

Qualification Pack



Courier Associate - Operations

Electives: Perishable shipment/ High value shipment/ Furniture and household shipment

Options: ERP data management/ GST application

QP Code: LSC/Q1901

Version: 3.0

NSQF Level: 3

Logistics Sector Skill Council || No. 480 A, 7th Floor, Khivraj Complex II, Anna Salai, Nandanam



Qualification Pack

Chennai-600035 || email:hari@lsc-india.com



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LSC/Q1901: Courier Associate - Operations

Brief Job Description

The Courier Associate is responsible for the efficient and timely delivery and pickup of packages, maintaining delivery schedules, and ensuring customer satisfaction. This role plays a key part in the daily logistics and operations cycle, ensuring the last-mile delivery process is smooth and reliable. The individual would handle, sort, bag, pick up, and deliver couriers, collect payment, and report daily activities.

Personal Attributes

A courier associate should demonstrate written and oral communication in English and vernacular language and have an eye for detail. She/he should be fit to carry parcels, stand for long durations, and travel. They should be able to work as per the plan along with the operations team.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N1901: Handling and sorting of mail, shipment bagging](#)
2. [LSC/N1902: Perform pickup and delivery](#)
3. [LSC/N1903: Handover and report](#)
4. [LSC/N1912: Manage Cash on delivery, open box delivery and handle customer queries](#)
5. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Electives(mandatory to select at least one):

Elective 1: Perishable shipment

The individual would check for ambient temperature, perform safe, accurate and efficient handling of perishables, collect packages and inspect product condition, fill-up necessary documents, deliver perishables and collect payment.

1. [LSC/N1904: Handle perishable shipment](#)

Elective 2: High value shipment

The individual would perform safe, accurate and efficient handling of high-value shipments. S/He would collect, inspect, store, and move package with utmost care. S/he would fill-up necessary documents,

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deliver the package only to the concerned person and collect payment where applicable

1. [LSC/N1905: Handle high value shipment](#)

Elective 3: Furniture and household shipment

The individual would pack and move furniture and household, place the shipment in the vehicle, take acknowledgement from customer, check ID card of the recipient, deliver the shipment, and collect payment

1. [LSC/N1906: Handle furniture and household shipment](#)

Options(Not mandatory):

Option 1: ERP data management

The individual would collect information, feed information in the ERP system, review entries made, coordinate with client and internal departments and provide daily report to the management

1. [LSC/N1907: Feed data into ERP and analyse in courier hub](#)

Option 2: GST application

The individual would check the applicability of GST, identify proper classification, verify details on the invoice and calculate taxable value

1. [LSC/N9906: Verify GST invoices](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub Operations
Country	India
NSQF Level	3
Credits	21
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8321.02, 4412.99, 9321, 9621.07 to .09 and ISCO-88/8321, 8322, 4412, 4411

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Minimum Educational Qualification & Experience	10th grade pass (or equivalent) OR 8th grade pass with 3 Years of experience (Relevant experience in Courier/ express services) OR Previous relevant Qualification of NSQF Level 2.5 with 1.5 years of experience (Relevant experience in Courier/ express services)
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	25/02/2029
NSQC Approval Date	25/02/2026
Version	3.0
Reference code on NQR	QG-03-TLW-05113-2026-V1-LSSC
NQR Version	1.0

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LSC/N1901: Handling and sorting of mail, shipment bagging

Description

This unit is about handling mailbags, sorting and shipment bagging/ de-bagging activities.

Scope

The scope covers the following :

- Receiving and unloading of mail bags
- Shipment de-bagging and sorting
- Shipment bagging and loading

Elements and Performance Criteria

Receiving and unloading of mail bags

To be competent, the user/individual on the job must be able to:

- PC1.** Obtain the daily trucking schedule and plan for the loading/ unloading of trucks.
- PC2.** Collect the necessary equipment like barcode scanners, non-production material (labels, stationery, barcodes), etc. and wear the appropriate PPE before starting the work.
- PC3.** Request and arrange for material handling equipment, if required.
- PC4.** Verify the truck to be unloaded and receive the mail bags.
- PC5.** Match the bag tags and count with the consignment manifest or handover list.
- PC6.** Identify the mail bags that need to be unloaded first, considering the priority list.
- PC7.** Unload and move mail bags into the inbound area.
- PC8.** Physically inspect mail bags for tampering or damage; Correct labelling or tagging (origin/destination), etc.
- PC9.** Move mail bags to the sorting area using trolleys or pallet jacks.
- PC10.** Use ergonomic practices to ensure safe lifting and carrying, and follow proper manual handling techniques when unloading, sorting, and moving mail bags to prevent injury.

Shipment de-bagging and sorting of mail

To be competent, the user/individual on the job must be able to:

- PC11.** Obtain the daily count sheet and schedule of inbound/ outbound mail bags from the supervisor for bagging/ de-bagging.
- PC12.** Place sorted bags in designated bins or shelves and flag any discrepancies.
- PC13.** Scan each mailbag/ bar code sticker using a handheld device or scanner, and remove the bag seal to take out shipments.
- PC14.** Gather shipments to be sorted and set up bins/shelves where the shipments must be sorted.
- PC15.** Sort bags based on Delivery zone or pin code, Route or courier beat, Priority (e.g., express vs standard), dangerous goods, etc and handle them as per standard operating procedure (SOP).
- PC16.** Segregate inbound mails in different buckets based on geography, shipment type, storage and priority

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PC17. Report exceptions (e.g., delayed bags, damage, wrong routing) to the supervisor.

Shipment bagging and loading

To be competent, the user/individual on the job must be able to:

PC18. Collect the sorted outbound shipments and check the condition.

PC19. Prepare bags based on assigned delivery beats or given criteria, and bag if any dangerous goods separately as per SOP.

PC20. Seal the bag and label it with a barcode sticker and other labels.

PC21. Scan the barcode sticker or label on the bag.

PC22. Prioritise and move mail bags to the loading area, use MHE if required.

PC23. Inform of any damaged or suspicious shipments and assist in sampling inspection if required.

PC24. Hand over sorted mail for delivery, or Load and arrange the mail bags in the assigned truck.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organisational procedures, documentation and reporting.

KU2. Different hubs and service stations of the organisation

KU3. Hazardous Material HAZMAT codes and corresponding handling practices

KU4. Security procedures to be followed

KU5. Escalation matrix for reporting identified problems

KU6. Risk and impact of non-compliance with defined processes

KU7. Coding system for labelling mailbags

KU8. Use of a computer and associated equipment, such as a scanner.

KU9. Geographical spread of states, cities and IATA codes.

KU10. Shipments' packing requirements for various weather and geographical conditions

KU11. Labels and instructions indicating the delivery details of the shipment

KU12. Types of shipment being handled, special characteristics and handling requirements.

KU13. Different stacking methods of mailbags to maximise space

KU14. Loading/unloading and transport methods that can be used for different types of shipments/bags.

Generic Skills (GS)

User/individual on the job needs to know how to:

GS1. Write instructions, damage reports, EOD reports, etc.

GS2. Read the invoicing label, shipment labels, shipment and sorting details

GS3. Check compliance for established norms for weights, package size, and consignments, etc.

GS4. Identify and report damages, mismatches, etc

GS5. Coordinate with team members and supervisors for daily work, delays, and updates in schedules

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- GS6.** Resolve issues regarding the deployment of equipment, etc.
- GS7.** Identify the type of MHE required based on the initial details provided
- GS8.** Be a team player and achieve joint goals.
- GS9.** Be flexible to reassess the schedule in case of delays/additional orders.
- GS10.** Estimate the time required for each activity and maintain schedules.
- GS11.** Be punctual and adhere to customer timelines
- GS12.** Identify the space required for loading and unloading based on shipment and trucking details
- GS13.** Identify trends/common causes for errors and suggest possible solutions

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receiving and unloading of mail bags</i>	12	24	-	5
PC1. Obtain the daily trucking schedule and plan for the loading/ unloading of trucks.	1	2	-	0.5
PC2. Collect the necessary equipment like barcode scanners, non-production material (labels, stationery, barcodes), etc. and wear the appropriate PPE before starting the work.	2	3	-	0.5
PC3. Request and arrange for material handling equipment, if required.	1	2	-	0.5
PC4. Verify the truck to be unloaded and receive the mail bags.	1	3	-	0.5
PC5. Match the bag tags and count with the consignment manifest or handover list.	1	2	-	0.5
PC6. Identify the mail bags that need to be unloaded first, considering the priority list.	1	2	-	0.5
PC7. Unload and move mail bags into the inbound area.	1	2	-	0.5
PC8. Physically inspect mail bags for tampering or damage; Correct labelling or tagging (origin/destination), etc.	1	3	-	0.5
PC9. Move mail bags to the sorting area using trolleys or pallet jacks.	1	2	-	0.5
PC10. Use ergonomic practices to ensure safe lifting and carrying, and follow proper manual handling techniques when unloading, sorting, and moving mail bags to prevent injury.	2	3	-	0.5
<i>Shipment de-bagging and sorting of mail</i>	8	19	-	3
PC11. Obtain the daily count sheet and schedule of inbound/ outbound mail bags from the supervisor for bagging/ de-bagging.	1	3	-	0.5
PC12. Place sorted bags in designated bins or shelves and flag any discrepancies.	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Scan each mailbag/ bar code sticker using a handheld device or scanner, and remove the bag seal to take out shipments.	1	3	-	0.5
PC14. Gather shipments to be sorted and set up bins/shelves where the shipments must be sorted.	1	2	-	0.5
PC15. Sort bags based on Delivery zone or pin code, Route or courier beat, Priority (e.g., express vs standard), dangerous goods, etc and handle them as per standard operating procedure (SOP).	2	3	-	-
PC16. Segregate inbound mails in different buckets based on geography, shipment type, storage and priority	1	3	-	0.5
PC17. Report exceptions (e.g., delayed bags, damage, wrong routing) to the supervisor.	1	3	-	0.5
<i>Shipment bagging and loading</i>	10	17	-	2
PC18. Collect the sorted outbound shipments and check the condition.	1	3	-	-
PC19. Prepare bags based on assigned delivery beats or given criteria, and bag if any dangerous goods separately as per SOP.	2	3	-	0.5
PC20. Seal the bag and label it with a barcode sticker and other labels.	1	2	-	-
PC21. Scan the barcode sticker or label on the bag.	1	2	-	0.5
PC22. Prioritise and move mail bags to the loading area, use MHE if required.	2	2	-	0.5
PC23. Inform of any damaged or suspicious shipments and assist in sampling inspection if required.	2	3	-	0.5
PC24. Hand over sorted mail for delivery, or Load and arrange the mail bags in the assigned truck.	1	2	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1901
NOS Name	Handling and sorting of mail, shipment bagging
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQF Clearance Date	25/02/2026

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LSC/N1902: Perform pickup and delivery

Description

This unit is about performing pickup and delivery

Scope

The scope covers the following :

- Prepare for pickup or delivery
- Perform pickup
- Perform delivery

Elements and Performance Criteria

Prepare for pickup or delivery

To be competent, the user/individual on the job must be able to:

- PC1.** obtain daily list and schedule for pickup/ delivery
- PC2.** check customer account details such as address, phone number and delivery time, if applicable
- PC3.** verify if payment has been made or it is cash on delivery (COD)
- PC4.** collect necessary devices such as GPS tracking devices, forms, missed delivery notes and other stationery
- PC5.** follow the Standard Operating Procedure SOP for handling of different types of dangerous shipment, store and secure dangerous goods in the vehicle as per (SOP)
- PC6.** check vehicle for usability and report any issue

Perform pickup

To be competent, the user/individual on the job must be able to:

- PC7.** fill out the shipment collection forms and complete the paperwork with customer's signature
- PC8.** handover customer receipt to the customer indicating tracking number
- PC9.** check with the customer if the shipment is ready and collect the shipment charges if required
- PC10.** ensure the right etiquettes are maintained during pickup and delivery with the customer
- PC11.** if shipment is cancelled, get a sign-off from customer on cancellation acknowledgement slip
- PC12.** inspect the shipment for type of product and its condition, and collect

Perform delivery

To be competent, the user/individual on the job must be able to:

- PC13.** collect the shipment from courier office as per schedule and check condition of the shipments
- PC14.** report to supervisor regarding any damage or errors with respect to the shipment
- PC15.** load shipments onto vehicle as per the delivery route
- PC16.** inform the customer on delivery to check their availability or alternate person to handover in case of low value goods

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- PC17.** request receiver for a proof of identity, verify and note identity card details
- PC18.** get the customer's signature (digitally or on paper) as acknowledgement and hand over shipment to customer
- PC19.** collect cash if it is COD
- PC20.** if the customer is not available at the premises or if address is wrong or if the place is locked, bring back the consignment to courier office

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation requirement and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** use of data management device
- KU9.** geographical spread of states and cities
- KU10.** digit city codes
- KU11.** labels and instructions regarding delivery details of the shipment
- KU12.** preventive and basic maintenance of vehicle used for pickup & delivery
- KU13.** route maps and roads across the city
- KU14.** usage of different forms used in delivery and reverse logistics
- KU15.** usage of electronic devices to receive acknowledgement
- KU16.** usage of GPS enabled devices to track address
- KU17.** types of shipment being handled
- KU18.** Hazardous Material (HAZMAT) codes and corresponding handling procedures
- KU19.** special characteristics and handling requirements of different shipment, if any
- KU20.** loading/unloading and transport methods that can be used for different types of shipments/bags
- KU21.** shipments packing requirement for various weather and geographical conditions
- KU22.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** instructions as per the invoicing label and shipment labels
- GS3.** read route maps and geographical maps

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- GS4.** read forms and delivery/pickup instructions for/ from the customer
- GS5.** transport logs and vehicle logs
- GS6.** report regarding damages, mismatch, etc
- GS7.** delivery notes and fill forms
- GS8.** with team members and supervisors
- GS9.** for delays and updates in schedules
- GS10.** with external stakeholders in a polite manner
- GS11.** greet the customer and understand his requirements and queries
- GS12.** improvise on the route map considering traffic and other scenarios
- GS13.** decide on possible alternate routes using GPS, google maps and data management devices
- GS14.** replan missed deliveries with minimal variation in the route
- GS15.** estimate time required for each activity and make realistic plans
- GS16.** maintain schedules and punctuality
- GS17.** prioritize and execute tasks in within the scheduled time limits
- GS18.** flexibility to re-assess schedule in case of delays/additional orders
- GS19.** be a team player and achieve joint goals
- GS20.** adhere to customer timelines
- GS21.** address customer queries
- GS22.** identify trends/common causes for vehicle issues and resolve the same or highlight to supervisor
- GS23.** handle day to day coordination with traffic
- GS24.** suggest and implement methods minimise travel time
- GS25.** ensure optimum utilization of space on the vehicle
- GS26.** analyse travel routes to devise new route plans
- GS27.** plan buffers to ensure that missed deliveries are also catered to
- GS28.** check compliance for established norms for weights, package size, of consignments, etc.
- GS29.** identify dangerous shipment and ensure compliance to handling norms

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for pickup or delivery</i>	9	18	-	3
PC1. obtain daily list and schedule for pickup/delivery	1	3	-	0.5
PC2. check customer account details such as address, phone number and delivery time, if applicable	2	3	-	0.5
PC3. verify if payment has been made or it is cash on delivery (COD)	1	3	-	0.5
PC4. collect necessary devices such as GPS tracking devices, forms, missed delivery notes and other stationery	2	3	-	0.5
PC5. follow the Standard Operating Procedure SOP for handling of different types of dangerous shipment, store and secure dangerous goods in the vehicle as per (SOP)	2	3	-	0.5
PC6. check vehicle for usability and report any issue	1	3	-	0.5
<i>Perform pickup</i>	9	18	-	3
PC7. fill out the shipment collection forms and complete the paperwork with customer's signature	2	3	-	0.5
PC8. handover customer receipt to the customer indicating tracking number	1	3	-	0.5
PC9. check with the customer if the shipment is ready and collect the shipment charges if required	2	3	-	0.5
PC10. ensure the right etiquettes are maintained during pickup and delivery with the customer	1	3	-	0.5
PC11. if shipment is cancelled, get a sign-off from customer on cancellation acknowledgement slip	2	3	-	0.5
PC12. inspect the shipment for type of product and its condition, and collect	1	3	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform delivery</i>	12	24	-	4
PC13. collect the shipment from courier office as per schedule and check condition of the shipments	2	3	-	0.5
PC14. report to supervisor regarding any damage or errors with respect to the shipment	1	3	-	0.5
PC15. load shipments onto vehicle as per the delivery route	1	3	-	0.5
PC16. inform the customer on delivery to check their availability or alternate person to handover in case of low value goods	2	3	-	0.5
PC17. request receiver for a proof of identity, verify and note identity card details	1	3	-	0.5
PC18. get the customer's signature (digitally or on paper) as acknowledgement and hand over shipment to customer	2	3	-	0.5
PC19. collect cash if it is COD	1	3	-	0.5
PC20. if the customer is not available at the premises or if address is wrong or if the place is locked, bring back the consignment to courier office	2	3	-	0.5
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1902
NOS Name	Perform pickup and delivery
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQF Clearance Date	25/02/2026

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LSC/N1903: Handover and report

Description

This unit is about performing various handover procedures and reporting

Scope

The scope covers the following :

- Handover shipments at the service/delivery station
- Report to supervisor

Elements and Performance Criteria

Handover shipments at the service/delivery station

To be competent, the user/individual on the job must be able to:

- PC1.** handover collected and undelivered shipments to the concerned coordinator in the service station
- PC2.** document reasons for undelivered shipments and handover to coordinator
- PC3.** handover the company copy of the receipts (in case of pickups) to the billing clerk and collect acknowledgement
- PC4.** handover the money collected from customers (in case of cash on delivery) to the cashier and collect acknowledgement
- PC5.** return devices and any unused stationery to the store or supervisor and collect acknowledgement

Report to supervisor

To be competent, the user/individual on the job must be able to:

- PC6.** report on delays, cancellations, missed pickups or deliveries and their locations so that it could be included in the subsequent plan
- PC7.** report any damages to shipments that had occurred during transit
- PC8.** report on the condition of the delivery vehicle and any maintenance or replacement that might be required
- PC9.** complete any forms as required as per company policy, such as insurance forms for damaged shipment, reimbursement forms, etc.
- PC10.** Report any customer complaints, issues, or feedback received during deliveries, ensuring proper documentation for follow-up and resolution by the relevant department.
- PC11.** Ensure confidentiality of customer information, shipment details, and payment data during handover and reporting, adhering to data protection policies and company standards.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures

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- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** use of a computer and associated equipment like scanner
- KU9.** geographical spread of states and cities
- KU10.** 3-digit city codes
- KU11.** reporting and documenting formats
- KU12.** labels and instructions for delivery details of the shipment
- KU13.** driving pickup and delivery vehicles
- KU14.** basic maintenance of pickup and delivery vehicles
- KU15.** route maps and roads across the city
- KU16.** types of shipment being handled
- KU17.** special characteristics and handling requirements of shipment
- KU18.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** forms and delivery instructions from the customer
- GS4.** daily closure reports
- GS5.** report regarding damages, mismatch, etc
- GS6.** delivery notes and fill forms
- GS7.** with team members and supervisors
- GS8.** regarding delays and updates in schedules
- GS9.** greet the customer and understand his requirements and queries
- GS10.** improvise on the route map considering traffic and other scenarios
- GS11.** replan missed deliveries with minimal variation in the route
- GS12.** estimate time required for each activity and make realistic plans
- GS13.** maintain schedules and punctuality
- GS14.** prioritize and execute tasks in within the scheduled time limits
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** be a team player and achieve joint goals
- GS17.** the importance of timelines and how to adhere to it
- GS18.** identify trends/common causes for errors and suggest possible solutions to the supervisor
- GS19.** suggest and implement methods to minimise travel time



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- GS20.** plan buffers to ensure that missed deliveries are also catered to
- GS21.** check compliance for established norms for weights, package size, of consignments, etc.
- GS22.** identify dangerous shipment and ensure compliance to handling norms

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handover shipments at the service/delivery station</i>	14	27	-	4.5
PC1. handover collected and undelivered shipments to the concerned coordinator in the service station	2	5	-	1
PC2. document reasons for undelivered shipments and handover to coordinator	3	5	-	1
PC3. handover the company copy of the receipts (in case of pickups) to the billing clerk and collect acknowledgement	3	6	-	1
PC4. handover the money collected from customers (in case of cash on delivery) to the cashier and collect acknowledgement	3	5	-	1
PC5. return devices and any unused stationery to the store or supervisor and collect acknowledgement	3	6	-	0.5
<i>Report to supervisor</i>	16	33	-	5.5
PC6. report on delays, cancellations, missed pickups or deliveries and their locations so that it could be included in the subsequent plan	3	5	-	1
PC7. report any damages to shipments that had occurred during transit	3	5	-	1
PC8. report on the condition of the delivery vehicle and any maintenance or replacement that might be required	3	6	-	1
PC9. complete any forms as required as per company policy, such as insurance forms for damaged shipment, reimbursement forms, etc.	3	5	-	0.5
PC10. Report any customer complaints, issues, or feedback received during deliveries, ensuring proper documentation for follow-up and resolution by the relevant department.	2	6	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Ensure confidentiality of customer information, shipment details, and payment data during handover and reporting, adhering to data protection policies and company standards.	2	6	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1903
NOS Name	Handover and report
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub Operations
NSQF Level	3
Credits	1
Version	3.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQC Clearance Date	25/02/2026

Qualification Pack

LSC/N1912: Manage Cash on delivery, open box delivery and handle customer queries

Description

This unit covers handling COD and open-box deliveries, as well as managing customer queries.

Scope

The scope covers the following :

- Perform open box deliveries (OBD)
- Collect cash on delivery payment (COD)
- Handle customer queries during delivery

Elements and Performance Criteria

Perform open box deliveries (OBD)

To be competent, the user/individual on the job must be able to:

- PC1.** Verify the shipment details in the delivery application and confirm that the order is marked for Open Box Delivery.
- PC2.** Identify the correct delivery location and verify the customer's identity using order details such as name, address, or OTP.
- PC3.** Inform the customer about the Open Box Delivery process and explain that the product can be inspected before accepting the delivery.
- PC4.** Open the package carefully in the customer's presence without damaging the product or packaging materials.
- PC5.** Allow the customer to inspect the product to verify the correct item, quantity, model, and visible physical condition.
- PC6.** Ensure that all accessories, manuals, and components mentioned in the order are present in the package.
- PC7.** Assist the customer in verifying the product without operating or installing the item unless permitted by company policy.
- PC8.** Record the customer's acceptance or rejection of the product in the delivery application as per company guidelines.
- PC9.** Handle rejected or damaged products by following the return or reverse logistics procedure specified by the organisation.
- PC10.** Reseal the product and return it to the hub if the customer rejects the delivery.

Collect cash on delivery payments (COD)

To be competent, the user/individual on the job must be able to:

- PC11.** Verify the order details and confirm the payable Cash on Delivery amount before initiating delivery.
- PC12.** Inform the customer about the total payable amount clearly before collecting payment.
- PC13.** Collect payment from the customer through approved payment methods such as cash, UPI, or card, where applicable.

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- PC14.** Count and verify the cash amount received from the customer to ensure it matches the payable amount.
- PC15.** Confirm successful digital payment in the delivery application before completing the delivery.
- PC16.** Update the payment status in the delivery application or handheld device immediately after receiving payment.
- PC17.** Provide the customer with a payment confirmation or receipt where applicable.
- PC18.** Safely handle and store collected cash during the delivery route to prevent loss or theft.
- PC19.** Maintain proper records of COD transactions in accordance with organisational procedures.
- PC20.** Submit collected cash and transaction records to the designated hub or supervisor at the end of the delivery shift.

Handle Customer Queries during delivery:

To be competent, the user/individual on the job must be able to:

- PC21.** Communicate politely and professionally with customers during the delivery interaction.
- PC22.** Provide basic information about the order, including delivery details, product verification during OBD, and payment procedures.
- PC23.** Respond to customer queries related to Cash on Delivery payments, payment confirmation, or delivery documentation.
- PC24.** Guide customers through the process for returns, replacements, or reporting damaged products during delivery if required.
- PC25.** Clarify company policies on Open Box Delivery and order acceptance, as required.
- PC26.** Assist customers in understanding digital payment options or OTP verification during delivery.
- PC27.** Handle customer concerns or complaints calmly and attempt to resolve them within the scope of the role.
- PC28.** Escalate complex issues, complaints, or disputes to the customer support team or supervisor as per company protocol.
- PC29.** Record customer feedback, complaints, or delivery-related issues in the delivery system or application.
- PC30.** Ensure a positive customer experience by maintaining professional conduct and service standards during the delivery process.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Basic courier delivery processes including delivery confirmation, returns, and reverse logistics.
- KU2.** Concept and process of Open Box Delivery (OBD) and its purpose.
- KU3.** Steps involved in verifying shipment and customer details such as name, address, and OTP.
- KU4.** Importance of checking product condition, quantity, and accessories during delivery.
- KU5.** Procedures to handle accepted, rejected, or damaged shipments.
- KU6.** Concept of Cash on Delivery (COD) and its role in courier operations.
- KU7.** Different payment methods such as cash, UPI, and card used during delivery.

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- KU8.** Importance of verifying and recording payments accurately in the system.
- KU9.** Procedures for safe handling, storage, and submission of collected cash.
- KU10.** Basic customer service principles and expected behaviour during delivery interactions.
- KU11.** Common customer queries related to delivery, payments, and returns.
- KU12.** Company policies related to OBD, COD, returns, and customer handling.
- KU13.** Escalation procedures for unresolved issues, complaints, or disputes.
- KU14.** Importance of maintaining records of deliveries, payments, and customer interactions.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Communicate politely and professionally with customers during delivery.
- GS2.** Explain delivery process, OBD steps, and payment details clearly to customers.
- GS3.** Verify shipment and customer details accurately before delivery.
- GS4.** Assist customers in inspecting products during Open Box Delivery.
- GS5.** Handle rejected or damaged shipments as per procedures.
- GS6.** Collect and verify COD payments accurately using approved methods.
- GS7.** Update delivery and payment details correctly in the system.
- GS8.** Handle and store collected cash safely during the delivery route.
- GS9.** Manage customer queries related to delivery, payment, and returns effectively.
- GS10.** Resolve customer concerns within role limits and escalate when required.
- GS11.** Record customer feedback, complaints, and delivery status in the system.
- GS12.** Maintain professionalism, attention to detail, and accountability during delivery operations.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform open box deliveries (OBD)</i>	10	20	-	3
PC1. Verify the shipment details in the delivery application and confirm that the order is marked for Open Box Delivery.	1	2	-	0.5
PC2. Identify the correct delivery location and verify the customer's identity using order details such as name, address, or OTP.	1	2	-	0.5
PC3. Inform the customer about the Open Box Delivery process and explain that the product can be inspected before accepting the delivery.	1	2	-	-
PC4. Open the package carefully in the customer's presence without damaging the product or packaging materials.	1	2	-	0.5
PC5. Allow the customer to inspect the product to verify the correct item, quantity, model, and visible physical condition.	1	2	-	-
PC6. Ensure that all accessories, manuals, and components mentioned in the order are present in the package.	1	2	-	0.5
PC7. Assist the customer in verifying the product without operating or installing the item unless permitted by company policy.	1	2	-	-
PC8. Record the customer's acceptance or rejection of the product in the delivery application as per company guidelines.	1	2	-	0.5
PC9. Handle rejected or damaged products by following the return or reverse logistics procedure specified by the organisation.	1	2	-	0.5
PC10. Reseal the product and return it to the hub if the customer rejects the delivery.	1	2	-	-
<i>Collect cash on delivery payments (COD)</i>	10	20	-	3

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Verify the order details and confirm the payable Cash on Delivery amount before initiating delivery.	1	2	-	0.5
PC12. Inform the customer about the total payable amount clearly before collecting payment.	1	2	-	0.5
PC13. Collect payment from the customer through approved payment methods such as cash, UPI, or card, where applicable.	1	2	-	0.5
PC14. Count and verify the cash amount received from the customer to ensure it matches the payable amount.	1	2	-	-
PC15. Confirm successful digital payment in the delivery application before completing the delivery.	1	2	-	0.5
PC16. Update the payment status in the delivery application or handheld device immediately after receiving payment.	1	2	-	-
PC17. Provide the customer with a payment confirmation or receipt where applicable.	1	2	-	0.5
PC18. Safely handle and store collected cash during the delivery route to prevent loss or theft.	1	2	-	0.5
PC19. Maintain proper records of COD transactions in accordance with organisational procedures.	1	2	-	-
PC20. Submit collected cash and transaction records to the designated hub or supervisor at the end of the delivery shift.	1	2	-	-
<i>Handle Customer Queries during delivery:</i>	10	20	-	4
PC21. Communicate politely and professionally with customers during the delivery interaction.	1	2	-	0.5
PC22. Provide basic information about the order, including delivery details, product verification during OBD, and payment procedures.	1	2	-	0.5
PC23. Respond to customer queries related to Cash on Delivery payments, payment confirmation, or delivery documentation.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. Guide customers through the process for returns, replacements, or reporting damaged products during delivery if required.	1	2	-	0.5
PC25. Clarify company policies on Open Box Delivery and order acceptance, as required.	1	2	-	0.5
PC26. Assist customers in understanding digital payment options or OTP verification during delivery.	1	2	-	0.5
PC27. Handle customer concerns or complaints calmly and attempt to resolve them within the scope of the role.	1	2	-	0.5
PC28. Escalate complex issues, complaints, or disputes to the customer support team or supervisor as per company protocol.	1	2	-	0.5
PC29. Record customer feedback, complaints, or delivery-related issues in the delivery system or application.	1	2	-	0.5
PC30. Ensure a positive customer experience by maintaining professional conduct and service standards during the delivery process.	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1912
NOS Name	Manage Cash on delivery, open box delivery and handle customer queries
Sector	Logistics
Sub-Sector	
Occupation	Courier and Express Ground Operations, Hub Operations
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQC Clearance Date	25/02/2026

Qualification Pack

LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

Description

This unit deals in detail with application of health, safety, security procedures at workplace and maintaining integrity, ensuring data security, professional and ethical practice.

Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations
- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

Elements and Performance Criteria

Follow health, safety and security measures during all activities

To be competent, the user/individual on the job must be able to:

- PC1.** Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.
- PC2.** Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.
- PC3.** Follow organisation procedures concerning documentation.
- PC4.** Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.

Maintain a healthy and hygienic workplace

To be competent, the user/individual on the job must be able to:

- PC5.** Ensure that the work area and supplies are organised and cleaned regularly.
- PC6.** Comply with data safety regulations of the organisation and follow clear worktable area policy.
- PC7.** Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.
- PC8.** Undertake periodical preventive health check-ups.
- PC9.** Participate in fire drills and follow 5S at workplace.

Handle emergency situations

To be competent, the user/individual on the job must be able to:

- PC10.** Act immediately during emergencies and move to safety.
- PC11.** Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC12.** In case of fire, follow fire safety practices taught during fire drills.
- PC13.** Follow procedures to rescue victims of fire without endangering self.

Qualification Pack

Maintain integrity and ensure data security

To be competent, the user/individual on the job must be able to:

- PC14.** Refrain from indulging in corrupt practices.
- PC15.** Protect customers' information and ensure acquired information is not used for personal advantage.
- PC16.** Protect data and information related to business or commercial decisions.

Professional and ethical practice

To be competent, the user/individual on the job must be able to:

- PC17.** Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.
- PC18.** Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.
- PC19.** Consult senior management when in an ethical dilemma.

Ensure regulatory compliance

To be competent, the user/individual on the job must be able to:

- PC20.** Check that documentation concerning operations is up to date and in accordance with the regulations.
- PC21.** Coordinate with regulatory authorities and assist in inspections and clearances.
- PC22.** Report any issues with regulatory compliance.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Company's policies on the use of language, Human Resources policies, code of ethics and business
- KU2.** Company's whistle-blower policy and rules related to sexual harassment
- KU3.** Company's reporting structure and documentation policy
- KU4.** Principles of code of ethics and business ethics
- KU5.** Different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU6.** The documentary compliance required for different type of products for Health Safety and Environment (HSE) practices
- KU7.** Relevant Occupational Health and Safety (OHS) regulations
- KU8.** Enterprise /site emergency procedures and techniques
- KU9.** Procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU10.** Health and safety hazards commonly present in the work environment and related precautions
- KU11.** Possible causes of risk, hazard or accident in the workplace
- KU12.** Where to find all the general health and safety equipment in the workplace
- KU13.** Various dangers associated with the use of electrical equipment
- KU14.** Preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU15.** Importance of using protective clothing/equipment while working

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- KU16.** Various causes of fire and precautionary activities to prevent the fire accident
- KU17.** Different methods of extinguishing fire and techniques of using the different fire extinguishers
- KU18.** Rescue techniques applied during a fire hazard and safe lifting and carrying practices
- KU19.** Various types of safety signs and their meaning
- KU20.** Appropriate basic first aid treatment relevant to the condition e.g., shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read policy documents, work-related documents, various acts and regulations
- GS2.** Write instructions, communications to internal staff, emails and letters, and reports
- GS3.** Interact with internal and external stakeholders
- GS4.** Communicate with peers and subordinates
- GS5.** Take appropriate action in a vulnerable situation
- GS6.** Identify breaches and take necessary actions
- GS7.** Identify the documentary requirement for a specific product or regulation and take necessary action
- GS8.** Plan and organise steps/ actions as per the company's guidelines, if any violation of the code of ethics is noticed in the company
- GS9.** Plan and organise training sessions and sensitisation sessions for workforce
- GS10.** Plan review meetings to monitor compliance with ethics and regulations
- GS11.** Prevent company and customer information leakage
- GS12.** Provide proper advice or guidance to colleagues to deal with sensitive issues
- GS13.** Suggest solutions to managers and workers when in an ethical dilemma
- GS14.** Identify conflict of interests and take necessary actions
- GS15.** Review reports to identify common trends of defaults
- GS16.** Conduct a review to analyse the reasons for the default
- GS17.** Check that all regulatory compliances are adhered to
- GS18.** Check that any unethical behaviour gets captured before damage or negative impact happens
- GS19.** Write Health and safety compliance report
- GS20.** Interpret general health and safety guidelines
- GS21.** Communicate general health and safety guidelines to co-workers
- GS22.** Decide on the corrective action to be taken in case of any potential hazards

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security measures during all activities</i>	6	10	-	2
PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
PC3. Follow organisation procedures concerning documentation.	1	2	-	-
PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
<i>Maintain a healthy and hygienic workplace</i>	5	14	-	3
PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
PC8. Undertake periodical preventive health check-ups.	1	3	-	1
PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	-
<i>Handle emergency situations</i>	6	9	-	2
PC10. Act immediately during emergencies and move to safety.	2	2	-	1
PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
PC13. Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
<i>Maintain integrity and ensure data security</i>	4	8	-	-
PC14. Refrain from indulging in corrupt practices.	2	3	-	-
PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
PC16. Protect data and information related to business or commercial decisions.	1	3	-	-
<i>Professional and ethical practice</i>	4	8	-	1
PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
<i>Ensure regulatory compliance</i>	5	11	-	2
PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
PC22. Report any issues with regulatory compliance.	2	4	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9911
NOS Name	Follow health, safety, security procedures and maintain integrity, ethics at workplace
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	1
Version	1.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQC Clearance Date	25/02/2026

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	12/03/2026
Next Review Date	12/03/2029
NSQC Clearance Date	12/03/2026

Qualification Pack

LSC/N1904: Handle perishable shipment

Description

This unit is about handling perishable shipment including LPG gas cylinders and food delivery

Scope

The scope covers the following :

- Handle perishable shipment
- Pickup of perishable shipment
- Delivery of perishable shipment

Elements and Performance Criteria

Handle high value goods

To be competent, the user/individual on the job must be able to:

- PC1.** check the different ambient temperature requirement for various perishable food products
- PC2.** perform picking, packing, loading, unloading and storage of perishable food products (such as food items, medicines, flowers, horticultural produce, dairy, meat etc.)
- PC3.** wrap and palletise different perishable shipments, taking required precautions
- PC4.** verify the truck to load the packed shipments onto transport vehicle safely, accurately and efficiently
- PC5.** identify contaminated shipment and quarantine them as per the standard operating procedure (SOPs) and inform the supervisor
- PC6.** clean and maintain delivery center aisles and product slots
- PC7.** use various precautions to prevent contamination of perishables
- PC8.** follow special handling procedures for LPG gas cylinders or other hazardous perishables, including checking for leaks, ensuring proper sealing, and using appropriate PPE to avoid safety hazards

Pickup perishable shipment

To be competent, the user/individual on the job must be able to:

- PC9.** inspect the shipment for type of product
- PC10.** conduct a thorough inspection of all perishable items for signs of contamination, including temperature abuse, physical damage, or spoiled packaging, and report issues immediately to the supervisor
- PC11.** use appropriate PPE (e.g., gloves, masks, protective suits) while handling perishable and hazardous shipments during loading/unloading and inspection to maintain hygiene and safety
- PC12.** collect and store the perishable in the vehicle maintaining the required temperature
- PC13.** store the perishable products in appropriate storage containers, bins, etc as per the product requirement
- PC14.** fill-up necessary documentation and handover receipt to the customer
- PC15.** collect shipment charges if required

Qualification Pack

Delivery of perishable shipment

To be competent, the user/individual on the job must be able to:

- PC16.** communicate with customers regarding delivery timelines, any delays, and ensure they are aware of the appropriate handling procedures for perishable goods upon receipt
- PC17.** collect the shipments to be delivered
- PC18.** check that shipment is tamper-proof and contamination free
- PC19.** report to coordinator regarding any damage or documentation errors
- PC20.** load the perishable goods in the vehicle and maintain ambient temperature
- PC21.** deliver the shipment to the customer and collect acknowledgement
- PC22.** receive cash if it is Cash on Delivery (CoD)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** use of computer and associated equipment like scanner
- KU9.** geographical spread of states and cities
- KU10.** 3-digit city codes
- KU11.** labels and instructions regarding delivery details
- KU12.** driving of pickup and delivery trucks
- KU13.** basic maintenance of pickup and delivery truck
- KU14.** route maps and roads across the city
- KU15.** types of shipment being handled and their associated precautions
- KU16.** Special characteristics and handling requirements of shipment
- KU17.** different perishable products, estimated shelf life and handling precautions
- KU18.** ambient temperature for different type of perishable products
- KU19.** operation of reefer vehicles
- KU20.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** invoicing label and shipment labels

Qualification Pack

- GS3.** route maps and geographical map
- GS4.** forms and delivery/pickup instructions
- GS5.** transport logs and vehicle logs
- GS6.** report regarding damages, mismatch, etc
- GS7.** delivery notes and forms
- GS8.** with team members and supervisors
- GS9.** for delays and updates in schedules
- GS10.** with external stakeholders in a polite manner
- GS11.** greet the customer and address his/her requirements and queries
- GS12.** improvise on the route map considering traffic and other scenarios
- GS13.** decide on possible alternative routes using Google maps and Global Positioning System (GPS)
- GS14.** estimate time required for each activity and make realistic plans
- GS15.** maintain schedules and punctuality avoid absenteeism
- GS16.** prioritize and execute tasks in within the scheduled time limits
- GS17.** flexibility to re-assess schedule in case of delays/additional orders
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to customer timelines
- GS20.** address customers requirement
- GS21.** identify trends/common causes for vehicle issues and resolve the same or highlight to supervisor
- GS22.** handle day to day coordination with traffic and other stakeholders
- GS23.** suggest and implement methods minimise travel time
- GS24.** ensure optimum utilization of space on the vehicle
- GS25.** analyse travel routes to devise new route plans
- GS26.** plan for buffers to ensure that missed deliveries are also catered to
- GS27.** identify tampered packages
- GS28.** assess if the product is beyond is expiry date

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle high value goods</i>	14	23	-	4
PC1. check the different ambient temperature requirement for various perishable food products	2	3	-	0.5
PC2. perform picking, packing, loading, unloading and storage of perishable food products (such as food items, medicines, flowers, horticultural produce, dairy, meat etc.)	2	3	-	0.5
PC3. wrap and palletise different perishable shipments, taking required precautions	2	3	-	0.5
PC4. verify the truck to load the packed shipments onto transport vehicle safely, accurately and efficiently	2	2	-	0.5
PC5. identify contaminated shipment and quarantine them as per the standard operating procedure (SOPs) and inform the supervisor	2	3	-	0.5
PC6. clean and maintain delivery center aisles and product slots	1	3	-	0.5
PC7. use various precautions to prevent contamination of perishables	1	3	-	0.5
PC8. follow special handling procedures for LPG gas cylinders or other hazardous perishables, including checking for leaks, ensuring proper sealing, and using appropriate PPE to avoid safety hazards	2	3	-	0.5
<i>Pickup perishable shipment</i>	9	17	-	2.5
PC9. inspect the shipment for type of product	1	2	-	-
PC10. conduct a thorough inspection of all perishable items for signs of contamination, including temperature abuse, physical damage, or spoiled packaging, and report issues immediately to the supervisor	2	3	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. use appropriate PPE (e.g., gloves, masks, protective suits) while handling perishable and hazardous shipments during loading/unloading and inspection to maintain hygiene and safety	2	3	-	0.5
PC12. collect and store the perishable in the vehicle maintaining the required temperature	1	3	-	0.5
PC13. store the perishable products in appropriate storage containers, bins, etc as per the product requirement	1	2	-	0.5
PC14. fill-up necessary documentation and handover receipt to the customer	1	2	-	-
PC15. collect shipment charges if required	1	2	-	0.5
<i>Delivery of perishable shipment</i>	7	20	-	3.5
PC16. communicate with customers regarding delivery timelines, any delays, and ensure they are aware of the appropriate handling procedures for perishable goods upon receipt	1	3	-	0.5
PC17. collect the shipments to be delivered	1	2	-	0.5
PC18. check that shipment is tamper-proof and contamination free	1	3	-	0.5
PC19. report to coordinator regarding any damage or documentation errors	1	3	-	0.5
PC20. load the perishable goods in the vehicle and maintain ambient temperature	1	3	-	0.5
PC21. deliver the shipment to the customer and collect acknowledgement	1	3	-	0.5
PC22. receive cash if it is Cash on Delivery (CoD)	1	3	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1904
NOS Name	Handle perishable shipment
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQF Clearance Date	25/02/2026

Qualification Pack

LSC/N1905: Handle high value shipment

Description

This unit is about engaging into handling high value shipment

Scope

The scope covers the following :

- Handling of high value shipment
- Pickup of high value shipment
- Delivery of high value shipment

Elements and Performance Criteria

Handling of high value shipment

To be competent, the user/individual on the job must be able to:

- PC1.** collect requisite documentation related to and approvals for picking high value shipment. E.g. Purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc.
- PC2.** collect high value item and make the necessary documentation and signatures as required
- PC3.** for automated teller machine (ATM) cash filling, check the correctness of amount and denomination of currency as per document
- PC4.** take due care to prevent damage and breakage in case if it is fragile
- PC5.** deliver the goods for shipment or if undelivered then handover it to the office for safekeeping
- PC6.** ensure security protocols are followed, including tracking and surveillance systems for high-value shipments during transportation to prevent theft or tampering

Pickup of high value shipment

To be competent, the user/individual on the job must be able to:

- PC7.** collect and inspect the shipment for type of product and its condition
- PC8.** collect relevant documentation including if the shipment is insured or not
- PC9.** check for identity document (ID) card and keep scan copy/ photo of ID card while picking the good
- PC10.** thoroughly check for damage and report the same on the pickup receipt
- PC11.** pack the item with due care if required and label it appropriately clearly indicating handling procedure for the goods
- PC12.** keep the shipment in safe custody till it is handed over at the office
- PC13.** fill out the necessary paperwork and handover receipt to the customer
- PC14.** Collect payment for shipment if required
- PC15.** handover the goods to the supervisor and take acknowledgement on the document

Delivery of high value shipment

To be competent, the user/individual on the job must be able to:

- PC16.** collect and inspect the shipment for tampering and report if any

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- PC17.** collect relevant documentation and ensure safe storage of shipment
- PC18.** check for identity proof and note down the details of the proof
- PC19.** handover the goods to the customer and collect acknowledgement
- PC20.** collect cash if it is Cash on Delivery (CoD)
- PC21.** fill out the necessary paperwork and handover receipt to the supervisor/custodian when shipment is not delivered

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** use of computer and associated equipment like scanner
- KU9.** geographical spread of states and cities
- KU10.** 3-digit city codes
- KU11.** labels and understand delivery details of the package
- KU12.** driving of pickup and delivery trucks
- KU13.** basic maintenance of pickup and delivery truck
- KU14.** route maps and roads across the city
- KU15.** types of shipment being handled
- KU16.** special characteristics and handling requirements of shipment
- KU17.** different high value shipment and precautions to be taken while handling/ transferring them
- KU18.** documentation to be checked while handing over high value shipment
- KU19.** operation of secured transit vehicles
- KU20.** different types of Govt. issued ID cards and reading them
- KU21.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and understand written instructions
- GS2.** invoicing label and shipment labels
- GS3.** read management directions in English
- GS4.** read route maps and geographical map
- GS5.** read forms and delivery/pickup instructions for/ from the customer

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- GS6.** read ID cards and cross verify
- GS7.** write details in transport logs and vehicle logs
- GS8.** write report regarding damages, mismatch, etc
- GS9.** write forms and delivery notes
- GS10.** communicate clearly in local language or English with team members and supervisors
- GS11.** communicate with supervisors for delays and updates in schedules
- GS12.** communicate with external stakeholders in a polite manner when on road
- GS13.** communicate and greet the customer and understand his requirements and queries
- GS14.** improvise on the route map considering traffic and other scenarios
- GS15.** use google maps and data management devices to decide on possible alternative routes
- GS16.** decide and replan missed deliveries with minimal variation in the route in co-ordination with the customer
- GS17.** decide on if the package is tampered or if the product is broken
- GS18.** estimate time required for each activity and make realistic plans
- GS19.** maintain schedules and punctuality
- GS20.** avoid absenteeism
- GS21.** prioritise and execute tasks in within the scheduled time limits
- GS22.** flexibility to reassess schedule in case of delays/additional orders
- GS23.** be a team player and achieve joint goals
- GS24.** adhere to the timelines
- GS25.** greet and coordinate with the customer in a polite manner
- GS26.** identify trends/common causes for vehicle issues and resolve the same or highlight to supervisor
- GS27.** handle day to day coordination with traffic and other stakeholders to keep shipment on track while on route
- GS28.** suggest and implement methods minimise travel time
- GS29.** analyse travel routes to devise new route plans
- GS30.** suggest and have buffers to ensure that missed deliveries are also catered to
- GS31.** identify tampered shipments and packaging
- GS32.** read and assess if the shipment is insured or not
- GS33.** ensure secure carriage of high value shipment

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handling of high value shipment</i>	5	17	-	3
PC1. collect requisite documentation related to and approvals for picking high value shipment. E.g. Purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc.	1	3	-	0.5
PC2. collect high value item and make the necessary documentation and signatures as required	1	3	-	0.5
PC3. for automated teller machine (ATM) cash filling, check the correctness of amount and denomination of currency as per document	1	3	-	0.5
PC4. take due care to prevent damage and breakage in case if it is fragile	1	2	-	0.5
PC5. deliver the goods for shipment or if undelivered then handover it to the office for safekeeping	1	3	-	0.5
PC6. ensure security protocols are followed, including tracking and surveillance systems for high-value shipments during transportation to prevent theft or tampering	-	3	-	0.5
<i>Pickup of high value shipment</i>	13	25	-	4.5
PC7. collect and inspect the shipment for type of product and its condition	1	2	-	0.5
PC8. collect relevant documentation including if the shipment is insured or not	1	3	-	0.5
PC9. check for identity document (ID) card and keep scan copy/ photo of ID card while picking the good	1	3	-	0.5
PC10. thoroughly check for damage and report the same on the pickup receipt	1	3	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. pack the item with due care if required and label it appropriately clearly indicating handling procedure for the goods	1	3	-	0.5
PC12. keep the shipment in safe custody till it is handed over at the office	2	3	-	0.5
PC13. fill out the necessary paperwork and handover receipt to the customer	2	3	-	0.5
PC14. Collect payment for shipment if required	2	2	-	0.5
PC15. handover the goods to the supervisor and take acknowledgement on the document	2	3	-	0.5
<i>Delivery of high value shipment</i>	12	18	-	2.5
PC16. collect and inspect the shipment for tampering and report if any	2	3	-	0.5
PC17. collect relevant documentation and ensure safe storage of shipment	2	3	-	0.5
PC18. check for identity proof and note down the details of the proof	2	3	-	0.5
PC19. handover the goods to the customer and collect acknowledgement	2	3	-	-
PC20. collect cash if it is Cash on Delivery (CoD)	2	3	-	0.5
PC21. fill out the necessary paperwork and handover receipt to the supervisor/custodian when shipment is not delivered	2	3	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1905
NOS Name	Handle high value shipment
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQC Clearance Date	25/02/2026

Qualification Pack

LSC/N1906: Handle furniture and household shipment

Description

This unit is about engaging into packing and moving furniture and household

Scope

The scope covers the following :

- Pickup and handling of furniture and household
- Delivery of furniture and household

Elements and Performance Criteria

Pickup and handling of furniture and household

To be competent, the user/individual on the job must be able to:

- PC1.** collect the checklist of items to be packed and cross check the same with clients copy
- PC2.** check the items for damages and report the same
- PC3.** get acknowledgement on the damaged goods receipt from customer
- PC4.** use the appropriate packing material and pack the furniture and other households ensuring there is no damage or breakage
- PC5.** follow the indicated norms while handling and moving packages particularly in dismantling and setting up
- PC6.** organize the packages in the carriage to utilize space optimally taking due care for fragile shipments
- PC7.** take acknowledgement from customer on the checklist of shipments loaded and the place and time for delivery

Delivery of furniture and household

To be competent, the user/individual on the job must be able to:

- PC8.** obtain orders from supervisor for delivery of items and collect the necessary documentation related to the items
- PC9.** connect with the customer for his availability for delivery
- PC10.** cross check the address and handover details for confirming the place and person of delivery
- PC11.** check for proof of identity and note down details of identity card
- PC12.** unload the items and move to as directed by the customer
- PC13.** unpack the items with due care to ensure there are no damages
- PC14.** get an acknowledgement of the customer on the checklist indicating any damages
- PC15.** report breakages or damages to the supervisor and connect the customer with the supervisor or customer care
- PC16.** handover the copy of delivery receipt to the customer and take acknowledgement
- PC17.** collect payment if required and keep under lock and key with utmost care

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** use of a computer and associated equipment like scanner
- KU9.** geographical spread of states and cities
- KU10.** 3-digit city codes
- KU11.** labels and instructions for delivery details of the package
- KU12.** driving of pickup and delivery vehicles
- KU13.** basic maintenance of pickup and delivery vehicles
- KU14.** route maps and roads across the city
- KU15.** types of shipment being handled
- KU16.** Special characteristics and handling requirements of shipment
- KU17.** packing and unpacking of different home appliances, furniture, small goods and fragile shipment
- KU18.** documentation to be checked while pickup and delivery of shipment
- KU19.** operation of transit vehicles
- KU20.** different types of Govt. issued Identity document (ID) cards and reading them
- KU21.** different mail arrangements to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** read route maps and geographical map
- GS4.** forms and delivery/pickup instructions
- GS5.** details in identity cards
- GS6.** transport logs and vehicle logs
- GS7.** report regarding damages, mismatch, etc
- GS8.** delivery notes and forms
- GS9.** with team members and supervisors
- GS10.** Regarding delays and updates in schedules
- GS11.** with external stakeholders in a polite manner when on road
- GS12.** greet the customer and understand his requirements and queries

Qualification Pack

- GS13.** improvise on the route map considering traffic and other scenarios
- GS14.** decide on possible alternate routes using google maps and Global Positioning System (GPS)
- GS15.** decide if the package is tampered
- GS16.** estimate time required for each activity and make realistic plans
- GS17.** maintain schedules and punctuality
- GS18.** prioritize and execute tasks in within the scheduled time limits
- GS19.** flexibility to re-assess schedule in case of delays/additional orders
- GS20.** be a team player and achieve joint goals
- GS21.** adhere to the timelines
- GS22.** address the queries and requirement of the customers
- GS23.** identify trends/common causes for vehicle issues
- GS24.** identify common causes of breakages and damages
- GS25.** handle day to day coordination with traffic and other stakeholders
- GS26.** suggest and implement methods minimise travel time
- GS27.** analyse travel routes to devise new route plans
- GS28.** suggest space utilization and packing needs for different shipment
- GS29.** identify tampered packages
- GS30.** assess if the shipment is insured or not
- GS31.** ensure secure cairrage of high value and fragile shipment

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pickup and handling of furniture and household</i>	13	21	-	4
PC1. collect the checklist of items to be packed and cross check the same with clients copy	2	3	-	0.5
PC2. check the items for damages and report the same	1	3	-	0.5
PC3. get acknowledgement on the damaged goods receipt from customer	2	3	-	0.5
PC4. use the appropriate packing material and pack the furniture and other households ensuring there is no damage or breakage	2	3	-	1
PC5. follow the indicated norms while handling and moving packages particularly in dismantling and setting up	2	3	-	0.5
PC6. organize the packages in the carriage to utilize space optimally taking due care for fragile shipments	2	3	-	0.5
PC7. take acknowledgement from customer on the checklist of shipments loaded and the place and time for delivery	2	3	-	0.5
<i>Delivery of furniture and household</i>	17	39	-	6
PC8. obtain orders from supervisor for delivery of items and collect the necessary documentation related to the items	2	4	-	1
PC9. connect with the customer for his availability for delivery	2	4	-	0.5
PC10. cross check the address and handover details for confirming the place and person of delivery	1	4	-	0.5
PC11. check for proof of identity and note down details of identity card	2	4	-	0.5
PC12. unload the items and move to as directed by the customer	1	3	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. unpack the items with due care to ensure there are no damages	2	4	-	0.5
PC14. get an acknowledgement of the customer on the checklist indicating any damages	2	3	-	0.5
PC15. report breakages or damages to the supervisor and connect the customer with the supervisor or customer care	2	4	-	0.5
PC16. handover the copy of delivery receipt to the customer and take acknowledgement	2	4	-	0.5
PC17. collect payment if required and keep under lock and key with utmost care	1	5	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1906
NOS Name	Handle furniture and household shipment
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQF Clearance Date	25/02/2026

Qualification Pack

LSC/N1907: Feed data into ERP and analyse in courier hub

Description

This unit is about feeding information into Enterprise Resource Planning (ERP) and analyse data to draw inferences and ensure information flow

Scope

The scope covers the following :

- Obtain information from associate and supervisor
- Feed information into ERP
- Analyse and report
- Coordinate and communicate internally and to external stakeholders

Elements and Performance Criteria

Obtain information from associate and supervisor

To be competent, the user/individual on the job must be able to:

- PC1.** collect information regarding shipments, loading, un-loading, packing and binning activities, etc.
- PC2.** collect information regarding completions, priorities, delay, escalations, etc.
- PC3.** obtain information regarding changes in inventory

Feed in information into ERP

To be competent, the user/individual on the job must be able to:

- PC4.** key in and update information regarding floor operations in ERP
- PC5.** key in and update information regarding priorities, completion status, delays, escalations, etc.
- PC6.** key in and update information on inventory count based on regular feedback
- PC7.** enter GST-related information (such as invoice number, GSTIN, and tax amount) into ERP as per company process

Analyze and report

To be competent, the user/individual on the job must be able to:

- PC8.** review entries made into the ERP with respect to daily floor operations
- PC9.** generate reports in ERP and conduct trend analysis and report to management
- PC10.** provide a daily report to management regarding end of the day status

Coordinate and communicate internally and to external stakeholders

To be competent, the user/individual on the job must be able to:

- PC11.** coordinate with customers to understand their requirements on dispatch, tracking of orders, shipment in transit, etc.
- PC12.** coordinate with departments to resolve customer queries, update information in ERP, etc.
- PC13.** liaise with suppliers and transport companies

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** Information Technology (IT) system and ERP system of the organization
- KU9.** use of computer and associated equipment
- KU10.** basic trouble shooting regarding telephones and computers
- KU11.** operating the ERP system and generating reports
- KU12.** geographical spread of states and cities
- KU13.** labels and instructions in the customer query resolution log book
- KU14.** various escalations regarding resolving and catering to the customer query
- KU15.** overall process from pickup to delivery and different departments engaged in the process
- KU16.** types of shipments being handled
- KU17.** special characteristics and handling requirements of shipments, if any

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** shipment tags and labels
- GS4.** damage reports
- GS5.** generate daily reports from ERP
- GS6.** presentations on operational trends
- GS7.** end of the day reports
- GS8.** with supervisors and co-workers
- GS9.** collect information from supervisors, associates and peers
- GS10.** decide if data is authentic and accurate
- GS11.** identify errors in data reporting in ERP
- GS12.** infer trends and conclusions based on analysis
- GS13.** maintain punctuality and avoid absenteeism
- GS14.** plan for timely collection of information from supervisors and associates
- GS15.** organise the data to streamline data entry processes



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- GS16.** be a team player and achieve joint goals
- GS17.** adhere to the customer timelines
- GS18.** address the urgency of customers as per the instructions
- GS19.** speak politely with customers and take their feedback constructively
- GS20.** identify common trends and inform the management
- GS21.** suggest possible solutions for the common issues in daily operations identified from data
- GS22.** verify the authenticity of the data and apply filters to remove aberrations in the data
- GS23.** analyse trends to identify defaults for corrective action as needed
- GS24.** observe the data to identify aberrations
- GS25.** cross check data to check for data gaps and mistakes in reporting

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain information from associate and supervisor</i>	6	14	-	3
PC1. collect information regarding shipments, loading, un-loading, packing and binning activities, etc.	2	5	-	1
PC2. collect information regarding completions, priorities, delay, escalations, etc.	2	4	-	1
PC3. obtain information regarding changes in inventory	2	5	-	1
<i>Feed in information into ERP</i>	7	19	-	2.5
PC4. key in and update information regarding floor operations in ERP	2	5	-	0.5
PC5. key in and update information regarding priorities, completion status, delays, escalations, etc.	2	4	-	1
PC6. key in and update information on inventory count based on regular feedback	3	5	-	0.5
PC7. enter GST-related information (such as invoice number, GSTIN, and tax amount) into ERP as per company process	-	5	-	0.5
<i>Analyze and report</i>	8	13	-	3
PC8. review entries made into the ERP with respect to daily floor operations	2	4	-	1
PC9. generate reports in ERP and conduct trend analysis and report to management	3	4	-	1
PC10. provide a daily report to management regarding end of the day status	3	5	-	1
<i>Coordinate and communicate internally and to external stakeholders</i>	9	14	-	1.5
PC11. coordinate with customers to understand their requirements on dispatch, tracking of orders, shipment in transit, etc.	3	4	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. coordinate with departments to resolve customer queries, update information in ERP, etc.	3	5	-	0.5
PC13. liaise with suppliers and transport companies	3	5	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1907
NOS Name	Feed data into ERP and analyse in courier hub
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub Operations
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQF Clearance Date	25/02/2026

Qualification Pack

LSC/N9906: Verify GST invoices

Description

This unit is about checking applicability of GST and verifying invoice.

Scope

The scope covers the following :

- Check the applicability of GST
- Verify invoice
- Ensure compliance through e-Way Bill generation and statutory documentation

Elements and Performance Criteria

Check the applicability of GST

To be competent, the user/individual on the job must be able to:

- PC1.** Check Basic Invoice Details and Ensure the invoice includes all mandatory fields such as Supplier's Name, Address & GSTIN (15 characters), Invoice Number (unique, serial), Invoice Date, Buyer's Name, Address & GSTIN, Place of Supply & State Code, Delivery Address (if different), Description of goods/services, Quantity, Rate, and Total Value, etc.
- PC2.** Confirm the correct HSN code (for goods) or SAC code (for services) and ensure the code matches the item classification and tax rate.
- PC3.** Identify the location of the service recipient and the place of supply of services
- PC4.** Identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)
- PC5.** Check correct GST rate: 5%, 12%, 18%, or 28% and Verify correct split of CGST + SGST (intra-state) or IGST (inter-state)
- PC6.** Identify if GST is payable under reverse charge if the service provider is an unregistered party, and validate GSTIN numbers.
- PC7.** Recalculate tax amounts to verify accuracy.

Verify invoice

To be competent, the user/individual on the job must be able to:

- PC8.** Obtain name, address, GST Identification Number (GSTIN), Permanent Account Number (PAN), email ID of service/shipment provider and recipient
- PC9.** Obtain description of service, Service accounting code (SAC)/Harmonised System of Nomenclature (HSN) code
- PC10.** Receive a unique identification number (UIN) for a multilateral entity
- PC11.** Check for relevant notification in case of exempt clients
- PC12.** Match invoice data with Purchase Order (for incoming goods), Sales Order (for outgoing goods) and confirm item quantity, pricing, and delivery terms.
- PC13.** Confirm Signature or Authorisation and Check for E-Invoice & E-Way Bill (if applicable).
- PC14.** Calculate the taxable value considering the applicable rate of GST based on SAC/HSN

Qualification Pack

- PC15.** Check for vendor invoices for all mandatory particulars and applicable GST
- PC16.** File both physical and digital copies and ensure invoices are available for audit and return filing
- PC17.** Record and update the invoice in the ERP or accounting software system
- Ensure compliance through e-Way Bill generation and statutory documentation*
- To be competent, the user/individual on the job must be able to:
- PC18.** Check threshold limits and mandatory requirements for e-Way Bill generation based on type of goods, invoice value, and movement type (inter/intra-state)
- PC19.** Log in to the government e-Way Bill portal or use integrated ERP features to generate e-Way Bills with all required details (consignor/consignee info, HSN, invoice value, distance, transporter ID, etc.)
- PC20.** Fill Part A and Part B of the e-Way Bill accurately and ensure timely generation before movement
- PC21.** Ensure timely inward (purchase/inbound) entry of goods in the ERP post receipt and match with e-Way Bill and invoice
- PC22.** Record outward (sales/outbound) entries in ERP along with invoice, transport details, and the generated e-Way Bill.
- PC23.** Ensure e-Invoice compliance by validating IRN (Invoice Reference Number) and QR Code (if applicable)
- PC24.** Maintain proper documentation for GST audit including digital and hard copies of invoices, e-Way Bills, and statutory returns linkage

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Reporting structure to support and expedite project activities
- KU2.** The company's policy and work instructions on quality standards
- KU3.** The company's products and services
- KU4.** Organisational guidelines for dealing with receipts and payments
- KU5.** The company's policy on the mode of receipts
- KU6.** The company's policy on processes and methods of collection and payments
- KU7.** Financial concepts such as the calculation of interest and taxes
- KU8.** Concept and applicability of GST
- KU9.** Bifurcation of taxes
- KU10.** Reverse charge mechanism
- KU11.** Exemptions under GST
- KU12.** Refund process
- KU13.** Use of MS office (Excel, Word)
- KU14.** CGST Act, 2017 (preferably not mandatory)
- KU15.** Process and rules for generation of e-Way Bill and e-Invoice
- KU16.** Thresholds and exemptions for e-Way Bill applicability
- KU17.** Documentation required for inward and outward shipment entry in ERP

Qualification Pack

KU18. Usage of the e-Way Bill portal and ERP-based integration for compliance

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read various accounting procedures and updates
- GS2.** Read forms and policy directives
- GS3.** Read vendor invoices
- GS4.** Maintain a record of invoices verified
- GS5.** Coordinate with colleagues and seniors
- GS6.** Decide on the applicability of tax rates
- GS7.** Plan and organise information for verifying the invoice
- GS8.** Ensure the tax indicated is correct
- GS9.** Inform about any errors or refunds to be sought, and extra taxes to be paid
- GS10.** Resolve tax-related issues with the accounts department and vendors
- GS11.** Analyse invoices for tax calculation
- GS12.** Check for errors in the invoice
- GS13.** Use e-Way Bill portal or ERP to generate and manage documents
- GS14.** Verify goods movement against e-Way Bill and invoice records
- GS15.** Check for errors in documentation to avoid regulatory non-compliance
- GS16.** Maintain clear audit trails for GST filings and goods movement

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check the applicability of GST</i>	10	18	-	3
PC1. Check Basic Invoice Details and Ensure the invoice includes all mandatory fields such as Supplier's Name, Address & GSTIN (15 characters), Invoice Number (unique, serial), Invoice Date, Buyer's Name, Address & GSTIN, Place of Supply & State Code, Delivery Address (if different), Description of goods/services, Quantity, Rate, and Total Value, etc.	2	3	-	1
PC2. Confirm the correct HSN code (for goods) or SAC code (for services) and ensure the code matches the item classification and tax rate.	1	3	-	-
PC3. Identify the location of the service recipient and the place of supply of services	1	2	-	-
PC4. Identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)	2	3	-	1
PC5. Check correct GST rate: 5%, 12%, 18%, or 28% and Verify correct split of CGST + SGST (intra-state) or IGST (inter-state)	2	3	-	1
PC6. Identify if GST is payable under reverse charge if the service provider is an unregistered party, and validate GSTIN numbers.	1	2	-	-
PC7. Recalculate tax amounts to verify accuracy.	1	2	-	-
<i>Verify invoice</i>	10	26	-	5
PC8. Obtain name, address, GST Identification Number (GSTIN), Permanent Account Number (PAN), email ID of service/shipment provider and recipient	1	3	-	1
PC9. Obtain description of service, Service accounting code (SAC)/Harmonised System of Nomenclature (HSN) code	1	3	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Receive a unique identification number (UIN) for a multilateral entity	1	2	-	-
PC11. Check for relevant notification in case of exempt clients	1	2	-	-
PC12. Match invoice data with Purchase Order (for incoming goods), Sales Order (for outgoing goods) and confirm item quantity, pricing, and delivery terms.	1	3	-	1
PC13. Confirm Signature or Authorisation and Check for E-Invoice & E-Way Bill (if applicable).	1	3	-	-
PC14. Calculate the taxable value considering the applicable rate of GST based on SAC/HSN	1	3	-	1
PC15. Check for vendor invoices for all mandatory particulars and applicable GST	1	2	-	-
PC16. File both physical and digital copies and ensure invoices are available for audit and return filing	1	2	-	1
PC17. Record and update the invoice in the ERP or accounting software system	1	3	-	-
<i>Ensure compliance through e-Way Bill generation and statutory documentation</i>	10	16	-	2
PC18. Check threshold limits and mandatory requirements for e-Way Bill generation based on type of goods, invoice value, and movement type (inter/intra-state)	1	2	-	-
PC19. Log in to the government e-Way Bill portal or use integrated ERP features to generate e-Way Bills with all required details (consignor/consignee info, HSN, invoice value, distance, transporter ID, etc.)	1	2	-	1
PC20. Fill Part A and Part B of the e-Way Bill accurately and ensure timely generation before movement	1	2	-	-
PC21. Ensure timely inward (purchase/inbound) entry of goods in the ERP post receipt and match with e-Way Bill and invoice	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. Record outward (sales/outbound) entries in ERP along with invoice, transport details, and the generated e-Way Bill.	2	2	-	1
PC23. Ensure e-Invoice compliance by validating IRN (Invoice Reference Number) and QR Code (if applicable)	1	3	-	-
PC24. Maintain proper documentation for GST audit including digital and hard copies of invoices, e-Way Bills, and statutory returns linkage	2	3	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9906
NOS Name	Verify GST invoices
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	2
Version	4.0
Last Reviewed Date	25/02/2026
Next Review Date	25/02/2029
NSQC Clearance Date	25/02/2026

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
5. 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
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1901.Handling and sorting of mail, shipment bagging	30	60	0	10	100	20
LSC/N1902.Perform pickup and delivery	30	60	0	10	100	20
LSC/N1903.Handover and report	30	60	0	10	100	20
LSC/N1912.Manage Cash on delivery, open box delivery and handle customer queries	30	60	0	10	100	10
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	170	330	-	50	550	90

Elective: 1 Perishable shipment

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1904.Handle perishable shipment	30	60	0	10	100	10
Total	30	60	-	10	100	10

Qualification Pack

Elective: 2 High value shipment

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1905.Handle high value shipment	30	60	0	10	100	10
Total	30	60	-	10	100	10

Elective: 3 Furniture and household shipment

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1906.Handle furniture and household shipment	30	60	0	10	100	10
Total	30	60	-	10	100	10

Optional: 1 ERP data management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1907.Feed data into ERP and analyse in courier hub	30	60	0	10	100	5
Total	30	60	-	10	100	5

Optional: 2 GST application



Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9906.Verify GST invoices	30	60	-	10	100	5
Total	30	60	-	10	100	5



Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.