

**QUALIFICATION FILE - Rail Logistics Executive**

**☒ Short Term Training (STT) ☐ Long Term Training (LTT) ☐ Apprenticeship**

**☐ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA**

**☐General ☐ Multi-skill (MS) ☐ Cross Sectoral (CS) ☒ Future Skills**

**NCrF/NSQF Level: 4.5**

**Submitted By:**

**Logistics Sector Skill Council**

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

**Submitting Body Contact Details:**

Name: Ms. Reena Murray

Position in the Organization: Head - Standards & Quality Assurance

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# Section1: Basic Details

|  | **Qualification Name** | Rail Logistics Executive | |
| --- | --- | --- | --- |
|  | **Sector/s** | Logistics | |
|  | **Type of Qualification: ☒ New ☐ Revised**  **☐ Has Electives/Options**  **☐OEM** | **NQR Code & version of the existing /previous qualification:** | **Qualification Name of the existing version:** |
|  | * 1. **OEM Name**   2. **Qualification Name**   (*Wherever applicable)* | Rail Logistics Executive | |
|  | **National Qualification Register (NQR) Code & Version**  (*Will be issued after NSQC approval)* | QG-4.5-TW-01356-2023-V1-LSC & 1.0 | 1. **NCrF/NSQF Level:** 4.5 |
|  | **Award (Certificate/Diploma/ Advanced Diploma/Any Other)**  *(Wherever applicable specify multiple entry/exits also & provide details in annexure)* | Certificate | |
|  | **Brief Description of the Qualification** | Rail Logistics Executive is responsible for managing the flow of goods and resources of the railway operations, overseeing every stage of the supply chain process - from procurement of goods to shipment and delivery. The individual must have effective communication skills and ensure a larger shift of freight on railways in accordance with the National Logistics Policy. | |
|  | **Eligibility Criteria for Entry for Student/Trainee/Learner/Employee** | 1. **Entry Qualification & Relevant Experience:**  | **S. No.** | **Academic/Skill Qualification (with Specialization - if applicable)** | **Relevant Experience (with Specialization - if applicable)** | | --- | --- | --- | | 1 | Completed 1st year of 3-year/ 4-years UG | - | | 2 | Pursuing 3rd year of 3-year diploma after 10th and continuing education | - | | 3 | Completed 3-year diploma after 10th | - | | 4 | Completed 1st year of 2 year diploma after 12th | - | | 5 | Pursuing 2nd year of 2- year diploma after 12th and continuing education | - | | 6 | 12th Grade Pass | 1 year relevant experience |  1. **Age:** 21 years | |
|  | **Credits Assigned to this Qualification** *(as per National Credit Framework (NCrF))* | 17 | 1. **Common Cost Norm Category (I/II/III)** *(wherever applicable)***:** I |
|  | **Any Licensing Requirements for Undertaking Training on This Qualification** *(wherever applicable)* | NA | |
|  | **Training Duration by Modes of Training Delivery** *(Specify* ***Total Duration*** *as per selected training delivery modes and as per requirement of the qualification)* | **☒Offline Only ☐ Online Only ☐ Blended**   | **Training Delivery Modes** | **Theory (Hours)** | **Practical (Hours)** | **OJT Mandatory (Hours)** | **OJT Recommended (Hours)** | **Total (Hours)** | | --- | --- | --- | --- | --- | --- | | **Classroom (offline)** | 180 | 300 | 30 |  | 510 | | **Online** |  |  |  |  |  |   *(Refer Blended Learning Annexure for details)* | |
|  | **Aligned to NCO/ISCO Code/s** *(if code is not available, then mention the same)* | NCO-2015/4323 | |
|  | **Progression Path After Attaining the Qualification** *(Please show Professional and Academic progression) (wherever applicable)* | Rail Logistics Supervisor | |
|  | **Other Indian Languages in which the Qualification & Model Curriculum are being Submitted** | Hindi | |
|  | **Is similar Qualification(s) available on NQR-if yes, justification for this qualification** | **☐ Yes ☒ No** **URLs of similar Qualifications:** | |
|  | **Is the Job Role Amenable to Persons with Disability** | **☐ Yes ☒ No *If “Yes”, specify applicable type of Disability:*** | |
|  | **How participation of women will be encouraged?** | The Job Role involves more of technical, logical skills and requires less of manual labor. Hence best suited for women. | |
|  | **Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it), wherever applicable* | **☐ Yes ☒ No** | |
|  | **Is Qualification Suitable to be Offered in Schools/Colleges** | **Schools**  **☐ Yes ☒ No Colleges ☒ Yes ☐ No** | |
|  | **Name and Contact Details of Submitting / Awarding Body SPOC**  *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)* | **Name**: Ms. Reena Murray  **Email**: reena@lsc-india.com  **Contact** **No**.: 044 4851 4607  **Website**: www.lsc-india.com | |
|  | **Final Approval Date by NSQC:** 30-11-2023 | 1. **Validity Duration:** 3 Years | 1. **Next Review Date:** 30-11-2026 |

# Section 2: Module Summary

## NOS of Qualifications

*(In exceptional cases these could be described as components)*

### Mandatory NOS:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

***Th****.-Theory* ***Pr.****-Practical* ***OJT****-On the Job* ***Man.****-Mandatory Training* ***Rec.****-Recommended* ***Proj.****-Project*

| **S. No** | **NOS/Module Name** | **NOS/Module Code & Version** *(if applicable)* | **Core/ Non-Core** | **NCrF/NSQF Level** | **Credits as per NCrF** | **Training Duration (Hours)** | | | | | **Assessment Marks** | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Th.** | **Pr.** | **OJT-Man.** | **OJT-Rec.** | **Total** | **Th.** | **Pr.** | **Proj.** | **Viva** | **Total** | **Weightage (%)** *(if applicable)* |
|  | Introduction to Rail Logistics Executive | NA | Non-Core | 4.5 | 1 | 20 | 10 |  |  | 30 | 0 | 0 | 0 | 0 | 0 |  |
|  | Management of Railway Freight Terminals | LSC/N5101 & V1.0 | Core | 4.5 | 3 | 20 | 65 | 5 |  | 90 | 30 | 60 | 0 | 10 | 100 |  |
|  | Overseeing the operations and general maintenance/upkeep of Railway Terminals | LSC/N5102 & V1.0 | Core | 4.5 | 2 | 20 | 35 | 5 |  | 60 | 30 | 60 | 0 | 10 | 100 |  |
|  | Commercial Operations and Coordination | LSC/N5103 & V1.0 | Core | 4.5 | 3 | 20 | 65 | 5 |  | 90 | 30 | 60 | 0 | 10 | 100 |  |
|  | Liabilities, Claims, Risk, and Insurance | LSC/N5104 & V1.0 | Core | 4.5 | 2 | 20 | 35 | 5 |  | 60 | 30 | 60 | 0 | 10 | 100 |  |
|  | Compliance for safety regulations | LSC/N5105 & V1.0 | Core | 4.5 | 2 | 20 | 35 | 5 |  | 60 | 30 | 60 | 0 | 10 | 100 |  |
|  | Maintain and monitor integrity and ethics in operations | LSC/N9908& V1.0 | Core | 4.5 | 1 | 15 | 15 |  |  | 30 | 30 | 70 | 0 | 0 | 100 |  |
|  | Follow health, safety and security procedures at workplace. | LSC/N9910 & V1.0 | Core | 4.5 | 1 | 15 | 10 | 5 |  | 30 | 30 | 70 | 0 | 0 | 100 |  |
|  | Employability Skills | DGT/VSQ/N0102 & V1.0 | Non-Core | 4.5 | 2 | 30 | 30 |  |  | 60 | 20 | 30 | 0 |  | 50 |  |
| **Duration (in Hours) / Total Marks** | | |  |  | **17** | **180** | **300** | **30** |  | **510** | **230** | **470** | **0** | **50** | **750** |  |

## Assessment - Minimum Qualifying Percentage

*Please specify any one of the following:*

**Minimum Pass Percentage – Aggregate at qualification level: 70 %** *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

**Minimum Pass Percentage – NOS/Module-wise: 70 %** *(Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)*

# Section 3: Training Related

|  | **Trainer’s Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)* | Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2601, V2.0”. Minimum accepted score is 80% |
| --- | --- | --- |
|  | **Master Trainer’s Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)* | Certified for Job Role: “Rail Logistics Executive” mapped to QP: “LSC/Q5101, v1.0”. Minimum accepted score is 80% |
|  | **Tools and Equipment Required for the Training** | ☒Yes ☐No (*If “Yes”, details to be provided in Annexure)* |
|  | **In Case of Revised Qualification, Details of Any Upskilling Required for Trainer** | NA |

# Section 4: Assessment Related

|  | **Assessor’s Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)* | Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0”. Minimum accepted score is 80% |
| --- | --- | --- |
|  | **Proctor’s Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines) wherever applicable* | Any degree + 2 years of industrial experience  Certified for Job Role: “Rail Logistics Executive” mapped to QP: “LSC/Q5101, v1.0”. Minimum accepted score is 80% |
|  | **Lead Assessor’s/Proctor’s Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines) wherever applicable* | Any degree + 5 years of industrial experience + 1 year assessment experience  Recommended that the Assessor is certified for the Job Role: “Lead Assessor”, mapped to the Qualification Pack: “MEP/Q2701, V2.0”. Minimum accepted score is 80% |
|  | **Assessment Mode** *(Specify the assessment mode)* | Online and Offline |
|  | **Tools and Equipment Required for Assessment** | ☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)* |

# Section 5: Evidence of Need for the Qualification

*Provide Annexure/Supporting documents name.*

|  | **Latest Skill Gap Study (not older than 2 years) (Yes/No):** Yes |
| --- | --- |
|  | **Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):** Yes |
|  | **Government /Industry initiatives/ requirement (Yes/No):** Yes |
|  | **Number of Industry validation provided:** 23 |
|  | **Estimated nos. of persons to be trained and employed:** As per Annexure: Training and Employment Details |
|  | **Evidence of Concurrence/Consultation with Line Ministry/State Departments:**Awaiting |

# Section 6: Annexure & Supporting Documents Check List

*Specify Annexure Name / Supporting document file name*

|  | **Annexure:** NCrF/NSQF level justification based on NCrF level/NSQF descriptors *(Mandatory)* | Yes |
| --- | --- | --- |
|  | **Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)* | Yes |
|  | **Annexure:** Detailed Assessment Criteria *(Mandatory)* | Assessment of the Candidates on completion of the Training is a very important activity that is monitored by Logistics Sector Skill Council (LSC). It ensures sustained quality of training delivery. It also indicates to the LSC the need for any changes in training content. LSC has developed policies related to affiliation of assessment agencies and assessment process to enhance the quality of assessments and they are outlined in succeeding paragraphs.  1) Guidelines on affiliation of assessment agencies:  As per NSDC guidelines on affiliation of assessment agency, we are adhering the following:   1. Application evaluation 2. Affiliation certificate 3. SME profile validation 4. Question bank validation 5. TOA process 6. Link through SIP   2) Assessment process:  1) The assessment process would begin by developing the correct qualitative questions for theory/practical and viva. Questions papers are submitted by Assessment Bodies (AB) to LSC for approval.  2) AB submits Assessor’s details, their experience and credentials to LSC for approval.  3) Third step in the process would be allocation of batches by LSC to AB for which LSC has shifted from a manual allocation system to automated allocation on the basis of grading system on the below mentioned parameters.  i. Quality of the assessors submitted by the assessment agency.  ii. Certification of the assessor by LSC basis the training of assessor’s program conducted by LSC.  iii. Adherence to schedule of assessments by the assessment agencies.  iv. Integrity of the assessor in conducting quality assessments.  v. Quality of the question papers submitted by the assessment agencies to LSC.  vi. Submission of quality documents of the assessments conducted as insisted by LSC.  vii. Time of submission of the required assessment related documents to LSC for approval  viii. Time of submission of results in SDMS system post approval by LSC  Basis the above grading metrics the system would allocate the batches to the assessment agencies, which has brought transparency in the system of who are allocated how many batches and it is made very clear to the ecosystem that performance matters a lot. This has in turn also helped to improve the quality of the trainings as the check list of documents advised by LSC to be submitted by the assessment agencies speaks on the quality of trainings happening. |
|  | **Annexure:** Assessment Strategy *(Mandatory)* | 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 validated and approved by the SSC. 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria  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. |
|  | **Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is Blended Learning)* | No |
|  | **Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)* | No |
|  | **Annexure:** Acronym and Glossary *(Optional)* | Yes |
|  | **Supporting Document:** Model Curriculum *(Mandatory – Public view)* | Yes |
|  | **Supporting Document:** Career Progression *(Mandatory - Public view)* | Yes |
|  | **Supporting Document:** Occupational Map *(Mandatory)* | Yes |
|  | **Supporting Document:** Assessment SOP *(Mandatory)* | <https://drive.google.com/file/d/1G3IXYAboNyUNjTb6nHRY6fuK3HQkEsLu/view?usp=sharing> |
|  | **Any other document you wish to submit:** | NA |

## Annexure: Evidence of Level

| **NCrF/NSQF Level Descriptors** | **Key requirements of the job role/ outcome of the qualification** | **How the job role/ outcomes relate to the NCrF**/**NSQF level descriptor** | **NCrF/NSQF Level** |
| --- | --- | --- | --- |
| **Professional Theoretical Knowledge/Process** | The individual in the job will be able to:   * Possesses broad and deep knowledge and skills to manage the flow of goods and resources of the Railway operations, overseeing every stage of the supply chain process - from procurement of goods to shipment and delivery. * Demonstrate excellent cognitive and technical skills for performing and accomplishing difficult tasks relating to data analysis to identify the problem areas and create actionable growth strategies * Possesses a range of professional and technical skills, displays clarity of knowledge and practice in a broad range of activities/ tasks involved in managing and understanding the financial aspects of coordinating activities in a rail terminal. * Skill to clearly identify the type of MHE to be used for loading/unloading of containers/ rail cars, the characteristics of each type of cargo being handled. * Very good in data collecting, analysis. * Ensure compliance with health, safety and security procedures at the workplace | The Job holder needs to possess knowledge in multidisciplinary contexts and technical skills. S/he should have deeper knowledge and understanding of working, layout and streamlining operations at any rail terminal for daily operations.  S/he has acquired specialized knowledge and a range of cognitive and practical skills to accomplish tasks like Management of Railway Freight Terminals, Overseeing the Operations and general maintenance/upkeep of the Terminal, Commercial Operations and Coordination, Liabilities, Claims, Risk and Insurance and Compliance for safety regulations. Hence this job role qualifies for Level 4.5. | 4.5 |
| **Professional and Technical Skills/ Expertise/ Professional Knowledge** | * Project management Skills * Computer skills - SAP, MIS, MS Office * Technical designing skills like forming a rake for freight movement * Decision making skills. * Problem solving skills. * Cognitive, professional and technical skills | The Job holder requires advanced cognitive, professional and technical skills for planning and supervising all delivery schedules. S/he needs to Ensure proper segregation and storage of goods in the terminals and dispatch of cargo to correct routes – keep control on costs. S/he needs to Upload all information on the MIS (FOIS), send updates on orders and delivery status to clients. S/ he needs to maintain and safe keep of all records of shipments – proof of delivery. Hence the job role qualifies for level 4.5 as the job holder possesses advanced technical skills for execution of above mentioned tasks. | 4.5 |
| **Employment Readiness & Entrepreneurship**  **Skills & Mind-set/Professional Skill** | * Leadership skills * Digital, Financial and Legal Literacy * Mathematical and financial analysis skills for applied solutions * Communication skills * Collaboration/Negotiation skills * Organization and Time Management Skills * Constitutional, humanistic, ethical, and moral values. * Has well informed practical understanding of social, political, natural and work environment | The job holder communicates clearly with his peers, higher officials, and clients. S/ he needs to   * coordinate with various commercial departments at Board, Zonal and Divisional levels * coordinate with freight forwarders, customers and other agencies.   S/ he calculates train load rates from the base class and also the charges for movement of goods according to Railway Freight Tarif. S/he performs data analysis and create actionable growth strategies. The job holder has acquired deep knowledge of the Railway Act,1989, Indian Contract Act, 1872, Safe Working Rules ( General Rules, 2002). Hence this job role qualifies for Level 4.5. | 4.5 |
| **Broad Learning Outcomes/Core Skill** | * Should be able to listen and understand properly and present complex information in a clear and concise manner * make judgement and take decision, based on the analysis and evaluation of information, for determining solutions to a variety of unpredictable problems associated with the chosen fields of learning, * make decisions to deal with workplace emergencies/ accidents/problems * Make judgement in a range of situations by critically reviewing and consolidating evidence & risks | S/he executes several tasks on their own judgement and discretion. S/he is able to identify problems and issues relating to the chosen fields of learning, and ways of future improvements. S/ he is able to resolve issues related to rates, claims and other grievances at the zonal level, Resolve day to day operations exigencies and quick redressal of issues for faster and smoother movement of cargo in the terminal. The job holder is able to plan for emergencies/exigencies in case of accidents or natural calamities, to prevent common accidents and breach of safety that take place in rail transportation. Hence this job role qualifies for Level 4.5. | 4.5 |
| **Responsibility** | The individual is responsible for:     * Management of Railway Freight Terminals * Managing and understanding the financial aspects of coordinating activities in a rail terminal. * Overseeing/supervising/coordinating all the activities related to day to day functioning and maintenance of the railway terminal. * Taking decisions in matters of disputes and grievances according to the provisions of the Railway Act, 1989 with respect to liabilities, claims, risks and insurance. * Ensuring compliance with health, safety and security procedures at the workplace | The job holder is accountable for determining and achieving personal and /or group tangible outcomes. S/ he is responsible for managing activities like preparation of various plans for managing the intermodal functions, taking decisions in matters of disputes and grievances according to the provisions of the Railway Act, 1989 with respect to liabilities, claims, risks and insurance. S/he is responsible for managing an independent work unit/ section/ business activity/ assignment.  Hence the job role qualifies to be Level 4.5 | 4.5 |

## Annexure: Tools and Equipment (Lab Set-Up)

#### List of Tools and Equipment

**Batch Size:** 30

| **S. No.** | **Tool / Equipment Name** | **Specification** | **Quantity for specified Batch size** |
| --- | --- | --- | --- |
| 1 | LLMS | LLMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council. | 15 logins per center |
| 2 | Computers with web camera | Standard | 15 |
| 3 | MS Office | Standard | 15 |
| 4 | Worksheet software | MS Excel | 15 |
| 5 | Scanner cum Printer | Standard | 2 |
| 6 | First Aid Kit and Equipment used in Medical Emergencies | Standard | 1 |
| 7 | Personal Protective Equipment | Standard | 1 |
| 8 | Hygiene Equipment and Materials like Sanitizer, Soap, Mask etc. | Standard | 15 |
| 9 | TMS | TMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council. | 15 logins per center |

#### Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Training Kit (Trainer Guide, Presentations)
2. Whiteboard, Marker, Projector, Laptop

## Annexure: Industry Validations Summary

| **S. No** | **Organization Name** | **Representative Name** | **Designation** | **Contact Address** | **Contact Phone No** | **E-mail ID** | **LinkedIn Profile** *(if available)* |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | M/s. Jashvant B. Shah | Samir J. Shah | Director | Ambica Chambers, B/h. Old High Court, Navrangpura, Ahmedabad - 380009 |  |  |  |
| 2 | Star Freight Private Limited | Samir J. Shah | Director | Ambica Chambers, B/h. Old High Court, Navrangpura, Ahmedabad - 380009 |  |  |  |
| 3 | Drongo Advisory Services Private Limited | S. S. Mathuriya | Manager | 805, 8th Floor, Sahyog Building, 58, Nehru Place, New Delhi \_ 110019 |  |  |  |
| 4 | H C Shipping Services | Ranjiv Oberoi | Proprietor | 1-A Pul Pehladpur, Suraj Kund Road, New Delhi-110044 |  |  |  |
| 5 | M/s. ACP Shipping LLP | Anil C Pillai | Director | Unit 402, Block G, Swagat Residency, lchchapore, Surat - 394510 |  |  |  |
| 6 | Association of Container Train Operators (ACTO) | Manish Puri | President | 501A-B, Salcon Aurum, Plot No. 4, Jasola District Centre, New Delhi 110025 |  |  |  |
| 7 | EPT Global Logistics | Dr. Darshan Mashroo | Director & COO | 509, Titanium City Centre, (Next to Sachin Tower), 110 feet Anandnagar Main Road, Satellite Ahmedabad-380015 |  |  |  |
| 8 | All India Association of Industries (AIAI) | Dr. Vijay Kalantri | President | 6th Floor, New Excelsior Building, A. K. Nayak Marg, Fort, Mumbai-400001 |  |  |  |
| 9 | S B INFRA CONSULTANT | Suresh Bhan | Director | H-36, 2nd Floor, Shakarpur,  New Delhi 110092 |  |  |  |
| 10 | Zuvan International Transport Ltd | Sukaytu Gandhi | Director | lot # 36, Sector 9/A,\_Dhiraj Chambers, Unit 6, Nr Hotel Madhuban, Gandhidham - Kutch 370201 |  |  |  |
| 11 | Gujarat Pipav Ports Ltd. | Samir Hosangady | Head Strategic Logistics | 504, 5th Floor, Godrej 2, Pirojsha Nagar, Vikhroli East, Mumbai-400079 |  |  |  |
| 12 | Bharuch Dahej Rail Company Ltd. | Vinod Kumar | Principal Advisor | 39-42, 3rd Floor, H-Block, Indira Palace, Middle Circle, Connaught Place, New Delhi-110001 |  |  |  |
| 13 | CTA Logistics Ltd. | Kapil S Modi | COO | 603, Abhijeet 1, Mithakali Six Road, Navrangpura, Ahmedabad |  |  |  |
| 14 | Topper & Router Logistics Pvt. Ltd. | Anamika Sinha | Head Business Strategy & Commercials | L-9, Surinder Singh Building, Main Road, Mahipalpur, Delhi - 110037 |  |  |  |
| 15 | Pipav Railway Corporation Limited | Leedna Narwal | Company Secretary | 1202, B-wing, 12th Floor, Statesman House, 148, Barakhamba Road, New Delhi-110001 |  |  |  |
| 16 | Konkan Railway Corporation Limited | Santhosh Kumar Jha | Director (Operations and Commercials) | Belapur Bawan, Sector-11, Plot No 6, CVD, Belapur, Navi Mumbai-400614 |  |  |  |
| 17 | Kotak Logisticss | Purvi R Kotak | Director | 311, Third Floor, Sarkar V, Behind Natraj Cinema, Near Mithakali Crossing Center, Off Ashram Road, Ahmedabad-380009 |  |  |  |
| 18 | Oceanic Express LLP | Manas Kumar Ganguly | Ceo & Partner | 625, Marshall House, 33/1 N S Road, Kolkata-700001 |  |  |  |
| 19 | Cargo Concept | Mohan Punjabi | Manager | 501, Akruti Stadium Crossroad, Navrangpura, Ahmedabad-380009 |  |  |  |
| 20 | Sattva Hitech and Conware Pvt. Ltd. | S. Padmanabhan | Director | High Gate, Level 4, 153/82, Santhome High Road, Raja Annamalaipuram, Chennai-600028 |  |  |  |
| 21 | Super Handlers Pvt. Ltd. | Rohan Shah | Managing Director | Navin House, Near Sardar Patel Seva Samaj Hall, Ellis bridge, Mithakhali, Navrangpura, Ahmedabad, Gujarat-380006 |  |  |  |
| 22 | Transedge Consulting Pvt. Ltd. | Sarita Ghatak | Director | C-31, Street No-37, Mahavir Enclave-3, New Delhi-110059 |  |  |  |
| 23 | PDP International Pvt Ltd | Avishkar Srivastava | Chief Innovation Officer | PDP International Pvt Ltd  Sagar Estate 4th Floor, 2 N. C. Dutta Sarani, Kolkata 700001, India. |  |  |  |

## Annexure: Training & Employment Details

**Training and Employment Projections:**

| **Year** | **Total Candidates** | | **Women** | | **People with Disability** | |
| --- | --- | --- | --- | --- | --- | --- |
| **Estimated Training #** | **Estimated Employment Opportunities** | **Estimated Training #** | **Estimated Employment Opportunities** | **Estimated Training #** | **Estimated Employment Opportunities** |
| 2023-24 | 100 | 60 | 40 | 25 | 15 | 10 |
| 2024-25 | 400 | 250 | 150 | 80 | 70 | 40 |
| 2025-26 | 600 | 400 | 200 | 120 | 100 | 80 |

*Data to be provided year-wise for next 3 years.*

**Training, Assessment, Certification, and Placement Data for previous versions of qualifications:**

| **Qualification Version** | **Year** | **Total Candidates** | | | | **Women** | | | | **People with Disability** | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Trained** | **Assessed** | **Certified** | **Placed** | **Trained** | **Assessed** | **Certified** | **Placed** | **Trained** | **Assessed** | **Certified** | **Placed** |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

*Applicable for revised qualifications only, data to be provided for past 3 years.*

**List Schemes in which the previous version of Qualification was implemented:**



**Content availability for previous versions of qualifications:**

☐ Participant Handbook ☐ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

**Languages in which Content is available:**

## Annexure: Blended Learning

**Blended Learning Estimated Ratio & Recommended Tools:**

***Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:*** [*https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf*](https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf)

| **S. No.** | **Select the Components of the Qualification** | **List Recommended Tools – for all Selected Components** | **Offline : Online Ratio** |
| --- | --- | --- | --- |
|
| 1 | ☐Theory/ Lectures - Imparting theoretical and conceptual knowledge |  |  |
| 2 | ☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners |  |  |
| 3 | ☐Showing Practical Demonstrations to the learners |  |  |
| 4 | ☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training |  |  |
| 5 | ☐Tutorials/ Assignments/ Drill/ Practice |  |  |
| 6 | ☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations |  |  |
| 7 | ☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training |  |  |

## Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

| **NOS/Module Name** | **Assessment Criteria for Performance Criteria/Learning Outcomes** | **Theory Marks** | **Practical Marks** | **Project Marks** | **Viva Marks** |
| --- | --- | --- | --- | --- | --- |
| Management of railway freight terminals | **PC1.** Undertake daily round of terminal for assessing demand, service planning and customer related operations. | 2 | 3 | - | 1 |
| **PC2.** Plan for optimal exchange of passenger and goods based on the layout to control train movement. | 1 | 3 | - | - |
| **PC3.** Prepare a plan to enable trains on a single track to cross from opposite directions. | 2 | 3 | - | 1 |
| **PC4.** Plan for detaching/attaching of engines, wagons, compartments and running staﬀ. | 2 | 3 | - | - |
| **PC5.** Plan for sorting of bogies/wagons for new train/rake formations. | 1 | 3 | - | 1 |
| **PC6.** Plan for routine repair and maintenance work. | 2 | 3 | - | - |
| **PC7.** Plan for emergencies/exigencies in case of accidents or natural calamities. | 1 | 3 | - | 1 |
| **PC8.** Plan for quick loading/unloading for more track side space to facilitate/ service maximum number of trains in the terminal and reduce turn around time. | 2 | 3 | - | 1 |
| **PC9.** Plan for handling of cargo in the terminal depending whether it is a port side terminal or inland terminal. | 2 | 3 | - | - |
| **PC10.** Plan for running of double stack trains depending on the type of cargo being handled at the terminal. | 2 | 3 | - | 1 |
| **PC11.** Plan for assembling, sorting and breaking of freight trains. | 2 | 3 | - | - |
| **PC12.** Update the FOIS with all the data on rolling stock, locos, wagon and other aspects. | 2 | 3 | - | 1 |
| **PC13.** Use the system for optimal utilization of assets – like rake scheduling, routing, maintenance to save time and cost of operation in the terminal. | 1 | 3 | - | - |
| **PC14.** Monitor the freight train and yard activities on RMS and TMS. | 1 | 3 | - | 1 |
| **PC15.** Use the crew management system for better utilization and scheduling of duty hours of running staﬀ. | 1 | 3 | - | - |
| **PC16.** Obtain the ’in principle’ approval in case of yard remodeling, line capacity or any other future development of the terminal. | 1 | 3 | - | - |
| **PC17.** Resolve day to day operations exigencies and quick redressal of issues for faster and smoother movement of cargo in the terminal. | 1 | 3 | - | - |
| **PC18.** Perform the responsibilities related to terminal on private land which is exclusively for its own cargo. | 1 | 3 | - | - |
| **PC19.** Perform the responsibilities related to terminal which is on private land with common user facility. | 1 | 2 | - | 1 |
| **PC20.** Perform the responsibilities related to privately owned terminals set up in accordance with provisions of Model Concession Agreement (MCA). | 1 | 2 | - | - |
| **PC21.** Perform the responsibilities related to private terminals set up by Terminal Management Company (TMC) under PFT Policy. | 1 | 2 | - | 1 |
| **Total marks** | **30** | **60** | **-** | **10** |
| Overseeing the Operations and general maintenance/upkeep of the terminal | **PC1.** Create a maintenance checklist for smooth operations of the terminals at hand. | 2 | 4 | - | 1 |
| **PC2.** Oversee the day to day working of an Multi Modal Logistics Park (MMLPs) – coordinating with diﬀerent modes for proper unloading, storage, loading and dispatch of cargo. | 2 | 4 | - | 1 |
| **PC3.** Ensure smooth movement of traﬃc and trains without unnecessary delays and keeping line clear at private sidings and railway goods sheds. | 2 | 4 | - | - |
| **PC4.** Plan for conversion and scope of extension of the existing facility at the terminal to meet incremental demand, according to laid down policies and procedures. | 2 | 4 | - | 1 |
| **PC5.**   * Streamline operations at MMLPs such as- * ensuring access to various types of trucks * providing mechanized warehouses * transfer of containers carrying both bulk as well as break-bulk cargo * hassle free custom clearances at bonded yards * proper functioning of quarantine zones * provision of testing facilities * other value-added activities like kitting, grading, sorting, labeling & packaging at the terminal | 2 | 4 | - | 1 |
| **PC6.**   * Streamline the operations of an ICD by ensuring- * loading/unloading to and from ships without delays * proper storage of cargo with export/import clearances * provide facility for servicing and repair of containers and equipments | 2 | 4 | - | 1 |
| **PC7.** Ensure there are smooth rail linkages to a factory, quarry or warehouse with the siding. | 2 | 4 | - | 1 |
| **PC8.** Ensure there is proper marshalling, stabling, storing, loading, etc. to augment freight movement in the terminal. | 2 | 4 | - | - |
| **PC9.** Coordinate with rake maintenance team to ensure engine-on-load operations. | 2 | 3 | - | - |
| **PC10.** Update cargo status online on FOIS for single window clearance. | 2 | 3 | - | 1 |
| **PC11.** Maintain a day to day schedule and record of inspection of wagons and MHE. | 2 | 3 | - | - |
| **PC12.** Develop adequate facility (of rolling stock) to handle volume of traﬃc without causing undue detention to incoming trains or stabling of trains on IR network. | 2 | 3 | - | 1 |
| **PC13.** Prepare a detailed workplan for the terminal including not just loading/unloading but alos temporary storage facilities. | 2 | 4 | - | 1 |
| **PC14.** Plan operations to ensure least lead time for cargo in transit, to reduce cost. | 2 | 4 | - | - |
| **PC15.**   * Plan for utilizing all modern techniques such as- * state-of-the-art MHE * lifting of trailers/containers directly on to the ﬂatcar   double-stack loading | 1 | 4 | - | 1 |
| **PC16.** Provide basic amenities such as clean drinking water, rest areas, parking bays, loading platforms, for smooth intermodal operations. | 1 | 4 | - | - |
| **Total marks** | **30** | **60** | **-** | **10** |
| Commercial operations and coordination | **PC1.** Maintain good relations with additional member commercial (for rate and claims), additional member catering (for marketing) and additional member looking into computerization for I-ticketing, E-ticketing, E-booking, etc. | 1 | 3 | - | - |
| **PC2.** Coordinate with the chief commercial manager for resolving issues related to rates, claims and other grievances at the zonal level. | 1 | 3 | - | - |
| **PC3.** Coordinate on a daily basis with supervisors dealing with goods, parcels, catering and reservations. | 1 | 3 | - | 1 |
| **PC4.** Supervise the working of booking clerks. | 1 | 3 | - | - |
| **PC5.** Opening of enquiry & reservation oﬃces. | 1 | 3 | - | - |
| **PC6.** Ensure proper provision of user amenities, upkeep of waiting rooms, drinking water at stations. | 1 | 3 | - | 1 |
| **PC7.** Ensure proper display of time tables and list of passenger fares between stations. | 1 | 3 | - | 1 |
| **PC8.** Plan to install ‘universal terminals’ for Self Printing Ticket Machines (SPTMs). | 1 | 3 | - | 1 |
| **PC9.** Plan for a regular analysis of demand to augment trains as per requirement. | 1 | 3 | - | - |
| **PC10.** Plan for a ‘train load’ or consignment based on weight and charges applicable. | 1 | 3 | - | - |
| **PC11.** Plan to assemble a freight train/full rake (loading of goods/containers) on the basis of classiﬁcation of commodities – groups, divisions and classes as mentioned in the railway act. | 1 | 2 | - | 1 |
| **PC12.** Calculate train load rates from the base class. | 1 | 2 | - | 1 |
| **PC13.** Prepare the loading/unloading pattern so as to minimize loss and damage of cargo. | 1 | 2 | - | - |
| **PC14.** Streamline the process of issuing the railway receipt and eT-TRR. | 1 | 2 | - | - |
| **PC15.** Calculate the charges for movement of goods according to railway freight tariﬀ. | 1 | 2 | - | 1 |
| **PC16.** Coordinate with freight forwarders to aggregate the loads of multiple customers for cost savings. | 1 | 2 | - | - |
| **PC17.** Execute the incentive schemes and concessions such as long term traﬃc contract (LTTC), STS, RTT, automatic freight rebate scheme for TEFD, etc. | 1 | 2 | - | 1 |
| **PC18.** Prepare to put to use the freight forwarder scheme - whether to load one or two commodities in a train load, applying restriction on certain commodities. | 1 | 2 | - | - |
| **PC19.** Operationalize the PFT policy or Own Your Wagon scheme for the beneﬁt of the freight forwarders. | 1 | 2 | - | 1 |
| **PC20.** Prepare plans to coordinate with various customers/agencies by providing them full information needed by them. | 2 | 2 | - | - |
| **PC21.** Prepare plans in advance about the problems frequently occurring so that decision making is quick. | 2 | 2 | - | - |
| **PC22.** Work towards integrating with all regulatory bodies to get faster clearances for the goods trains. | 2 | 2 | - | - |
| **PC23.** Coordinate eﬀectively with logistics division, shipping lines, container train operators, exporters, Ministry of Commerce & Consumer Aﬀairs and Public Distribution. | 2 | 2 | - | 1 |
| **PC24.** Facilitate movement of empty rakes, ﬂats and containers. | 2 | 2 | - | - |
| **PC25.** Prepare plans for any exigency circumstances. | 1 | 2 | - | - |
| **Total marks** | **30** | **60** | **-** | **10** |
| Liabilities, claims, risk & insurance | **PC1.** Ensure quick payment of compensation to passengers/customers in a systematic manner. | 2 | 4 | - | 1 |
| **PC2.** Plan for assessment and payment of compensation in case of loss, damage, or destruction of any consignment. | 2 | 4 | - | - |
| **PC3.** Oversee proper loading/unloading of cargo as bailee’s liability applies on termination of transit of consignment. | 2 | 4 | - | 1 |
| **PC4.** Create a team of junior staﬀs that can explain to the customers and contractors their problems and confusion about the rules regarding the carriage of goods by rail. | 2 | 4 | - | - |
| **PC5.** Prepare a detailed step by step methodology for risk mitigation for the beneﬁt of all parties concerned. | 2 | 4 | - | 1 |
| **PC6.** Plan for mitigating the risk of labour. | 2 | 4 | - | - |
| **PC7.** Plan for quickly restoring normalcy in case of incidents such that there is least impact to environment, political and cultural areas. | 2 | 4 | - | - |
| **PC8.** Conduct inspection of the terminal to identify areas of risk and plan for early repair and maintenance. | 2 | 4 | - | - |
| **PC9.** Schedule for training of juniors on claim settlement procedures of railways as a common carrier. | 2 | 4 | - | 1 |
| **PC10.** Oversee the work of the staﬀ servicing each train as it arrives at the terminal. | 2 | 4 | - | 1 |
| **PC11.** Monitor all measures being taken for the safety of passengers. | 2 | 4 | - | 1 |
| **PC12.** Make a check list of operations that need to be carried out at stations for the comfort and safety of passengers as travel insurance is a component of an E-ticket. | 2 | 4 | - | 1 |
| **PC13.** Make plan/ provision for timely payment of compensation to the passengers in case of any incident. | 2 | 4 | - | 1 |
| **PC14.** Schedule meetings with the railway claims tribunal for quicker relief and early payment of compensation in diﬀerent situations. | 2 | 4 | - | 1 |
| **PC15.** Provide training to a few staﬀ members in legal aﬀairs for proper justice. | 2 | 4 | - | 1 |
| **Total marks** | **30** | **60** | **-** | **10** |
| Compliance for safety regulations | **PC1.** Make a note of all the safety processes of IR as applicable to the area of operation. | 3 | 5 | - | 1 |
| **PC2.** Prepare schedule of checks/ follow protocol that are necessary to prevent common accidents and breach of safety that take place in rail transportation. | 3 | 5 | - | 1 |
| **PC3.** Create a checklist of regular inspection of carriageway, rolling stock & manpower of IR. | 3 | 5 | - | 1 |
| **PC4.** Ensure safety and security of freight. | 3 | 5 | - | 1 |
| **PC5.** Follow necessary SOP and precautions while handling dangerous cargo in the area and instruct handlers to follow procedures. | 3 | 5 | - | 1 |
| **PC6.** Recognize unsafe conditions and safety practices of IR and report it to the safety department. | 2 | 5 | - | 1 |
| **PC7.** Inspect the activity area and rolling stock and other equipment for safe working. | 2 | 5 | - | - |
| **PC8.** Check if the terminal is clean for easy movement of passengers and cargo. | 2 | 5 | - | - |
| **PC9.** Ensure checking of MHE and other emergency equipments such as ﬁre alarms, water sprinklers, smoke detectors, etc. | 2 | 5 | - | 1 |
| **PC10.** Participate in regular ﬁre drills. | 2 | 5 | - | 1 |
| **PC11.** Report any violations in case of security checks of cargo- packaging, loading/unloading, weight or mis-declaration of cargo. | 2 | 5 | - | 1 |
| **PC12.** Comply with data safety regulations. | 3 | 5 | - | 1 |
| **NOS Total** | **30** | **60** | **-** | **10** |
| Maintain and monitor integrity and ethics in operations | **PC1.** refrain from indulging in corrupt practices | 2 | 5 | - | - |
| **PC2.** protect customers information and ensure acquired information is not used for personal advantage | 3 | 6 | - | - |
| **PC3.** protect data and information related to business or commercial decisions | 2 | 5 | - | - |
| **PC4.** sensitise the work force towards ethical behaviour in work place and performing job with integrity | 3 | 6 | - | - |
| **PC5.** conduct regular reviews and check reports for unethical behaviour and corrupt practices | 2 | 5 | - | - |
| **PC6.** consult senior management when in an ethical dilemma | 2 | 6 | - | - |
| **PC7.** report promptly all violations of code of ethics | 2 | 5 | - | - |
| **PC8.** dress up and conduct in a professional manner | 2 | 5 | - | - |
| **PC9.** communicate with clients and stakeholders in a soft and polite manner | 3 | 6 | - | - |
| **PC10.** follow etiquettes | 2 | 5 | - | - |
| **PC11.** check that that documentation with respect to operations is up to date and in accordance to the regulations | 2 | 5 | - | - |
| **PC12.** coordinate with regulatory authorities and assist in inspections and clearances | 3 | 6 | - | - |
| **PC13.** report any issues with regulatory compliance | 2 | 5 | - | - |
| **Total Marks** | **30** | **70** | **-** | **-** |
| Follow health, safety and security procedures at workplace | **PC1.** Comply with safety regulations and procedures to avoid ﬁre hazards, biohazards, etc. | 2 | 4 | - | - |
| **PC2.** Wear all safety equipment including protective gear, helmets etc., at relevant bay areas. | 2 | 4 | - | - |
| **PC3.** Follow organization procedures with respect to documentation. | 2 | 3 | - | - |
| **PC4.** Recognise unsafe conditions and safety practices at the workplace and report it to concerned authority. | 2 | 4 | - | - |
| **PC5.** Keep the workplace organized. | 1 | 4 | - | - |
| **PC6.** Ensure that the work area and supplies are cleaned regularly. | 2 | 4 | - | - |
| **PC7.** Comply with data safety regulations of the organisation. | 2 | 4 | - | - |
| **PC8.** Maintain clear worktable area. | 1 | 4 | - | - |
| **PC9.** Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitiser. | 2 | 5 | - | - |
| **PC10.** Undertake periodical preventive health check ups. | 1 | 4 | - | - |
| **PC11.** Participate in ﬁre drills. | 2 | 4 | - | - |
| **PC12.** Follow 5S at workplace. | 1 | 4 | - | - |
| **PC13.** Act immediately during emergency situations and move to safety. | 2 | 3 | - | - |
| **PC14.** Perform rescue activity according to instructions received and assist those in need. | 2 | 4 | - | - |
| **PC15.** Provide ﬁrst aid to aﬀected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc. | 2 | 4 | - | - |
| **PC16.** In case of ﬁre, follow ﬁre safety practices | 1 | 3 | - | - |
| **PC17.** Perform the steps involved in ﬁre safety drill. | 2 | 4 | - | - |
| **PC18.** Follow procedures to rescue victim of ﬁre without endangering self. | 1 | 4 | - | - |
| **Total Marks** | **30** | **70** | **-** | **-** |
| **Employability Skills (60 Hours)** | *Introduction to Employability Skills* | **1** | **1** | **-** | **-** |
| **PC1.** identify employability skills required for jobs in various industries | - | - | - | - |
| **PC2.** identify and explore learning and employability portals | - | - | - | - |
| *Constitutional values – Citizenship* | **1** | **1** | **-** | **-** |
| **PC3.** recognize the signiﬁcance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc. | - | - | - | - |
| **PC4.** follow environmentally sustainable practices | - | - | - | - |
| *Becoming a Professional in the 21st Century* | **2** | **4** | **-** | **-** |
| **PC5.** recognize the signiﬁcance of 21st Century Skills for employment | - | - | - | - |
| **PC6.** practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life | - | - | - | - |
| *Basic English Skills* | **2** | **3** | **-** | **-** |
| **PC7.** use basic English for everyday conversation in diﬀerent contexts, in person and over the telephone | - | - | - | - |
| **PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English | - | - | - | - |
| **PC9.** write short messages, notes, letters, e-mails etc. in English | - | - | - | - |
| *Career Development & Goal Setting* | **1** | **2** | **-** | **-** |
| **PC10.** understand the diﬀerence between job and career | - | - | - | - |
| **PC11.** prepare a career development plan with short- and long-term goals, based on aptitude | - | - | - | - |
| *Communication Skills* | **2** | **2** | **-** | **-** |
| **PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings | - | - | - | - |
| **PC13.** work collaboratively with others in a team | - | - | - | - |
| *Diversity & Inclusion* | **1** | **2** | **-** | **-** |
| **PC14.** communicate and behave appropriately with all genders and PwD | - | - | - | - |
| **PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act | - | - | - | - |
| *Financial and Legal Literacy* | **2** | **3** | **-** | **-** |
| **PC16.** select ﬁnancial institutions, products and services as per requirement | - | - | - | - |
| **PC17.** carry out oﬄine and online ﬁnancial transactions, safely and securely | - | - | - | - |
| **PC18.** identify common components of salary and compute income, expenses, taxes, investments etc | - | - | - | - |
| **PC19.** identify relevant rights and laws and use legal aids to ﬁght against legal exploitation | - | - | - | - |
| *Essential Digital Skills* | **3** | **4** | **-** | **-** |
| **PC20.** operate digital devices and carry out basic internet operations securely and safely | - | - | - | - |
| **PC21.** use e- mail and social media platforms and virtual collaboration tools to work eﬀectively | - | - | - | - |
| **PC23.** identify diﬀerent types of Entrepreneurship and Enterprises and assess opportunities for potential business through research | - | - | - | - |
| **PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion | - | - | - | - |
| **PC25.** identify sources of funding, anticipate, and mitigate any ﬁnancial/ legal hurdles for the potential business opportunity | - | - | - | - |
| *Customer Service* | **1** | **2** | **-** | **-** |
| **PC26.** identify diﬀerent types of customers | - | - | - | - |
| **PC27.** identify and respond to customer requests and needs in a professional manner. | - | - | - | - |
| **PC28.** follow appropriate hygiene and grooming standards | - | - | - | - |
| *Getting ready for apprenticeship & Jobs* | **2** | **3** | **-** | **-** |
| **PC29.** create a professional Curriculum vitae (Résumé) | - | - | - | - |
| **PC30.** search for suitable jobs using reliable oﬄine and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively | - | - | - | - |
| **PC31.** apply to identiﬁed job openings using oﬄine  /online methods as per requirement | - | - | - | - |
| **PC32.** answer questions politely, with clarity and conﬁdence, during recruitment and selection | - | - | - | - |
| **PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements | - | - | - | - |
| **Total Marks** | **20** | **30** | **-** | **-** |
| **Grand Total** | | **230** | **470** |  | **50** |

## Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

1. Assessment System Overview:

* SSC will receive batches through SIP or email to schedule assessment.
* Batches will be assigned to the NCVET affiliated assessment agencies for conducting the assessment.
* Assessment agencies send the assessment confirmation and procedure to TP/TC looping SSC.
* Assessment agency deploys the ToA certified Assessor for executing the assessment.
* SSC will monitor the assessment process & records.

2. Testing Environment:

* Check the Assessment location, date and time is same as SIP data.
* Specified equipment’s must be available to facilitate assessment.
* Check that the allotted time to the candidates to complete Theory &amp; Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

* Question bank is created by the Subject Matter Experts (SME) and are verified by the other SME of LSC.
* Questions are mapped to the specified assessment criteria.
* Assessor must be ToA certified.
* Mock test/Self assessment will be conducted during training through LSC softwares.

4. Types of evidence or evidence-gathering protocol:

* Time-stamped &amp; geotagged reporting of the assessor from assessment location
* Centre photographs with signboards and scheme specific branding
* 21 points check list must be adhered to by both AA and assessor.

5. Method of verification or validation:

* LSC will validate the evidence and results through LSC portal.
* Validation will be candidate wise scrutiny.

6. Method for assessment documentation, archiving, and access

* Hard copies of the documents are stored by AA for certain years.
* Soft copies of evidences will be stored in LSC portal.

**On the Job(OJT assessment applicable):**

1. The candidate must score 60% to successfully complete the OJT.

2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:

* Videos of Trainees during OJT

3. Assessment of each Module will ensure that the candidate is able to:

* Effective engagement with the customers
* Understand the working of various tools and equipment.

## Annexure: Acronym and Glossary

#### Acronym

| **Acronym** | **Description** |
| --- | --- |
| **AA** | Assessment Agency |
| **AB** | Awarding Body |
| **ISCO** | International Standard Classification of Occupations |
| **NCO** | National Classification of Occupations |
| **NCrF** | National Credit Framework |
| **NOS** | National Occupational Standard(s) |
| **NQR** | National Qualification Register |
| **NSQF** | National Skills Qualiﬁcations Framework |
| **OJT** | On the Job Training |

#### Glossary

| **Term** | **Description** |
| --- | --- |
| **National Occupational Standards (NOS)** | NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do. |
| **Qualification** | A formal outcome of an assessment and validation process which is obtained when a  competent body determines that an individual has achieved learning outcomes to given standards |
| **Qualification File** | A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification. |
| **Sector** | A grouping of professional activities on the basis of their main economic function, product, service or technology. |
| **Long Term Training** | Long-term skilling means any vocational training program undertaken for a year and above. <https://ncvet.gov.in/sites/default/files/NCVET.pdf> |