

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

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

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. OS Units.....P.2
4. Glossary of Key TermsP.3
5. Annexure:Nomenclature for QP & NOS..P.24
6. Assessment Criteria.....P.26

Introduction

Qualifications Pack – Courier Claims processor

SECTOR: LOGISTICS

SUB-SECTOR: Courier and Mail Services

OCCUPATION: Claims Management

REFERENCE ID: LSC/Q3036

ALIGNED TO: NCO-2004/3417.50

Brief Job Description: Courier Claims processor are also known as Claims Processors. Individual in this role are responsible for receiving claims, assessing the shipments concerned to ensure the claim is genuine and estimating the reimbursable amount. They are a specialized role who are also responsible for coordinating with other departments, conducting interviews and filling out forms for insurance claims.

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.

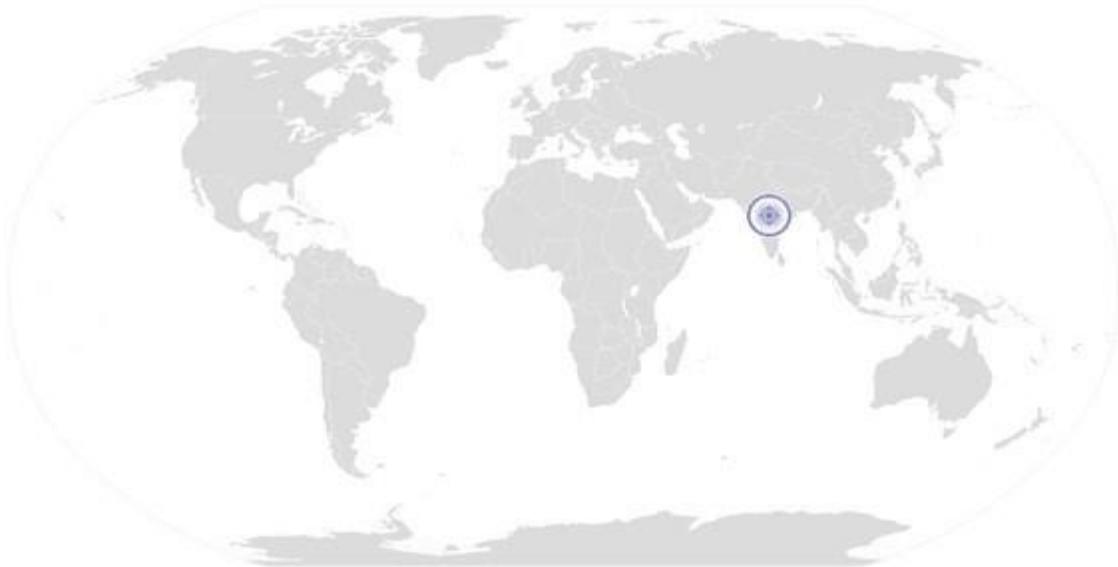
Qualifications Pack Code	LSC/Q3036		
Job Role	Courier Claims processor		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	10/04/2015
Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Claims Management	Next review date	10/10/2016
NSQC Clearance on	TBD		

Job Role	Courier Claims processor (Claims Processor)
Role Description	Receiving claims and assess shipments
NSQF level	5
Minimum Educational Qualifications* Maximum Educational Qualifications*	Diploma/Graduate (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	Trained in claims process
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N3039 (Prepare for Processing Claims) LSC/N3040 (Scrutinize shipments and validate claims) LSC/N3041 (Documentation and reporting to management) LSC/N3055 (Maintain health, safety and security standards while processing courier claims) <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Definitions

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.

National Occupational Standard



Overview

This unit is about preparing for processing claims.

Unit Code	LSC/N3039
Unit Title (Task)	Prepare for processing claims
Description	This unit is about preparing for processing claims
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Obtain all documents required and plan for the day Collect required equipment to perform inspection
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Obtain all documents required and plan for the day	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Understand the work schedule for the day from the manager.</p> <p>PC2. Obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager.</p> <p>PC3. If there are any pending claims, understand how they are included in the schedule.</p> <p>PC4. Understand priorities (if any) among claims.</p>
Collect required equipment to perform inspection	<p>PC5. Collect and wear all the necessary Personal Protective Equipment (PPE) as required by the product or the environment.</p> <p>PC6. Get the camera, any testing equipment required such as Vernier calipers, screw gauge, densimeter, etc.</p> <p>PC7. Inspect the camera and testing equipment to ensure that they are in good working condition.</p> <p>PC8. Perform a trial run and make any configuration adjustments to ensure that the testing equipment are ready.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to shipments</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Nature and characteristics of shipments handled by the company</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of how to process claims and how to deal with false claims.</p>

Prepare for processing claims

	<p>KA8. Knowledge of insurance companies the organization works with and their processes</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of specifications desired for each product. KB2. Knowledge of testing equipment to be used to test the quarantined goods. KB3. Knowledge of how to use the testing equipment and how to take readings. KB4. Knowledge of how to decide on whether the claim is genuine or not based on the readings taken. KB5. Ability to carry out visual inspection and determine if further testing is required. KB6. Types of workplace hazards that one can encounter on the job and safe operating practices. KB7. Knowledge of possible difficulties in claims processing.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down the readings from the testing equipment. SA2. Fill out inspection checklists and maintain records of claims investigated. SA3. Prepare detailed reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read claim forms and understand the claim. SA5. Read manuals and understand the characteristics of different products.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers and peers SA7. Provide advice and guidance to peers and juniors</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB2. Ability to make a judgment as to whether the claim is genuine or not.</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism.</p>

Prepare for processing claims

	<p>SB6. Be a team player and achieve joint goals</p> <p>SB7. Flexibility to re-assess schedule in case of delays</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Understand the customer requirements and ensure that they are met.</p> <p>SB9. Communicate with customers on the status of the claims</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Identify trends/common causes for errors and suggest possible solutions to the supervisor</p> <p>SB11. Handle day to day problems like delays, staffing shortage, etc.</p>
	<p>Analytical Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Suggest methods to streamline claims processing.</p> <p>SB13. Ability to assess the reimbursable amount for each claim.</p>
	<p>Critical Thinking Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Ability to concentrate on task at hand and complete it without errors</p>



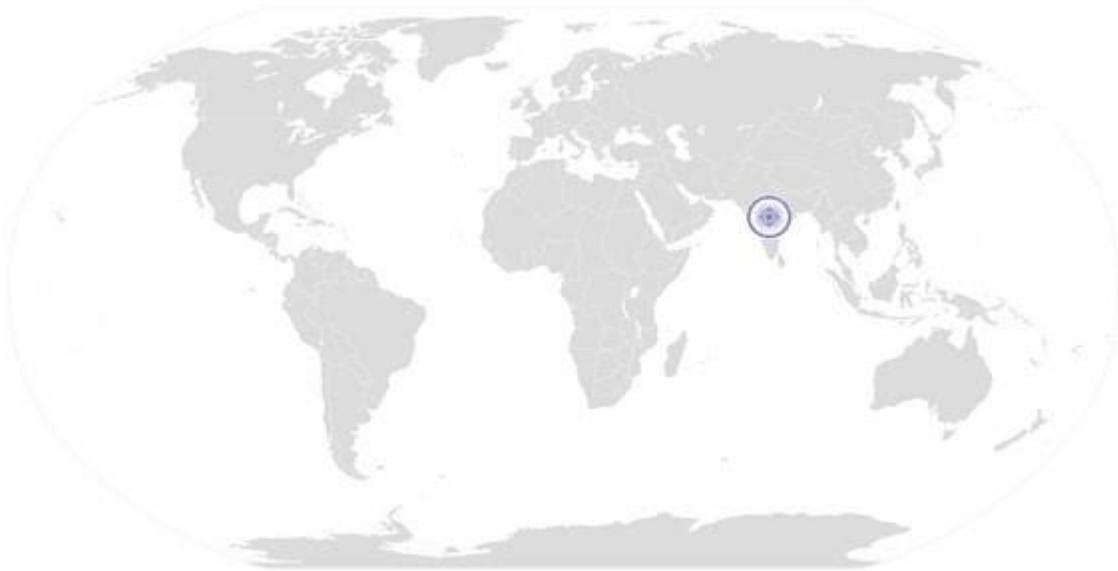
NOS Version Control

NOS Code	LSC/N3039		
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	Claims Management	Next review date	10/10/2016



[Back to QP](#)

National Occupational Standard



Overview

This unit is about scrutinizing shipments and validating claims.

Unit Code	LSC/N3040
Unit Title (Task)	Scrutinize shipments and validate claims
Description	This unit is about scrutinizing shipments and validating claims
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Scrutinize the quarantined shipments Conduct interviews, get expert opinions and segregate false claims
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Scrutinize the quarantined shipments	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check the reason in the claim form and perform a visual inspection of the quarantined shipments</p> <p>PC2. Perform visual inspection. Use the testing equipment to verify the accuracy of the claim or refer it to the Quality Assurance team if required.</p> <p>PC3. Note down the results of the tests and fill out inspection checklists.</p> <p>PC4. Form a hypothesis on the reason for the damage, the accuracy of the claim and estimate the reimbursable amount.</p> <p>PC5. Take photographs to use as evidence.</p>
Conduct interviews, get expert opinions and segregate false claims	<p>PC6. Interview the claimants, witnesses (if any), clients, suppliers or insurance companies to understand the genuineness and the reason for the claim.</p> <p>PC7. Discuss the cause of damage with workers who are experienced in the area or industry/subject matter experts to validate the hypothesis.</p> <p>PC8. Check whether the claims were filed within the allowable period and are not outdated.</p> <p>PC9. Separate genuine claims from false claims. Escalate outdated and false claims to the manager.</p> <p>PC10. Refer to earlier cases and previous claims that are similar in nature for reference</p> <p>PC11. Update Client/Claimant on status of claim through the process</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to shipments</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p>

LSC/N3040

Scrutinize shipments and validate claims

<p>its processes)</p>	<p>KA4. Nature and characteristics of shipments handled by the company KA5. Knowledge of all relevant safety and security procedures KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies. KA7. Knowledge of how to process claims and how to deal with false claims. KA8. Knowledge of insurance companies the organization works with and their processes</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of specifications desired for each product. KB2. Knowledge of testing equipment to be used to test the quarantined goods. KB3. Knowledge of how to use the testing equipment and how to take readings. KB4. Knowledge of how to decide on whether the claim is genuine or not based on the readings taken. KB5. Ability to carry out visual inspection and determine if further testing is required. KB6. Types of workplace hazards that one can encounter on the job and safe operating practices. KB7. Knowledge of possible difficulties in claims processing.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down the readings from the testing equipment. SA2. Fill out inspection checklists and maintain records of claims investigated. SA3. Prepare detailed reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read claim forms and understand the claim. SA5. Read manuals and understand the characteristics of different products.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers and peers SA7. Provide advice and guidance to peers and juniors</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB2. Ability to make a judgment as to whether the claim is genuine or not.</p>

LSC/N3040

Scrutinize shipments and validate claims

	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals SB7. Flexibility to re-assess schedule in case of delays
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB8. Understand the customer requirements and ensure that they are met. SB9. Communicate with customers on the status of the claims
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. Identify trends/common causes for errors and suggest possible solutions to the supervisor SB11. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB12. Suggest methods to streamline claims processing. SB13. Ability to assess the reimbursable amount for each claim.
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors	

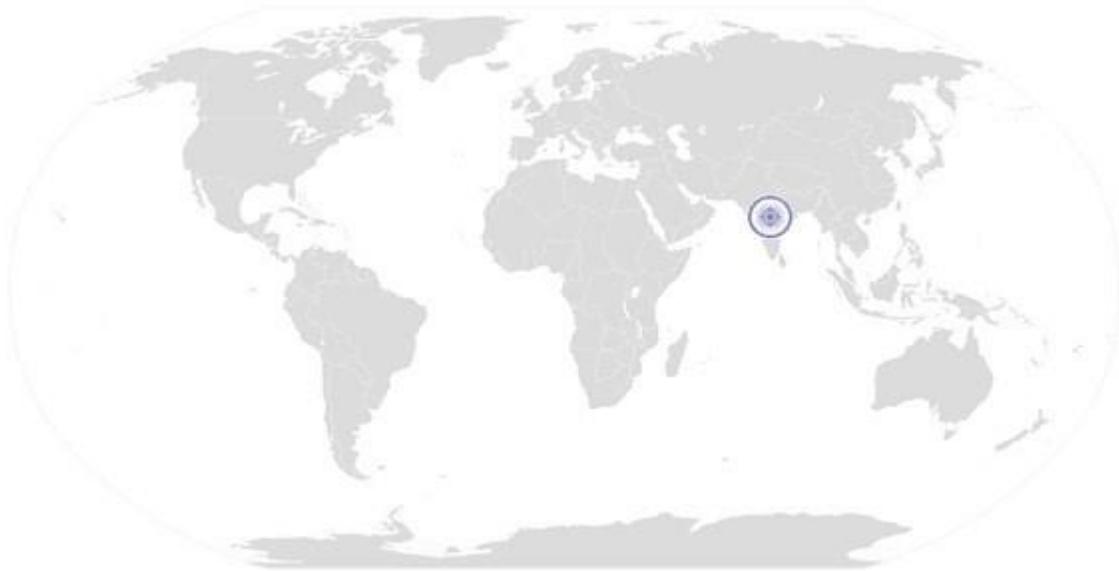
NOS Version Control

NOS Code	LSC/N3040		
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	Claims Management	Next review date	10/10/2016



[Back to QP](#)

National Occupational Standard



Overview

This unit is about documentation and reporting to management.

Unit Code	LSC/N3041
Unit Title (Task)	Documentation and reporting to management
Description	This unit is about documentation and reporting to management
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Fill out forms and forward to insurance companies • Report to management
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Fill out forms and forward to insurance companies	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine.</p> <p>PC2. Ensure that the claim amounts are within the legally permitted range.</p> <p>PC3. Inform the claimant whether the claim would be processed or not, explain the maximum permissible claim amounts and resolve any other issues.</p> <p>PC4. Process the claim forms and forward them to the concerned insurance companies along with evidence and recommendations.</p> <p>PC5. Take approvals from respective Management/department depending on claim amount matrix.</p>
Report to management	<p>PC6. Prepare detailed reports about the results of the inspection, claim amounts, etc.</p> <p>PC7. Prepare a report with reasons why certain claims were considered false.</p> <p>PC8. Explain any difficulties or delays due to formalities, interaction with claimants, government or other agencies and have them resolved.</p> <p>PC9. Provide a list of claims that are still being processed and the reasons for the delay in processing.</p> <p>PC10. Resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to shipments</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p>

LSC/N3041

Documentation and reporting to management

<p>its processes)</p>	<p>KA4. Nature and characteristics of shipments handled by the company KA5. Knowledge of all relevant safety and security procedures KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies. KA7. Knowledge of how to process claims and how to deal with false claims. KA8. Knowledge of insurance companies the organization works with and their processes</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of specifications desired for each product. KB2. Knowledge of testing equipment to be used to test the quarantined goods. KB3. Knowledge of how to used the testing equipment and how to take readings. KB4. Knowledge of how to decide on whether the claim is genuine or not based on the readings taken. KB5. Ability to carry out visual inspection and determine if further testing is required. KB6. Types of workplace hazards that one can encounter on the job and safe operating practices. KB7. Knowledge of possible difficulties in claims processing.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down the readings from the testing equipment. SA2. Fill out inspection checklists and maintain records of claims investigated. SA3. Prepare detailed reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read claim forms and understand the claim. SA5. Read manuals and understand the characteristics of different products.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers and peers SA7. Provide advice and guidance to peers and juniors</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB2. Ability to make a judgment as to whether the claim is genuine or not</p>

LSC/N3041

Documentation and reporting to management

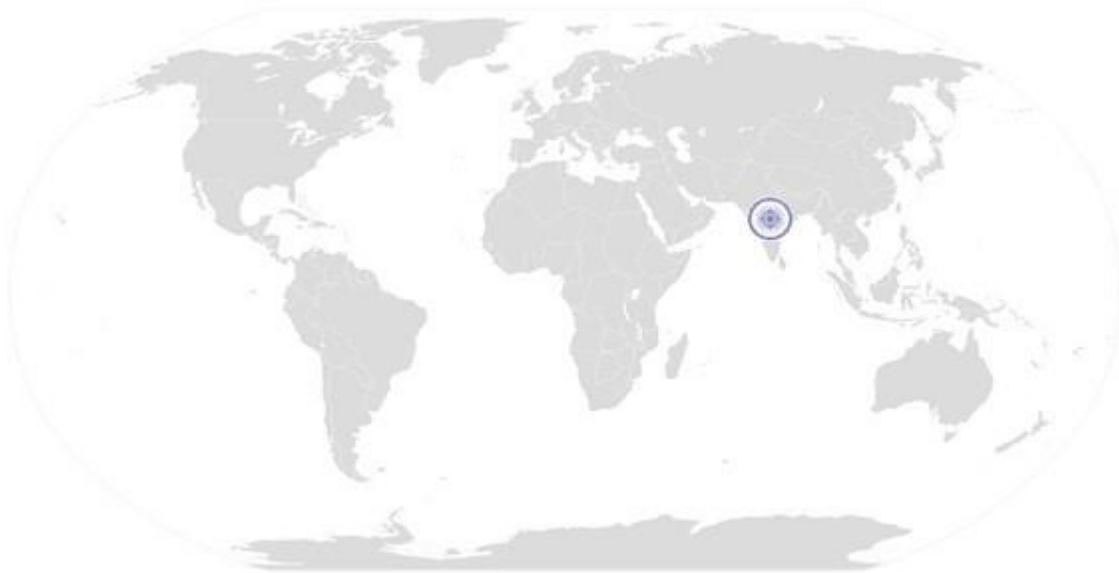
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals SB7. Flexibility to re-assess schedule in case of delays
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB8. Understand the customer requirements and ensure that they are met. SB9. Communicate with customers on the status of the claims
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. Identify trends/common causes for errors and suggest possible solutions to the supervisor SB11. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB12. Suggest methods to streamline claims processing. SB13. Ability to assess the reimbursable amount for each claim.
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/N3041		
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	Claims Management	Next review date	10/10/2016



National Occupational Standard



Overview

This unit is about maintaining Health, Safety and Security measures while processing courier claims.

LSC/N3055

Maintain health, safety and security standards while processing courier claims

National Occupational Standard	Unit Code	LSC/N3055
	Unit Title (Task)	Maintain health, safety and security standards while processing courier claims
	Description	This unit is about maintaining Health, Safety and Security measures while processing courier claims.
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Maintain Health, Safety and Security measures during all activities
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain health, safety and security measures during all activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC2. Wear all safety equipment including protective gear, helmets etc.</p> <p>PC3. Follow organization procedures with respect to security, materials handling and accidents</p> <p>PC4. Recognize and report unsafe conditions and practices.</p> <p>PC5. Adhere to security regulations of the company</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to shipments</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Nature and characteristics of shipments handled by the company</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of how to process claims and how to deal with false claims.</p> <p>KA8. Knowledge of insurance companies the organization works with and their processes</p>
	B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of specifications desired for each product.</p> <p>KB2. Knowledge of testing equipment to be used to test the quarantined goods.</p> <p>KB3. Knowledge of how to used the testing equipment and how to take readings.</p>

LSC/N3055

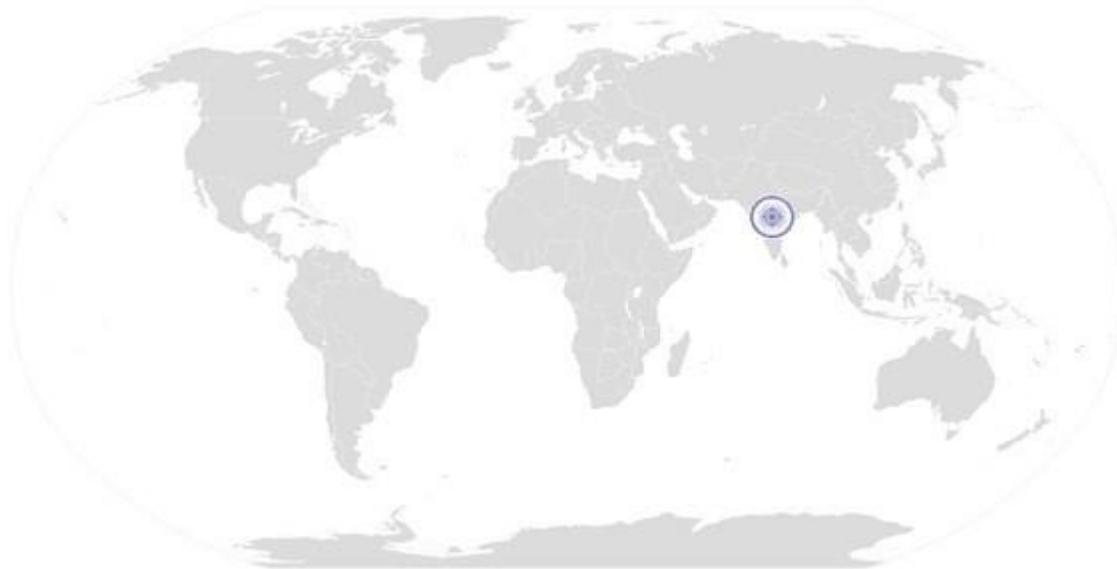
Maintain health, safety and security standards while processing courier claims

	<p>KB4. Knowledge of how to decide on whether the claim is genuine or not based on the readings taken.</p> <p>KB5. Ability to carry out visual inspection and determine if further testing is required.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of possible difficulties in claims processing.</p>
Skills (S)	
A. Core Skills/ Generic Skills	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down the readings from the testing equipment.</p> <p>SA2. Fill out inspection checklists and maintain records of claims investigated.</p> <p>SA3. Prepare detailed reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read claim forms and understand the claim.</p> <p>SA5. Read manuals and understand the characteristics of different products.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers and peers</p> <p>SA7. Provide advice and guidance to peers and juniors</p>
B. Professional Skills	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB2. Ability to make a judgment as to whether the claim is genuine or not.</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB4. Prioritize and execute tasks within the scheduled time limits</p> <p>SB5. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB6. Be a team player and achieve joint goals</p> <p>SB7. Flexibility to re-assess schedule in case of delays</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Understand the customer requirements and ensure that they are met.</p> <p>SB9. Communicate with customers on the status of the claims</p>

LSC/N3055

Maintain health, safety and security standards while processing courier claims

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. Identify trends/common causes for errors and suggest possible solutions to the supervisor SB11. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB12. Suggest methods to streamline claims processing. SB13. Ability to assess the reimbursable amount for each claim.
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors



NOS Version Control

NOS Code	LSC/N3055		
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	Claims Management	Next review date	10/10/2016

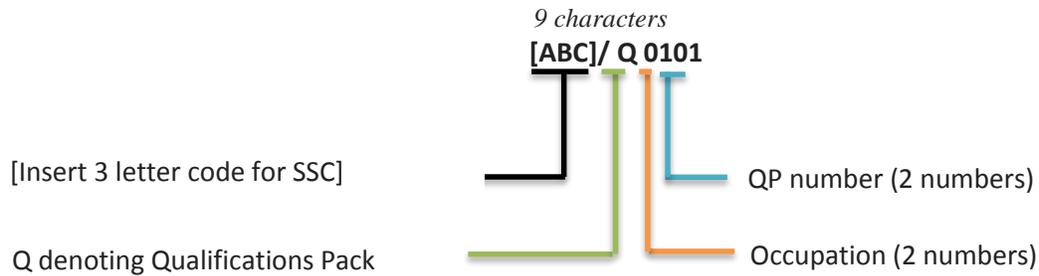


[Back to QP](#)

Annexure

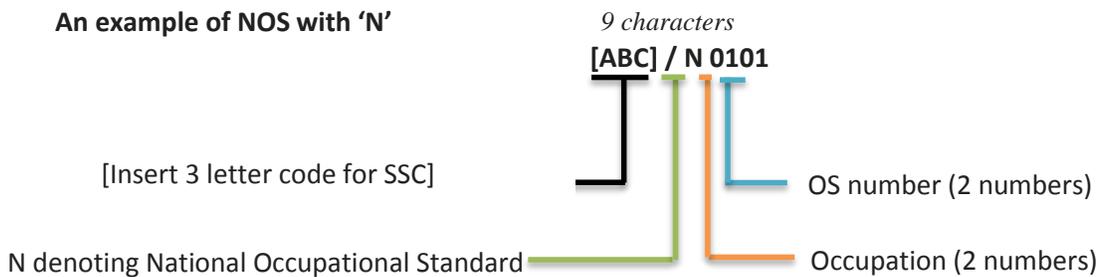
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Courier Claims Processor

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 QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack for Courier Claims Processor

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Courier Claims Processor

Qualification Pack: LSC/Q3036

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	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/N3039 (Prepare for processing claims)	PC1. Understand the work schedule for the day from the manager.	100	10	2	8
	PC2. Obtain the list of claims, the individual claim forms, the claims processing checklist and the inspection checklist from the manager.		10	2	8
	PC3. If there are any pending claims, understand how they are included in the schedule.		15	3	12
	PC4. Understand priorities (if any) among claims.		15	3	12
	PC5. Collect and wear all the necessary Personal Protective Equipment (PPE) as required by the product or the environment.		15	3	12

Qualifications Pack for Courier Claims Processor

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC6. Get the camera, any testing equipment required such as Vernier calipers, screw gauge, densimeter, etc.		10	2	8
	PC7. Inspect the camera and testing equipment to ensure that they are in good working condition.		15	3	12
	PC8. Perform a trial run and make any configuration adjustments to ensure that the testing equipment are ready.		10	2	8
		Total	100	20	80
2.LSC/N3040 (Scrutinize shipments and validate claims)	PC1. Check the reason in the claim form and perform a visual inspection of the quarantined shipments	100	5	1	4
	PC2. Perform visual inspection. Use the testing equipment to verify the accuracy of the claim or refer it to the Quality Assurance team if required.		5	1	4
	PC3. Note down the results of the tests and fill out inspection checklists.		10	2	8
	PC4. Form a hypothesis on the reason for the damage, the accuracy of the claim and estimate the reimbursable amount.		10	2	8
	PC5. Take photographs to use as evidence.		10	2	8
	PC6. Interview the claimants, witnesses (if any), clients, suppliers or insurance companies to understand the genuineness and the reason for the claim.		10	2	8
	PC7. Discuss the cause of damage with workers who are experienced in the area or industry/subject matter experts to validate the hypothesis.		10	2	8
	PC8. Check whether the claims were filed within the allowable period and are not outdated.		10	2	8

Qualifications Pack for Courier Claims Processor

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC9. Separate genuine claims from false claims. Escalate outdated and false claims to the manager.		10	2	8
	PC10. Refer to earlier cases and previous claims that are similar in nature for reference		10	2	8
	PC11. Update Client/Claimant on status of claim through the process		10	2	8
		Total	100	20	80
3. LSC/N3041 (Documentation and reporting to management)	PC1. Verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine.	100	8	2	6
	PC2. Ensure that the claim amounts are within the legally permitted range.		10	2	8
	PC3. Inform the claimant whether the claim would be processed or not, explain the maximum permissible claim amounts and resolve any other issues.		20	4	16
	PC4. Process the claim forms and forward them to the concerned insurance companies along with evidence and recommendations.		8	2	6
	PC5. Take approvals from respective Management/department depending on claim amount matrix.		10	2	8
	PC6. Prepare detailed reports about the results of the inspection, claim amounts, etc.		8	2	6
	PC7. Prepare a report with reasons why certain claims were considered false.		8	1	7
	PC8. Explain any difficulties or delays due to formalities, interaction with claimants, government or other agencies and have them resolved.		8	1	7

Qualifications Pack for Courier Claims Processor

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC9. Provide a list of claims that are still being processed and the reasons for the delay in processing.		10	2	8
	PC10. Resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required.		10	2	8
		Total	100	20	80
4. LSC/N3055 (Maintain health, safety and security standards while processing courier claims)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	100	20	4	16
	PC2. Wear all safety equipment including protective gear, helmets etc.		20	4	16
	PC3. Follow organization procedures with respect to security, materials handling and accidents		20	4	16
	PC4. Recognize and report unsafe conditions and practices.		20	4	16
	PC5. Adhere to security regulations of the company		20	4	16
		Total	100	20	80

[Back to QP](#)