

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting – NCVET – 31st March 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 Qualification 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	Warehouse Claims Coordinator
2	Qualification Code, if any	LSC/Q2117
3	NCO code and occupation	NCO-2004/3431.90
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Nature: Certificate course of Warehouse Claims Coordinator Long term Purpose: Learners who attain this qualification are competent in warehousing operation and can get a job as Warehouse Claims Coordinator to Prepare for claims processing, Inspect goods and validate claims, Documentation and reporting to management, Maintain Health, Safety and Security measures for processing claims in the warehouse
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 receiving claims, assessing the goods concerned to ensure the claim is genuine and estimating the reimbursable amount.
9	Job description of the occupation	Warehouse Claims Coordinators are also known as Warehouse Claims Processors. Individuals in this role are responsible for receiving claims, assessing the goods concerned to ensure the claim is genuine and estimating the reimbursable amount. They are also required to verify all the documents, send the claims to the insurance companies and provide detailed reports to the management.
10	Licensing requirements	Training in inspecting and valuating damaged goods.
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable

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12	Level of the qualification in the NSQF	4
13	Anticipated volume of training/learning required to complete the qualification	450 hours
14	Indicative list of training tools required to deliver this qualification	<p>For a class of 30 candidates</p> <p>Teaching board – 1 White board – 1 Printer – 1 Projector – 1 Video player or TV - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipments – 1 Storage racks – 2 Pallets - 2 Packaging devices - 10 Scanner - 15 PPE – 15 ERP – 1 SOP – 10 Alarm – 1</p>
15	Entry requirements and/or recommendations and minimum age	<p>11th grade pass + No Experience required or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma + No Experience required or 10th grade pass plus 1-year NTC/ NAC + No Experience required or 8th grade pass plus 2-year NTC + 1 Year NAC or 8th pass plus 1-year NTC + 1-Year NAC plus CITS + No Experience required or 10th grade pass and pursuing continuous schooling + No Experience required or 10th Grade Pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 + 1 year 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 Supervisor		
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.	31 st March, 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	60	4
	LSC/N2115: Prepare for claims processing	Mandatory	90	4

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	LSC/N2116: Inspect goods and validate claims	Mandatory	90	4
	LSC/N2117: Reporting and Documentation	Mandatory	90	4
	LSC/N2125: Maintain Health, Safety and Security measures for processing claims in the warehouse	Mandatory	60	4
	Employability Skills	Mandatory	60	4
	Sub Total (A)		450 Hrs	
B	Optional/ elective component		NIL	
	Subtotal B			
	Total (A+B)		450 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

- 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.

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- 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 – Warehouse Claims Coordinator” are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification: 11th grade pass + No Experience required
or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma + No Experience required
or 10th grade pass plus 1-year NTC/ NAC + No Experience required
or 8th grade pass plus 2-year NTC + 1 Year NAC
or 8th pass plus 1-year NTC + 1-Year NAC plus CITS + No Experience required
or 10th grade pass and pursuing continuous schooling + No Experience required
or 10th Grade Pass + 2 year relevant experience
or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience
or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience, with minimum age of 18 years completed

4. MARKING SCHEME:

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

5. PASSING MARKS: Every trainee should score minimum 70%

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/N2115: Prepare for claims processing	<p>To be competent, the user/ individual on the job must be able to:</p> <ol style="list-style-type: none">1. 1 understand the work schedule for the day from the manager.1. 2 obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager.1. 3 if there are any pending claims, understand how they are included in the schedule.1. 4 understand priorities (if any) among claims.1. 5 collect and wear all the necessary personal protective equipment (ppe) as required by the product or the environment.1. 6 get the camera, any testing equipment required such as vernier calipers, screw gauge, densimeter, etc.1. 7 inspect the camera and testing equipment to ensure that they are in good working condition1. 8 perform a trial run and make any configuration adjustments to ensure that the testing equipment are ready.
2. LSC/N2116: Inspect goods and validate claims	<p>To be competent, the user/ individual on the job must be able to:</p> <ol style="list-style-type: none">2. 1 check the reason in the claim form and perform a visual inspection of the quarantined goods2. 2 perform visual inspection. use the testing equipment to verify the accuracy of the claim or refer it to the quality assurance team if required.2. 3 note down the results of the tests and fill out inspection checklists.2. 4 form a hypothesis on the reason for the damage, the accuracy of the claim and estimate the reimbursable amount2. 5 take photographs to use as evidence

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	<ul style="list-style-type: none">2. 6 interview the claimants, witnesses (if any), clients, suppliers or insurance companies to understand the genuineness and the reason for the claim2. 7 discuss the cause of damage with workers who are experienced in the area or industry/subject matter experts to validate the hypothesis2. 8 check whether the claims were filed within the allowable period and are not outdated.2. 9 separate genuine claims from false claims. if claims are false or outdated, escalate them to the manager.2. 10 refer to earlier cases and previous claims that are similar for reference.2. 11 update client/claimant on status of claim through the process2. 12 return any PPE used and the testing equipment used to the respective storage rack.2. 13 have the housekeeping staff dispose quarantined goods and clean up any spillage or breakages that occurred while testing.2. 14 perform an inspection of the quarantine area to ensure that it is clean and safe.
<p>3. LSC/N2117: Reporting and Documentation</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <ul style="list-style-type: none">3.1 verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine.3.2 ensure that the claim amounts are within the maximum legally permitted range.3.3 inform the claimant whether the claim would be processed or not, explain the maximum permissible claim amounts and resolve any other issues3.4 process the claim forms and forward them to the concerned insurance companies along with evidence and recommendations.3.5 prepare detailed reports about the results of the inspection, claim amounts, etc.3.6 prepare a report with reasons why certain claims were considered false.

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	<p>3.7 explain any difficulties or delays due to formalities, interaction with claimants, government or other agencies and have them resolved.</p> <p>3.8 provide a list of claims that are still being processed and the reasons for the delay in processing.</p> <p>3.9 resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required</p>
<p>4. LSC/N2125: Maintain Health, Safety and Security measures for processing claims in the warehouse</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <p>4.1 comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>4.2 wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments</p> <p>4.3 follow organization procedures with respect to documentation</p> <p>4.4 recognize and report unsafe conditions and practices.</p> <p>4.5 in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action</p> <p>4.6 identify reasons for occurrence of incident</p> <p>4.7 capture reasons and response/action taken into incident report/note to manager</p> <p>4.8 report any deviations from standard protocol along with reasons (if any)</p> <p>4.9 visually inspect the activity area and equipment for appropriate and safe condition.</p>

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S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1.5	2
2.	Constitutional values - Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	2.5	6
4.	Basic English Skills	10	6
5.	Career Development & Goal Setting	2	3
6.	Communication Skills	5	4
7.	Diversity & Inclusion	2.5	2
8.	Financial and Legal Literacy	5	5
9.	Essential Digital Skills	10	8
10.	Entrepreneurship	7	4
11.	Customer Service	5	3
12.	Getting Ready for Apprenticeship & Jobs	8	5
	Total	60	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: Warehouse Claims Coordinator (NSQF – 4)			
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">• make situations of clear choice on equipment required to perform the test• Coordinate with the insurance company to get the claim settled if it's genuine and settle down the issue.	<p>The process is based on the list of claims, individual claim forms, claims processing checklist and inspection checklist and any pending claims from the warehouse manager. S/he has to make situations of clear choice on equipment required to perform the test and reading to be recorded as a substantial proof to process the claims. Verify the claims by having a detailed interview with the concerned personnel involved in the process and get expert opinion to arrive for a logical conclusion. Claim forms have to be filled appropriate to the claim submitted which is predictable and routine in nature. Coordinate with the insurance company to get the claim settled if it's genuine and settle down the issue.</p>	4

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Professional knowledge	<p>S/he would have knowledge of</p> <ul style="list-style-type: none"> • various materials / goods / components and its technical specification • all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing 	<p>The job holder has to be aware about various materials / goods /components and its technical specification with cost incurrence handled in the warehouse. S/he has to know the claims process, identify false claims, usage on testing equipment used to test the quarantined goods and to note down readings. S/he has to have the knowledge on carrying out visual inspection, determine if further testing is required and possible difficulties in claims processing. S/he has to possess the knowledge to verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing. S/he has to know safety and security procedures followed in the organization</p>	4
Professional skill	<p>Recall and demonstrate the ability to</p> <ul style="list-style-type: none"> • investigate, dive deep and analyse before processing each claims • use the quality concepts in using the testing equipment 	<p>The job holder has to have the ability to investigate, dive deep and analyze before processing each claims. S/he has to plan and prioritize the claims to be processed within the time limit. S/he has to solve problems within the scope of limit by identifying trends / common causes for errors and suggest possible solutions to the supervisor. Claims received on damage parts during the transit or while transporting within the warehouse is routine and repetitive in narrow range of application. S/he can use the quality concepts in using the testing equipment for verifying on the claims to test the quarantined goods and to prepare the detailed report on claims.</p>	4

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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 manuals, claim forms • basic understanding on arithmetics 	<p>The job holder communicates and seeks instruction from the manager and to coordinate with peers. S/he has to read manuals, claim forms and to understand the characteristics of different products and various claims. S/he has to be able to note down the readings from the testing equipment, fill out inspection checklists and maintain records of claims investigated and prepare detailed reports for management for every claim submitted. S/he has to be aware of basic arithmetic to apply in calculating the cost effect on damage repercussions and its claims.</p>	<p>4</p>
<p>Responsibility</p>	<p>The individual is responsible for</p> <ul style="list-style-type: none"> • receive claims, assess the goods concerned to ensure the claim is genuine and estimate the reimbursable amount. • performing visual inspection by using the testing equipment 	<p>The job holder has the responsible for his/her own work such as to receive claims, assess the goods concerned to ensure the claim is genuine and estimate the reimbursable amount. S/he has to verify all the documents, send the claims to the insurance companies and provide detailed reports to the management. S/he will receive all types of claim forms, prioritize as per timelines and gather required equipment such as camera, Vernier callipers, etc. and perform visual inspection by using the testing equipment to verify the accuracy of claim and in case of any discrepancy refer it to the Quality assurance team. S/he has to conduct interviews, get expert opinion, segregate false claims, fill out forms and forward to insurance companies for genuine claims under warehouse manager's supervision.</p>	<p>4</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

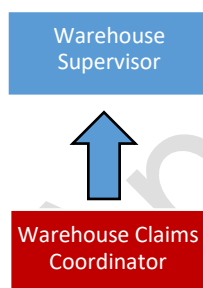
What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

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.