

NSQF QUALIFICATION FILE

Approved in 15th NSQC Meeting – NCVET – 27th January 2022

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

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

Name and contact details of individual dealing with the submission

Name : Ms. Reena Murray
Position in the Organization : Head – Standards & Quality Assurance
Address if different from above : Same as above
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List of documents submitted in support of the Qualifications File

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

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SUMMARY

| | | |
|----|--|--|
| 1 | Qualification Title | Receiving Assistant |
| 2 | Qualification Code, if any | LSC/Q2112 |
| 3 | NCO code and occupation | NCO-2004/4131.90 |
| 4 | Nature and purpose of the qualification (Please specify whether qualification is short term or long term) | Nature: Certificate course of Receiving Assistant Long term Purpose: Learners who attain this qualification are competent in warehousing operation and can get a job as Receiving Assistant to Prepare For receiving consignments, Receive inbound consignments, Complete end of day activities, Maintain Health, Safety and Security measures in receiving consignments |
| 5 | Body/bodies which will award the qualification | Logistics Sector Skill Council |
| 6 | Body which will accredit providers to offer courses leading to the qualification | Logistics Sector Skill Council |
| 7 | Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy) | Yes Both accreditation and affiliation are done by LSC based on due diligence report via SIP |
| 8 | Occupation(s) to which the qualification gives access | for completing the paperwork, receiving inbound consignments, checking them against invoices, identifying missing or defective items and processing returns with the distributor |
| 9 | Job description of the occupation | Receiving Assistants are also known as receiving clerks. Individuals in this role are responsible for completing the paperwork and receiving inbound consignments, checking them against invoices, identifying missing or defective items and processing returns with the distributor. They also help with cross docking, entering information regarding goods received and their storage location in the computer system and forwarding invoices to accounts payable. |
| 10 | Licensing requirements | Training in counting and inspecting inbound goods. |

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|----|--|--|
| 11 | Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided) | Not applicable |
| 12 | Level of the qualification in the NSQF | 3 |
| 13 | Anticipated volume of training/learning required to complete the qualification | 330 hours |
| 14 | Indicative list of training tools required to deliver this qualification | <p>For a class of 30 candidates</p> <p>Teaching board – 1 Projector – 1 Video player or TV - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipments – 1 Packaging material – 30 Packaging devices - 10 Scanner – 15 Standard forms – 5 Safety guidelines – 5 ERP - 1 PPE - 15 SOP - 10</p> |
| 15 | Entry requirements and/or recommendations and minimum age | <p>Grade 9 or Grade 8 with one year of (NTC/ NAC) after 8th or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience, with minimum age of 18 years completed.</p> |

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| | | | | |
|----------|---|---|--|--------------|
| 16 | Progression from the qualification (Please show Professional and academic progression) | Warehouse Executive. | | |
| 17 | Arrangements for the Recognition of Prior learning (RPL) | <p>LSC currently undertakes RPL through the following modes –</p> <ol style="list-style-type: none"> 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification. 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission. | | |
| 18 | International comparability where known (research evidence to be provided) | Under Study | | |
| 19 | Date of planned review of the qualification. | 27 th January 2025 | | |
| 20 | Formal structure of the qualification | | | |
| | Title of unit or other component | Mandatory/ Optional | Estimated size (learning hours) | Level |
| A | Mandatory components | | | |
| | Introduction | Mandatory | 30 | 3 |

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| | | | | |
|----------|--|-----------|----------------|---|
| | LSC/N2112: Prepare For receiving consignments | Mandatory | 60 | 3 |
| | LSC/N2113: Receive inbound consignments | Mandatory | 90 | 3 |
| | LSC/N2114: Complete end of day activities | Mandatory | 90 | 3 |
| | LSC/N2124: Maintain Health, Safety and Security measures in receiving consignments | Mandatory | 60 | 3 |
| | Employability Skills | Mandatory | 30 | 3 |
| | Sub Total (A) | | 360 Hrs | |
| B | Optional/ elective component | | | |
| | NA | | | |
| | Subtotal B | | | |
| | Total (A+B) | | 360 Hrs | |

SECTION 1

ASSESSMENT

| | |
|----|---|
| 21 | Body/Bodies which will carry out assessment: All the empanelled assessment agency will do the assessment |
| 22 | How will RPL assessment be managed and who will carry it out? RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments - <ol style="list-style-type: none">1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission. |

23

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.

Assessment policy of LSC

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

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

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- 1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.
- 3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.
- 4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.
- 5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hour in advance from the time of assessment.
- 6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.
- 7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.
- 8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council
- 9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.
- 10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.
- 11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.
- 12) To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
- 13) In case of unsuccessful completion, the trainee may seek Re-assessment on the QP.

2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity

The eligibility of assessors for “Job role – Receiving Assistant” are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

Grade 9

or Grade 8 with one year of (NTC/ NAC) after 8th

or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject

or 8th grade pass + 1 year relevant experience

or 5th grade pass + 4 year relevant experience

or Ability to read and write + 5 year relevant experience

or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience

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or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience, with minimum age of 18 years completed.

4. MARKING SCHEME:

| Sr. No. | Method of Assessments | Weightage (Max. marks) |
|--------------|-----------------------|------------------------|
| 1 | Theory | 30% |
| 2 | Practical | 70% |
| Total | | 100 |

5. PASSING MARKS: Every trainee should score minimum 50%

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

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

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

1. LSC have created 16 points check list to collect on the day of assessment.
2. Assessment agencies must ensure to collect all the evidence without fail.
3. Training Partner must cooperate on collecting assessment evidence.
4. Candidates must present with their original Aadhaar's and alternative id proof which is having clear face picture on the day of assessment.
5. Assessment agency must submit all the collected evidence through LSC MIS portal.

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Title of Component:

| Outcomes to be assessed/NOSs to be assessed | Assessment criteria for the outcome |
|--|---|
| 1. LSC/N2112: Prepare For receiving consignments | <p>To be competent, the user/ individual on the job must be able to:</p> <ol style="list-style-type: none">1. 1 obtain the work schedule for the day along with the expected times of inbound trucks from the transport manager1. 2 obtain the list of inbound consignments, details of number and type of goods in each consignment and inspection checklists from the warehouse manager1. 3 find out where each truck would be parked and where each consignment would be unloaded.1. 4 understand priorities or special conditions (if any) among the consignments.1. 5 collect and wear all the required personal protective equipment (PPE)1. 6 make sure any stationery required like pens, paper, etc. are available for use during the work day.1. 7 collect any receiving equipment to be used like bar code scanners, densimeters, etc. and check to ensure that they are in good working condition1. 8 inspect the receiving area to ensure that it is clean and in safe condition before starting work.1. 9 have any issues/problems solved before starting work. |
| 2. LSC/N2113: Receive inbound consignments | <p>To be competent, the user/ individual on the job must be able to:</p> <ol style="list-style-type: none">2. 1 start up the computer system, log in using company credentials and ensure that the system is working well2. 2 collect the agreement sheet from the truck driver2. 3 request driver to unseal consignment in their presence2. 4 in case of damage, take necessary precautions including quarantining the goods, obtaining drivers' signature, taking notes/snapshots etc. |

2. 5 visually inspect the consignment, sign the agreement sheet and give it to the documentation assistant to prepare the arrival report
2. 6 in case of discrepancy in consignments against the agreement sheet, report to supervisor
2. 7 prepare unloading slip. ensure the document packs are matching with the physical receipt
2. 8 have the consignment unloaded and moved into the receiving area by the unloader
2. 9 ensure proper acknowledgements are endorsed by the driver as well as the receiving clerk.
2. 10 based on the labels, identify the final destination, what goods are contained and the quantity contained in the package.
2. 11 keep aside packages which are headed for a different final destination i.e.. not being stored in the warehouse
2. 12 have the loader move the packages and keep them along with other packages headed for the same destination
2. 13 if bar codes are used, scan the goods and also the package so that the information gets updated in the system
2. 14 for goods being stored (warehouse as its final destination), open the packages, use the testing equipment to check conformity with desired specification and count all the inbound goods
2. 15 segregate and keep aside damaged goods. put the other goods back into the packages and note down the shortage
2. 16 if bar codes are used, scan the bar codes so that each good received (in good or bad condition) gets recorded in the system
2. 17 note down the results of inspection for each consignment, with specific details about condition of packaging, damaged goods and value of incoming consignment as per guidelines provided. report on non-conformance. Tick off steps completed with the inspection checklist. ensure that all steps have been done.
2. 18 move the packages with goods to be stored in the warehouse into the staging area to be put away by the binner
2. 19 discuss damages or shortages with the distributor.
2. 20 arrange to have the compensatory goods sent at the earliest and negotiate the terms

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|---|---|
| | <p>2. 21 escalate any issues in negotiation to the warehouse manager.</p> <p>2. 22 fill out damage claim forms, missing goods form as required and give them to the documentation assistant for subsequent processing.</p> |
| <p>3. LSC/N2114: Complete end of day activities</p> | <p>To be competent, the user/ individual on the job must be able to:</p> <ul style="list-style-type: none">3.1 input the details noted down into the system3.2 if bar codes are used, check to see that the information in the system matches the information noted down.3.3 ensure that actions taken/agreed upon for damaged or missing items are also entered in the system3.4 provide information in the system for the documentation assistant to prepare invoices3.5 inform the warehouse manager about any delays in inbound consignments or missed deliveries3.6 report any issues faced in negotiation with distributors regarding replacement for damaged or missing goods.3.7 prepare reports on the quality of inbound goods, number of damaged or missing goods, etc.3.8 save all data, safely log off and switch off the computer.3.9 return any PPE and testing equipment used to their respective storage racks.3.10 have any spillages or breakages in the unloading and receiving areas cleaned up by the loader3.11 check to ensure that the computer is off, the work area is clean and ready for the next work day |

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| 4. LSC/N2124: Maintain Health, Safety and Security measures in receiving consignments | To be competent, the user/ individual on the job must be able to: 4.1. comply with safety regulations and procedures in case of fire hazards, biohazards, etc. 4.2. understand the use of all protective personal equipment (PPE) required for work 4.3. wear all safety equipment including protective gear, helmets etc. when checking inbound consignments 4.4. follow organization procedures with respect to documentation. 4.5. recognize and report unsafe conditions and practices. 4.6. adhere to security regulations of the company |
|---|--|

Employability Skills (30 hours)

| S. No | Module Name | Duration (hours) | Assessment Marks |
|-------|---|------------------|------------------|
| 1. | Introduction to Employability Skills | 1 | 2 |
| 2. | Constitutional values - Citizenship | 1 | 2 |
| 3. | Becoming a Professional in the 21st Century | 1 | 4 |
| 4. | Basic English Skills | 2 | 5 |
| 5. | Communication Skills | 4 | 2 |
| 6. | Diversity & Inclusion | 1 | 2 |
| 7. | Financial and Legal Literacy | 4 | 7 |
| 8. | Essential Digital Skills | 3 | 10 |
| 9. | Entrepreneurship | 7 | 8 |
| 10. | Customer Service | 4 | 4 |
| 11. | Getting ready for apprenticeship & Jobs | 2 | 4 |
| | Total | 30 | 50 |

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

| Title/Name of qualification/component: Enter the title here number | | | Level: Add level |
|---|---|--|------------------|
| NSQF Domain | Outcomes of the Qualification/Component | How the outcomes relates to the NSQF level descriptors | NSQF Level |
| Process | | | |
| Professional knowledge | | | |
| Professional skill | | | |
| Core skill | | | |
| Responsibility | | | |

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Option B:

| Title/Name of qualification/component: Receiving Assistant (NSQF – 3) | | | |
|---|--|---|------------|
| NSQF Domain | Outcomes of the Qualification/Component | How the job role relates to the NSQF level descriptors | NSQF Level |
| Process | <p>The individual in the job requires to:</p> <ul style="list-style-type: none">inspect and identify any damages made on the packing or goods receivedcoordinate with the receiving team for receiving the materials from the vendors / customers | <p>The process is based on the list of inbound consignments, details of number and type of goods in each consignment and inspection checklists received from the warehouse manager and work schedule for the day along with the expected times of inbound trucks from the transport manager. Upon receiving the materials, the basic inspection to be done to identify any damages made on the packing or goods received. In case of any discrepancy, quarantine the damaged goods and report to the supervisor. The job holder has to coordinate with the receiving team for receiving the materials from the vendors / customers which is routine and predictable within the limited range.</p> | 3 |

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| Professional knowledge | <p>S/he would have knowledge of</p> <ul style="list-style-type: none"> • processes involved in inbound and outbound transport, forms to be received along with inbound consignments • computer systems used for documentation of inbound goods in the organization • safety, security procedures and housekeeping activities followed in the organization. | <p>The job holder knows and understand the processes involved in inbound and outbound transport, forms to be received along with inbound consignments, desired specifications for each product and possible difficulties in receiving inbound consignments. S/he has to have knowledge on computer systems used for documentation of inbound goods in the organization, inspection methods and consignment routing policies followed in the organization and procedures for dealing with loss or damage to goods. S/he has to inspect each consignment, with specific details about condition of packaging, damaged goods and value of incoming consignment as per guidelines provided, report on non conformance. S/he has to be aware of safety, security procedures and housekeeping activities followed in the organization.</p> | 3 |
| Professional skill | <p>Recall and demonstrate the ability to</p> <ul style="list-style-type: none"> • prioritize and execute daily target within the scheduled timeline • maintain and coordinate all activities related only to receiving within the warehouse | <p>The job holder has to be able to prioritize and execute daily target within the scheduled timeline. S/he has to estimate the value of goods received, whether the received products meets the required specification. S/he has to maintain and coordinate all activities related only to receiving within the warehouse which is routine and repetitive in narrow range of application. S/he has to possess the ability to meet the daily targets on coordinating with the receiving activity and submit detailed reports to the supervisor in a timely manner.</p> | 3 |

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|-----------------------|--|---|-----------------|
| <p>Core skill</p> | <ul style="list-style-type: none"> • communicate effectively with manager, peers and other employees • read and understand instructions in the receiving checklists • basic arithmetic skills | <p>The job holder communicates clearly with manager, peers and other employees at shop floor to ensure the receiving activity is running smoothly at the warehouse. S/he has to note down details regarding inspection of each inbound consignment, fill out forms, inspection checklists pertaining to the inbound consignments. S/he has to read and understand instructions in the receiving checklists and details required to fill in the forms while receiving the materials. S/he has to have the basic understanding on arithmetic while coordinating with the receiving activity on the counts</p> | <p>3</p> |
| <p>Responsibility</p> | <p>The individual is responsible for</p> <ul style="list-style-type: none"> • completing the paperwork and receiving inbound consignments, checking them against invoices • performing the job based on the priority or special conditions (if any) among the consignments and act accordingly under close supervision | <p>The job holder has the responsibility for completing the paperwork and receiving inbound consignments, checking them against invoices, identifying missing or defective items and processing returns with the distributor. S/he has to help with cross docking, entering information regarding, goods received and their storage location in the computer system and forwarding invoices to accounts payable. S/he will perform the job based on the priority or special conditions (if any) among the consignments and act accordingly under close supervision</p> | <p>3</p> |

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SECTION 3

EVIDENCE OF NEED

| 26 | Estimated uptake of Qualification? Basis | What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs) |
|----|--|---|
| | Need for the qualification | <p>While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same.</p> <p>The same are also indicated in various skill studies conducted for the logistic sector –</p> <ol style="list-style-type: none">1. Skill requirement in logistics sector <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p> |
| | Industry Relevance | <p>As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.</p> |
| | Usage of the qualification | <p>The information related to past uptake performance of previous QPs related to warehousing sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.</p> |
| | Estimated uptake | <p>Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is</p> <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p> |

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| 27 | <p>Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence</p> <p>Letter had been sent via email to line ministry seeking approval on 21st August 2021.</p> |
| 28 | <p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work</p> |
| 29 | <p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</p> <ul style="list-style-type: none">• Qualification that has been developed would be valid for 3 years from the date of upload in NQR.• Periodical interaction with the training partners to gather feedback in implementation.• Employer feedback will be sought post-placement on performance and training standards |

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

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

SECTION 4

EVIDENCE OF PROGRESSION

30

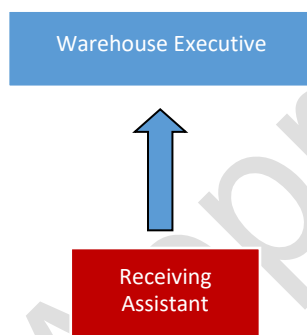
What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Show the career map here to reflect the clear progression

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

Occupational Map: Refer annexure - LSC_Occupational Mapping and Career Progression chart (given as supporting document)

Career Progression:



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

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