What are Occupational Standards(OS)?

➢ OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

➢ OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Contents

Introduction

Qualifications Pack – Courier Pick-up Executive

SECTOR: LOGISTICS

SUB-SECTOR: Courier and Mail Services

OCCUPATION: Ground Operations

REFERENCE ID: LSC/Q3024

ALIGNED TO: NCO-2004/9151.65

Brief Job Description: Courier Pick-up Executives are also known as Pick-up Executives or Courier Collection Executives. Individuals in this role are on-the-road staff who are responsible for collecting packages from the corporate customer's doorstep, completing the paperwork, and delivering the package to the local collection center. They are a key customer facing role who are also responsible for preparing air waybills and informing customers of different products and services of the company.

Personal Attributes: This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Job Details

Qualifications Pack Code	LSC/Q3024		
Job Role	Courier Pick-up Executive		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	10/04/2015
Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016
NSQC Clearence on	TBD		

Job Role	Courier Pick-up Executive (Pick-up Executive, Courier Collection Executive)
Role Description	Pick-up shipments to be delivered
NSQF level Minimum Educational Qualifications* Maximum Educational Qualifications*	3 Class X (preferable) Diploma/Graduate (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	Trained in driving vehicles
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. LSC/N3004 ([Prepare for picking up packages](#)) 2. LSC/N3005 ([Meet with customers and collect parcels](#)) 3. LSC/N3006 ([Deliver packages to collection center and reporting](#)) 4. LSC/N3043 ([Maintain health, safety and security standards while picking-up packages](#)) **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Definitions

National Occupational Standard

Overview

This unit is about preparing for picking up packages

Unit Code	LSC/N3004
Unit Title (Task)	Prepare for picking up packages
Description	This unit is about preparing for picking up packages
Scope	This OS unit/task covers the following: • Obtain requisite information for shipment pick-up • Prepare to pick up packages

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Obtain requisite information for shipment pick-up	To be competent, the user/individual on the job must be able to: PC1. Obtain daily schedule and list of packages to be picked up with pickup time, customer details such as company name, address, contact details, shipment to be picked up, etc from the coordinator. PC2. Determine whether the customer has an existing account with the company or if a new account has to be created. PC3. Find out from the backend support team if there has been any cancellations and update the list. PC4. Understand priorities among orders and deadlines if any from coordinator. PC5. Obtain the optimal routing sequence from the coordinator.
Prepare to pick up packages	PC6. Collect necessary equipment such as Global Positioning System (GPS), tracking devices, sacks to store received shipment, etc. PC7. Perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip. PC8. Report any issues with vehicle such as vehicle not starting, flat tire, etc and have it rectified. PC9. Ensure sufficient availability of forms and other stationery.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational procedures KA2. Knowledge of paperwork required before collecting the package. KA3. Knowledge of organization's products/services and their pricing KA4. Procedures for dealing with loss or damage to shipment KA5. Risk and impact of not following defined procedures/work instructions KA6. Knowledge of clients and their products being handled KA7. Knowledge of all relevant safety and security procedures

National Occupational Standard

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. Knowledge of types of shipments being handled
	KB2. Knowledge of operating a computer
	KB3. Possess knowledge of different state taxes and other regulatory aspects
	KB4. Understand how to stack parcels depending on their type
	KB5. Be aware of product related requirements
	KB6. Knowledge of special characteristics and handling requirements of shipment, if any.
	KB7. Knowledge of air waybills
	KB8. Excellent geographical knowledge
	KB9. Knowledge of the local areas and routes.
	KB10. Knowledge of how to use the GPS and other tracking/navigation devices.
	KB11. Knowledge of traffic rules that need to be followed.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. Ability to fill out customer forms and reimbursement forms.
	SA2. Fill out any complaint/insurance related forms for damaged shipment
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA3. Read labels and understand the labelling codes as per company procedures
	SA4. Read and understand customer and package details.
	SA5. Read and understand traffic signage.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. Communicate clearly with supervisors and peers
	SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
	SA8. Share best practices with peers and juniors
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. Ability to make a decision when customers are not available
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB3. Ability to concentrate on task at hand and complete it without errors
	SB4. Be a team player and achieve joint goals

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Understand the customer timelines and ensure that they are met. SB6. Be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for errors and suggest possible solutions to the manager. SB8. Ability to identify and correct errors.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB9. Suggest methods to streamline the delivery process. SB10. Notice common accidents and suggest safety measures to prevent the same
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N3004		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Couier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016

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National Occupational Standard

Overview

This unit is about meeting with customers and collecting parcels

National Occupational Standard

Unit Code	LSC/N3005
Unit Title (Task)	Meet with customers and collect parcels
Description	This unit is about meeting with customers and collecting parcels
Scope	This OS unit/task covers the following: • Handling normal situations • Dealing with delays or cancellations

Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Handling normal situations	To be competent, the user/individual on the job must be able to: PC1. Arrive at the destination. PC2. Meet the concerned person in the company. PC3. If the customer does not have an account, have them fill out forms to create a new account. PC4. Collect and inspect the package for type of product and its condition. PC5. Request the customer to fill out the package collection forms and complete the paperwork, and guide the customer on filling the paperwork, if required. PC6. Ensure all the necessary details have been filled out in the paperwork PC7. Hand over customer copy of the receipt with the expected delivery date and acknowledging the collection of the package in good condition. PC8. Point out the tracking number and explain to the customer how to track the package. PC9. Get the customer's signature where required. PC10. Thank the customer and leave premises.
Dealing with delays or cancellations	PC11. If the package is not ready, understand from the contact person why the package is not ready and when the package would be ready. PC12. If it is a short time, wait in premises, collect package, finish paper work and leave. PC13. If the wait time is long or uncertain, fix up another time at which the package would be picked up. PC14. Keep the supervisor informed of any delays PC15. If the order has been cancelled, get customer to sign off on a slip to acknowledge cancellation and proceed to next pick up point. PC16. Change the day plan accordingly to accommodate all the pick-ups.

Knowledge and Understanding (K)	
A. **Organizational Context** (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational procedures KA2. Knowledge of paperwork required before collecting the package. KA3. Knowledge of organization's products/services and their pricing KA4. Procedures for dealing with loss or damage to shipment KA5. Risk and impact of not following defined procedures/work instructions KA6. Knowledge of clients and their products being handled KA7. Knowledge of all relevant safety and security procedures
B. **Technical Knowledge**	The user/individual on the job needs to know and understand: KB1. Knowledge of types of shipments being handled KB2. Knowledge of operating a computer KB3. Possess knowledge of different state taxes and other regulatory aspects KB4. Understand how to stack parcels depending on their type KB5. Be aware of product related requirements KB6. Knowledge of special characteristics and handling requirements of shipment, if any. KB7. Knowledge of air waybills KB8. Excellent geographical knowledge KB9. Knowledge of the local areas and routes. KB10. Knowledge of how to use the GPS and other tracking/navigation devices. KB11. Knowledge of traffic rules that need to be followed.
Skills (S)	
A. **Core Skills/ Generic Skills**	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. Ability to fill out customer forms and reimbursement forms. SA2. Fill out any complaint/insurance related forms for damaged shipment
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Read labels and understand the labelling codes as per company procedures SA4. Read and understand customer and package details. SA5. Read and understand traffic signage.

		Oral Communication (Listening and Speaking skills)
		The user/individual on the job needs to know and understand how to: SA6. Communicate clearly with supervisors and peers SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly SA8. Share best practices with peers and juniors
B.	**Professional Skills**	**Decision Making**
		The user/individual on the job needs to know and understand how to: SB1. Ability to make a decision when customers are not available
		Plan and Organize
		The user/individual on the job needs to know and understand how to: SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB3. Ability to concentrate on task at hand and complete it without errors SB4. Be a team player and achieve joint goals
		Customer Centricity
		The user/individual on the job needs to know and understand how to: SB5. Understand the customer timelines and ensure that they are met. SB6. Be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
		Problem Solving
		The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for errors and suggest possible solutions to the manager. SB8. Ability to identify and correct errors.
		Analytical Skills
		The user/individual on the job needs to know and understand how to: SB9. Suggest methods to streamline the delivery process. SB10. Notice common accidents and suggest safety measures to prevent the same
		Critical Thinking Skills
		The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N3005		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016

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National Occupational Standard

Overview

This unit is about delivering packages to collection center and reporting

National Occupational Standard

Unit Code	LSC/N3006
Unit Title (Task)	Deliver packages to collection center and reporting
Description	This unit is about delivering packages to collection center and reporting
Scope	This OS unit/task covers the following: • Handover packages at the service station • Reporting to management on the status

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Handover packages at the service station	To be competent, the user/individual on the job must be able to: PC1. At the end of the day, bring all the collected packages to the service station PC2. Park vehicle and carry out a safety inspection. PC3. Unload packages and hand them over to be weighed, packed if necessary and sent for sorting. PC4. Give the company copy of the receipts to the billing clerk so that invoices can be generated after weighing and sent to the customer. PC5. Return GPS, tracking devices, sacks and any unused stationery.
Reporting to management on the status	PC6. Notify coordinator on any delays, cancellations, any missed pick-ups and their locations so that it could be included in the next day's plan. PC7. Report any damages to packages that had occurred during transit. PC8. Report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required. PC9. Provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred. PC10. Complete any forms as required by management such as damaged shipment form, reimbursement form, etc.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational procedures KA2. Knowledge of paperwork required before collecting the package. KA3. Knowledge of organization's products/services and their pricing KA4. Procedures for dealing with loss or damage to shipment KA5. Risk and impact of not following defined procedures/work instructions KA6. Knowledge of clients and their products being handled KA7. Knowledge of all relevant safety and security procedures

| B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. Knowledge of types of shipments being handled
	KB2. Knowledge of operating a computer
	KB3. Possess knowledge of different state taxes and other regulatory aspects
	KB4. Understand how to stack parcels depending on their type
	KB5. Be aware of product related requirements
	KB6. Knowledge of special characteristics and handling requirements of shipment, if any.
	KB7. Knowledge of air waybills
	KB8. Excellent geographical knowledge
	KB9. Knowledge of the local areas and routes.
	KB10. Knowledge of how to use the GPS and other tracking/navigation devices.
	KB11. Knowledge of traffic rules that need to be followed.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. Ability to fill out customer forms and reimbursement forms.
	SA2. Fill out any complaint/insurance related forms for damaged shipment
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA3. Read labels and understand the labelling codes as per company procedures
	SA4. Read and understand customer and package details.
	SA5. Read and understand traffic signage.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. Communicate clearly with supervisors and peers
	SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
	SA8. Share best practices with peers and juniors

B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. Ability to make a decision when customers are not available
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB3. Ability to concentrate on task at hand and complete it without errors SB4. Be a team player and achieve joint goals
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Understand the customer timelines and ensure that they are met. SB6. Be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for errors and suggest possible solutions to the manager. SB8. Ability to identify and correct errors.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB9. Suggest methods to streamline the delivery process. SB10. Notice common accidents and suggest safety measures to prevent the same
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N3006		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016

LSC/N3043   **Maintain health, safety and security standards while picking-up packages**

National Occupational Standard
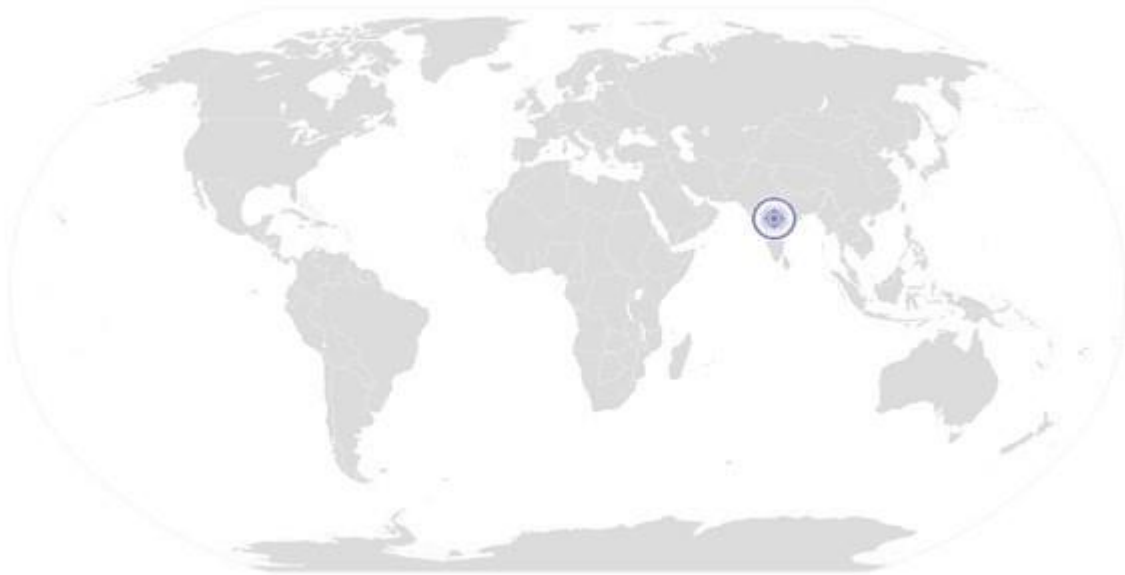
Overview

This unit is about maintaining health, safety and security standards while picking-up packages

Unit Code	LSC/N3043
Unit Title (Task)	Maintain health, safety and security standards while picking-up packages
Description	This unit is about delivering packages to collection center and reporting
Scope	This OS unit/task covers the following: • Maintain health, safety and security standards while picking-up packages

National Occupational Standard (vertical text on left margin)

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Maintain health, safety and security standards while picking-up packages	To be competent, the user/individual on the job must be able to: PC1. Maintain clean and hygienic vehicle PC2. Look out for suspicious looking packages PC3. Take all the necessary precautions when handling packages. PC4. Follow organization procedures with respect to security, materials handling and accidents PC5. Follow traffic rules when driving on the road.

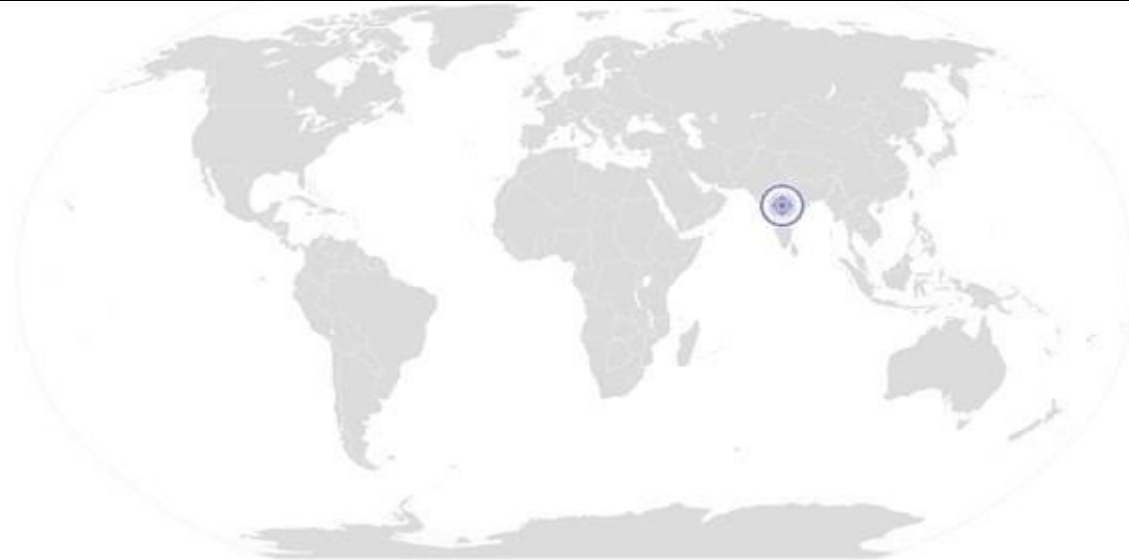| Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational procedures KA2. Knowledge of paperwork required before collecting the package. KA3. Knowledge of organization's products/services and their pricing KA4. Procedures for dealing with loss or damage to shipment KA5. Risk and impact of not following defined procedures/work instructions KA6. Knowledge of clients and their products being handled KA7. Knowledge of all relevant safety and security procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of types of shipments being handled KB2. Knowledge of operating a computer KB3. Possess knowledge of different state taxes and other regulatory aspects KB4. Understand how to stack parcels depending on their type KB5. Be aware of product related requirements KB6. Knowledge of special characteristics and handling requirements of shipment, if any. KB7. Knowledge of air waybills KB8. Excellent geographical knowledge KB9. Knowledge of the local areas and routes.

	KB10. Knowledge of how to use the GPS and other tracking/navigation devices.
	KB11. Knowledge of traffic rules that need to be followed.

Skills (S)	
A. Core Skills/	**Writing Skills**
Generic Skills	The user/ individual on the job needs to know and understand how to:
	SA1. Ability to fill out customer forms and reimbursement forms.
	SA2. Fill out any complaint/insurance related forms for damaged shipment
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA3. Read labels and understand the labelling codes as per company procedures
	SA4. Read and understand customer and package details.
	SA5. Read and understand traffic signage.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. Communicate clearly with supervisors and peers
	SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
	SA8. Share best practices with peers and juniors
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. Ability to make a decision when customers are not available
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB3. Ability to concentrate on task at hand and complete it without errors
	SB4. Be a team player and achieve joint goals
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB5. Understand the customer timelines and ensure that they are met.
	SB6. Be aware of how to deal with the cultural sensitivity and delivering in case of women receivers

	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB7. Identify trends/common causes for errors and suggest possible solutions to the manager.
	SB8. Ability to identify and correct errors.
	Analytical Skills
	The user/individual on the job needs to know and understand how to:
	SB9. Suggest methods to streamline the delivery process.
	SB10. Notice common accidents and suggest safety measures to prevent the same
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to:
	SB11. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N3043		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016

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Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter code for SSC]

Q denoting Qualifications Pack

QP number (2 numbers)

Occupation (2 numbers)
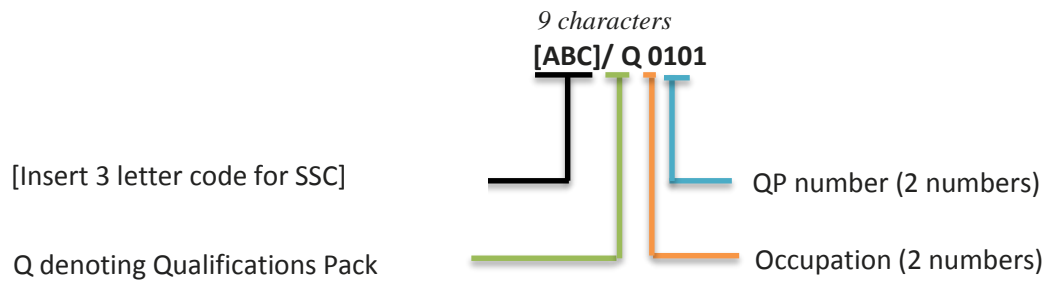
Occupational Standard

An example of NOS with 'N'

9 characters

[ABC] / N 0101

[Insert 3 letter code for SSC]

N denoting National Occupational Standard

OS number (2 numbers)
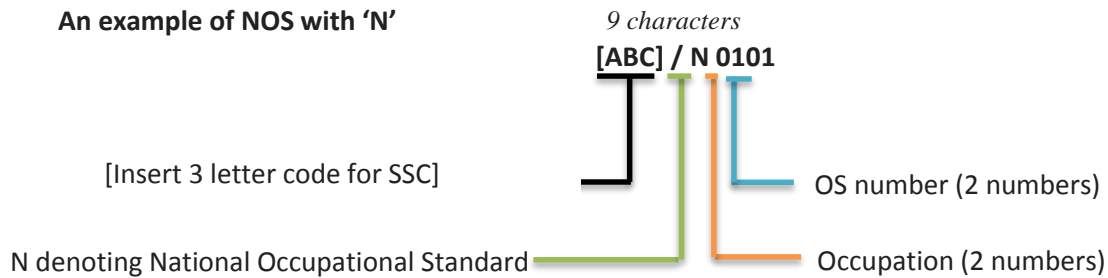
Occupation (2 numbers)

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Courier and Mail Services	30

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether **Q**P or **N**OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Courier Pick-up Executive

Qualification Pack: LSC/Q3024

Sector Skill Council: LSC

Guidelines for Assessment
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center. 4. To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
				Marks Allocation	
1. LSC/N3004 (Prepare for picking-up packages)	PC1. Obtain daily schedule and list of packages to be picked up with pickup time, customer details such as company name, address, contact details, shipment to be picked up, etc from the coordinator.		20	6	14
	PC2. Determine whether the customer has an existing account with the company or if a new account has to be created.		10	3	7
	PC3. Find out from the backend support team if there has been any cancellations and update the list.		10	3	7
	PC4. Understand priorities among orders and deadlines if any from coordinator.	**100**	10	3	7
	PC5. Obtain the optimal routing sequence from the coordinator.		10	3	7
	PC6. Collect necessary equipment such as Global Positioning System (GPS), tracking devices, sacks to store received shipment, etc.		10	3	7
	PC7. Perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip.		10	3	7
	PC8. Report any issues with vehicle such as vehicle not starting, flat tire, etc and have it rectified.		10	3	7

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
				Marks Allocation	
	PC9. Ensure sufficient availability of forms and other stationery.		10	3	7
		Total	100	30	70
2.LSC/N3005 (Meet with customers and collect parcels)	PC1. Arrive at the destination.		5	1	4
	PC2. Meet the concerned person in the company.		10	2	8
	PC3 If the customer does not have an account, have them fill out forms to create a new account.		10	2	8
	PC4. Collect and inspect the package for type of product and its condition.		5	1	4
	PC5. Request the customer to fill out the package collection forms and complete the paperwork, and guide the customer on filling the paperwork, if required.		10	2	8
	PC6. Ensure all the necessary details have been filled out in the paperwork	**100**	5	1	4
	PC7. Hand over customer copy of the receipt with the expected delivery date and acknowledging the collection of the package in good condition.		5	1	4
	PC8. Point out the tracking number and explain to the customer how to track the package.		10	2	8
	PC9. Get the customer's signature where required.		5	1	4
	PC10. Thank the customer and leave premises.		5	1	4
	PC11. If the package is not ready, understand from the contact person why the package is not ready and when the package would be ready.		5	1	4
	PC12. If it is a short time, wait in premises, collect package, finish paper work and leave.		5	1	4
	PC13. If the wait time is long or uncertain, fix up another time at which the package would be picked up.		5	1	4
	PC14. Keep the supervisor informed of any delays		5	1	4
	PC15. If the order has been cancelled, get customer to sign off on a slip to acknowledge cancellation and proceed to next pick up point.		5	1	4
	PC16. Change the day plan accordingly to accommodate all the pick-ups		5	1	4
		Total	100	20	80
3. LSC/N3006 (Deliver packages to collection center and reporting)	PC1. At the end of the day, bring all the collected packages to the service station	**100**	5	1	4
	PC2. Park vehicle and carry out a safety inspection.		5	1	4

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Marks Allocation		
			Out of	Theory	Skills Practical
	PC3. Unload packages and hand them over to be weighed, packed if necessary and sent for sorting.		5	1	4
	PC4. Give the company copy of the receipts to the billing clerk so that invoices can be generated after weighing and sent to the customer.		10	2	8
	PC5. Return GPS, tracking devices, sacks and any unused stationery.		10	2	8
	PC6. Notify coordinator on any delays, cancellations, any missed pick-ups and their locations so that it could be included in the next day's plan.		20	4	16
	PC7. Report any damages to packages that had occurred during transit.		10	2	8
	PC8. Report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.		10	2	8
	PC9. Provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.		5	1	4
	PC10. Complete any forms as required by management such as damaged shipment form, reimbursement form, etc.		20	4	16
	Total		100	20	80
4. LSC/N3043 (Maintain health, safety and security standards while picking-up packages)	PC1. Maintain clean and hygienic vehicle	**100**	20	4	16
	PC2. Look out for suspicious looking packages		20	4	16
	PC3. Take all the necessary precautions when handling packages.		20	4	16
	PC4. Follow organization procedures with respect to security, materials handling and accidents		20	4	16
	PC5. Follow traffic rules when driving on the road.		20	4	16
	Total		100	20	80

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