	10		30
LSC/N1912 – Manage Cash on delivery, open box deliveries and handle customer queries NOS Version: V1.0 NSQF Level: 3	20	40			60
Module 5: Handling of COD and open box deliveries	20	40			60
LSC/N9911 – Follow health, safety, security procedures and maintain integrity, ethics at workplace NOS Version: V1.0 NSQF Level: 3	20	40			60
Module 6: Compliance to health, safety and security norms	20	40			60
Employability Skills DGT/VSQ/N0101	15	15			30
Total Duration	125	175	30		330

Elective Modules

The table lists the elective modules, their duration and mode of delivery.

Electives 1: Perishable shipment

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1904 - Handle perishable shipment NOS Version: V3.0 NSQF Level: 3	30	30			60
Module 7: Handling perishable goods	30	30			60

Total Duration	30	30			60
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Electives 2: High Value Shipment

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1905 - Handle high value shipment NOS Version: V3.0 NSQF Level: 3	30	30			60
Module 8: Handling high value shipment	30	30			60
Total Duration	30	30			60

Electives 3: Furniture and Household Shipment

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1906 – Handle furniture and household shipment NOS Version: V3.0 NSQF Level: 3	30	30			60
Module 9: Handling furniture and household goods	30	30			60
Total Duration	30	30			60

Option Modules

The table lists the option modules, their duration and mode of delivery.

Option 1: GST Application

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N9906 - Verify GST invoice NOS Version: V4.0 NSQF Level: 3	30	30			60
Module 10: Verify GST application	30	30			60
Total Duration	30	30			60

Option 2: ERP Data Management

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1907- Feed data into ERP and analyse in courier hub NOS Version: V3.0 NSQF Level: 3	20	40			60
Module 11: ERP data analysis in courier hub	20	40			60
Total Duration	20	40			60

Module Details

Module 1: Introduction to Courier Associate - Operations

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of a Courier Associate - Operations

Duration: 20:00	Duration: 10:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> ● Classify the components of the supply chain and the logistics sector ● Detail the various sub-sectors of logistics and the opportunities in them ● Detail activities in courier. ● Explain job roles in courier/ express ● Detail your job role as Courier Associate - Operations and its interface with other job roles ● Discuss the documentation requirements in courier/ express operations 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> ● Identify various activities in the courier hub. ● Identify job roles in the courier/express industry ● Identify the various MHEs and equipment used in courier/express operations ● Prepare a sample AWB for courier/express shipment.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer with MS Office, LLMS (Learning Version)	

Module 2: Shipment Handling, sorting and bagging

Mapped to LSC/N1901, V3.0

Terminal Outcomes:

- Detail the steps to perform for shipment handling, sorting and bagging in a courier hub

Duration: 20:00	Duration: 30:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> ● Detail the process of shipment receiving, sorting and bagging ● Elaborate on the procedure for receiving and unloading mail bags. ● Describe the various types of labels used for types of shipment ● Demonstrate unloading and inspection of mail bags as per the priority list ● Detail the handling, de-bagging and sorting procedure for dangerous/ hazardous goods ● Explain seal removal and the de-bagging process ● Explain the procedure for segregating inbound and outbound shipments in different buckets ● Discuss the procedure for handling damaged, and unlabelled shipments ● Detail the process for bagging shipments as per outbound priority and geography ● Explain the steps for labelling, tagging and sealing of bags ● Describe the importance of sampling inspection of shipments 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> ● Use the appropriate PPE, non-production material and equipment as per SOP ● Choose the appropriate label for priority, perishable and other types of shipment ● Perform unloading and inspection of mail bags as per the priority list ● Demonstrate handling, de-bagging and sorting procedures ● Perform seal removal and the de-bagging process ● Arrange inbound and outbound shipments in different buckets based on geography, shipment type, storage and priority ● Inspect damaged and unlabelled shipments ● Perform the steps for bagging of shipments as per outbound priority and geography ● Perform labelling, tagging and sealing of bags ● Operate MHE to move and load outbound bags in the assigned vehicle/ loading area ● Perform sorting of bags, Delivery zone or pin code, Route or courier beat, Priority ● Perform sampling inspection of shipments ● Demonstrate usage of MHE to move and load outbound bags in the assigned vehicle/ loading area ● Demonstrate sorting of bags Delivery zone or pin code, Route or courier beat, Priority

Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Stationery, Radio Frequency Identification Device (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs), Computer with MS Office, projector, SOP, etc.	

Module 3: Shipment pickup and delivery

Mapped to LSC/N1902, V3.0

Terminal Outcomes:

- Detail the steps to be followed for shipment pickup and delivery as per SOP

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Discuss the documentation used for courier/ express pickup and delivery ● Discuss the pickup/ delivery documents required and check for payment status of delivery ● Discuss the usage of PPE, GPS devices, MHE, for pickup/ delivery ● Describe the etiquettes to be followed while interacting with customers ● Inspect the product and packaging for compliance to norms and damages ● Describe the documentation procedure for receiving shipment from shipper and Collect shipment charges/ Cash on delivery if applicable Explain how to follow the Standard Operating Procedure for handling of different types of dangerous shipment ● Explain escalation procedure if customer is not available to receive the package/ shipment cancellation 	<ul style="list-style-type: none"> ● Demonstrate the documentation required for courier/ express pickup and delivery ● Perform the pickup/ delivery documents for availability and legibility of all necessary information including payment status of delivery ● Demonstrate the usage of PPE, GPS devices, MHE, used during pickup/ delivery ● Dramatize the etiquettes to be followed while interacting with customers ● Inspect the product and packaging for compliance to norms and damages ● Perform the documentation procedure for receiving shipment from shipper and Collect shipment charges/ Cash on delivery as applicable ● Describe the Standard Operating Procedure for handling of different types of dangerous shipment ● Demonstrate escalation procedure if customer is not available to receive the package/ shipment cancellation
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Stationery, Global Positioning System (GPS) device, standard forms, Radio Frequency Identification Device (RFID) scanner, bar code scanner, plastic bags, markers, Computer with MS Office, projector, SOP, etc.	

Module 4: Handover and reporting of activities

Mapped to LSC/N1903, V3.0

Terminal Outcomes:

- Detail the appropriate steps to be followed for handover and reporting activities as per SOP

Duration: 10:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the procedure for handing undelivered shipments ● Detail the necessary steps to be followed after handover of consignment such as handover of receipt and cash, collecting acknowledgement etc. ● Record delays, cancellations, missed pickups or deliveries, damages and other pertinent information ● Detail documentation requirement for insurance, damaged shipments, reimbursements etc. 	<ul style="list-style-type: none"> ● Perform handover of undelivered shipments and unused stationery to the coordinator in hub/branch ● Prepare documentation for undelivered shipments ● Perform handover of receipts and cash and collect acknowledgement ● Report delays, cancellations, missed pickups or deliveries, damages and other pertinent information ● Report on the condition of vehicle for maintenance ● Prepare documentation for insurance, damaged shipments, reimbursements etc.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Stationery, standard forms, Computer with MS Office, projector, Standard Operating Procedure (SOPs), etc.	

Module 5: Handling of COD and open box deliveries

Mapped to LSC/N1912, V1.0

Terminal Outcomes:

- Manage customer interaction during delivery by performing Open Box Delivery (OBD), collecting Cash on Delivery (COD) Payment
- Handling customer queries according to organisational procedures

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the process of verifying shipment details and confirming OBD orders in the delivery application. • Explain the procedure for verifying customer identity using order details such as name, address, or OTP. • Describe the steps involved in conducting an Open Box Delivery, including informing the customer and allowing product inspection. • Identify the items to be checked during OBD, such as product model, quantity, accessories, manuals, and physical condition. • Explain the procedure for recording customer acceptance or rejection and handling rejected or damaged products. • Describe the concept and procedure of Cash on Delivery (COD) payments in delivery operations. • Explain different payment methods such as cash, UPI, and card, and the importance of payment verification and receipt confirmation. • Explain methods for handling customer queries, complaints, returns, and escalation procedures during delivery. 	<ul style="list-style-type: none"> • Identify Open Box Delivery (OBD) orders in the delivery application before delivery. • Verify shipment details and confirm the delivery order in the delivery system. • Verify customer identity using order details such as name, address, or OTP. • Demonstrate the process of conducting an Open Box Delivery by carefully opening the package in the customer's presence. • Assist the customer in inspecting the product, accessories, quantity, and physical condition during OBD. • Record customer acceptance or rejection of the product in the delivery application. • Verify the Cash on Delivery (COD) amount and collect payment using approved payment methods. • Confirm digital payment transactions and update payment status in the delivery system. • Handle, store, and maintain records of collected cash safely during the delivery route. Communicate with customers professionally, address basic queries, and escalate issues when required.
Classroom Aids	

Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser

Tools, Equipment and Other Requirements

SOP, Teaching board, computer with MS office, projector, video player, stationery, worksheets

Module 6: Compliance to health, safety and security norms

Mapped to LSC/N9911, v1.0

Terminal Outcomes:

- Discuss the health, safety and security procedures in warehousing
- Inspect the activity area and equipment for appropriate and safe conditions

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the importance of following safety regulations and procedures to mitigate workplace hazards such as fire, biohazards, and chemical risks. • Explain the ethical responsibility to protect sensitive business and customer information, ensuring data is not used for personal or unauthorised purposes. • Detail the emergency response procedures for various situations such as fires, medical emergencies, and accidents, including how to act quickly and safely. • Discuss the significance of maintaining personal hygiene, keeping the work environment clean, and adhering to organisational hygiene policies for health and safety. • Explain the importance of maintaining professionalism and ethics in the workplace, including sensitising colleagues about ethical behaviour and handling unethical practices appropriately. • Describe the legal and regulatory requirements for business operations, including ensuring proper documentation, compliance with industry standards, and coordinating with regulatory authorities during inspections. • Elaborate on fire safety measures, including the importance of participating in fire drills, the steps to take during a fire emergency, and the methods for rescuing others safely. 	<ul style="list-style-type: none"> • Follow established safety protocols to avoid hazards such as fire, biohazards, and other workplace risks, ensuring all required safety procedures are observed. • Wear and correctly utilise the necessary protective gear, such as helmets, gloves, and safety clothing, in designated work areas to reduce the risk of injury. • Identify unsafe practices or conditions in the workplace (e.g., fire hazards, unsafe equipment) and report them to the appropriate authorities for corrective action. • Regularly clean and organise the work area, ensuring that supplies are well-maintained and that all areas are kept hygienic for optimal working conditions. • React promptly during emergencies by providing first aid for injuries (e.g., bleeding, burns, choking) and following appropriate procedures for handling different emergency scenarios. • Follow fire safety procedures during fire drills and in actual emergencies, ensuring personal and team safety while rescuing victims when necessary. • Safeguard sensitive information, ensure customer data and business-related documents are secure, and refrain from using this information for personal gain.
Classroom Aids	

Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser

Tools, Equipment and Other Requirements

PPEs, MHEs, barcode scanner, packaging devices, packing material, LLMS(Learning Version), markers and stationery, etc

Module 7: Employability Skills

Mapped to DGT/VSQ/N0101, V1.0

Terminal Outcomes:

- Appraise the significance of employability skills in meeting the job requirements
- Identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices.
- Illustrate English and communication skills, customer service, entrepreneurship, and getting ready for jobs and apprenticeship.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Detail the importance of Employability Skills in meeting the job requirements ● Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. ● Describe positive attitude, self - motivation, problem solving, time management skills and continuous learning mindset in different situations. ● Discuss the significance of reporting sexual harassment issues in time ● Appraise the significance of using financial products and services safely and securely. ● Explain the importance of managing expenses, income, and savings. ● Detail the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws ● Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely ● Categorize the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges ● Discuss the significance of maintaining hygiene and dressing appropriately 	<ul style="list-style-type: none"> ● Analyze 21st century skills. ● Practice appropriate basic English sentences/phrases while speaking ● Demonstrate how to communicate in a well -mannered way with others. ● Illustrate working with others in a team ● Demonstrate how to conduct oneself appropriately with all genders and PwD ● Operate digital devices and use the associated applications and features, safely and securely ● Differentiate between types of customers ● Create a biodata ● Experiment with various sources to search and apply for jobs ● Identify customer needs and address them ● Compose the significance of dressing up neatly and maintaining hygiene for an interview

<ul style="list-style-type: none"> • Discuss how to search and register for apprenticeship opportunities 	
<p>Classroom Aids</p>	
<p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer</p>	

Module 8: Handling perishable goods

Mapped to LSC/N1904, V3.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of perishable goods

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Describe the ambient temperature requirement for various types of perishable goods ● Describe the use of appropriate PPE while handling perishable and hazardous shipments during loading/unloading ● Detail the picking, packing, loading, unloading and storage of perishable food ● Discuss the process of palletisation, stacking and loading of perishable items as per product category ● Explain the process of identifying contaminated shipments ● Detail precautions to be taken to avoid contamination of perishables ● Explain the process of checking perishable product packaging for damages/ tampering ● Detail the documentation required for perishable product pickup/ delivery ● Detail the steps to be followed for pickup and delivery of perishable product while maintaining SOP 	<ul style="list-style-type: none"> ● Identify the ambient temperature requirement for various types of perishable goods ● Perform the use of appropriate PPE (while handling perishable and hazardous shipments during loading/unloading ● Perform picking, packing, loading, unloading and storage of perishable food products (● Demonstrate palletisation, stacking and loading of perishable items as per product category ● Identify contaminated shipments for quarantine ● Apply precautions to prevent contamination of perishables ● Inspect perishable product packaging for damages/ tampering ● Prepare documentation for perishable product pickup/ delivery ● Demonstrate pickup and delivery of perishable product while maintaining SOP ● Collect shipment charges/ Cash on delivery as applicable
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	

Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, pallet truck, barcode scanner, packaging devices, packaging material, markers and stationery, temperature-controlled delivery vehicles, sample shipment etc.

Module 9: Handling high value shipment

Mapped to LSC/N1905, V3.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of high value shipment

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Explain the various components of high value shipment documentation including purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc. ● Check correctness of amount and denomination of cash received for ATM filling ● Explain best practices and precautions for safe storage, and movement of high value shipments ● Detail the inspection process for documentation related to high value shipment ● Explain the importance of inspecting identification card of customer during collection and delivery of high value shipment ● Detail the standards for packing/labelling of item as per SOP after thorough inspection ● Detail the steps to be followed for pickup and delivery of high Value shipment 	<ul style="list-style-type: none"> ● Identify the various components of high value shipment documentation including purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc. ● Perform collection of high value items along with their documentation ● Inspect correctness of amount and denomination of cash received for ATM filling ● Follow best practices and precautions for safe storage, and movement of high value shipments ● Inspect documentation related to high value shipment ● Inspect identification card of customer during collection and delivery of high value shipment ● Perform packing/labelling of item as per SOP after thorough inspection ● Prepare documentation for pickup and delivery of high value shipment ● Collect shipment charges/ Cash on delivery as applicable ● Prepare end of day report for every high value shipment processed
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	

Tools, Equipment and Other Requirements

Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like pallet truck (manual and battery operated), barcode scanner, computer with MS office packing devices, packing material, markers and stationery, sample shipment etc.

Module 10: Handling furniture and household goods

Mapped to LSC/N1905, V3.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of furniture and household goods

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Detail the inspection process for checking availability of items as per documentation ● Document damages in items ● Detail the appropriate dismantling and packing of various types of furniture ● Discuss the steps to be followed for safe loading and securing procedures ● Detail the documentation for furniture pickup/ delivery and damages ● Explain the importance of checking delivery documentation with physical items scheduled for delivery ● Discuss the steps to be followed for safe unloading and movement of furniture ● Detail the unpacking process for various types of furniture and packaging 	<ul style="list-style-type: none"> ● Inspect availability of items as per documentation ● Record damages in items ● Demonstrate appropriate dismantling and packing of various types of furniture ● Apply safe loading and securing procedures ● Prepare documentation for furniture pickup/ delivery and damages ● Inspect delivery documentation with physical items scheduled for delivery ● Apply safe unloading and movement of furniture ● Demonstrate unpacking of various types of furniture and packaging ● Report deviations as per escalation matrix ● Collect shipment charges/ Cash on delivery as applicable ● Perform the coordination with customer by providing an ETA to ensure a smooth handover ● Perform verification of customer identity and insurance of item under company policy before loading and delivery
Classroom Aids	

Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser

Tools, Equipment and Other Requirements

Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like pallet truck (manual and battery operated), barcode scanner, packing devices, packing material, markers and stationery, sample shipment etc.

Module 11: Verify GST Application

Mapped to LSC/N9906, V4.0

Terminal Outcomes:

- Demonstrate the process of verifying GST invoices as per SOP

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Differentiate location of service recipient and place of supply of services in GST application ● Determine classification of the transaction to apply the right CGST, IGST, and SGST ● Detail the rules and regulation in applying and reversing GST ● Discuss the details required for applying GST, such as GSTIN, PAN, email id, HSC code, SAC code, UIN number etc. ● Compute the applicable GST based on documentation ● Discuss the procedure for inspecting invoice for availability of mandatory information relating to GST application ● Discuss SOP for escalation if the shipment provider is unregistered 	<ul style="list-style-type: none"> ● Apply the right CGST, IGST and SGST as per transaction type ● Apply and reverse GST by following the appropriate rules and regulations ● Calculate the correct GST based on documentation ● Inspect invoice for availability of mandatory information relating to GST application ● Perform the SOP for escalation if the shipment provider is unregistered
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Laptop, MS office, ERP, stationery, worksheets, Computer with MS Office, projector, GST guidelines etc	

Module 12: ERP data analysis in courier hub

Mapped to LSC/N1907, V3.0

Terminal Outcomes:

- Detail the steps to be followed for ERP data analysis in a courier hub as per SOP

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Discuss the list of data to be collected for analysing shipments, loading, un-loading, packing and binning activities, etc. ● Detail the data to be collected regarding priorities, complaints/delay, escalations, customer feedback etc. ● Discuss the process of using ERP to collect and upload necessary data regarding floor operations, priorities, complaints, delays, inventory count etc. ● Compare physical data with ERP data for correctness and compliance to documentation requirements ● Explain the key concepts of trend analysis, customer fulfilment status and operational complaint Explain coordination requirements with other departments to resolve customer queries 	<ul style="list-style-type: none"> ● Collect the list of data for analysing shipments, loading, un-loading, packing and binning activities, etc. ● Collect the data regarding priorities, complaints/delay, escalations, customer feedback etc. ● Operate ERP to collect and upload necessary data regarding floor operations, priorities, complaints, delays, inventory count etc. ● Correlate physical data with ERP data for correctness and compliance to documentation requirements ● Prepare trend analysis, customer fulfilment status, operational complaint ● Perform coordination with other departments to resolve customer queries
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Barcode scanner, markers and stationery, Computer with MS Office, printer, ERP software, MS Office etc.	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Any Degree	NA	2	courier			

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Courier Associate - Operations" mapped to QP: "LSC/Q1901, V3.0". Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601, V3.0" with minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Any Degree	NA	2	courier			

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Courier Associate - Operations" mapped to QP: "LSC/Q1901, V3.0". Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2601, V3.0". with minimum accepted score is 80%

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.

3. On-Job Training: OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.

4. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions.
- iv. Fill in the blanks
- v. Scenario based Questions
- vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations
practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards