

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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Introduction

Qualifications Pack – Courier Sorter

SECTOR: LOGISTICS

SUB-SECTOR: Courier and Mail Services

OCCUPATION: Hub and Branch Operations

REFERENCE ID: LSC/Q3026

ALIGNED TO: NCO-2004/9322.74

Brief Job Description: Courier Sorters are also known as Mail Sorters or Sorting Agents. Individuals in this role, who work in both service stations and hubs, are responsible for sorting outbound/inbound mail items according destination hub/service center in preparation for delivery. They are a key part of the operations as both outbound and inbound mail items have to sorted for efficient operations.

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.

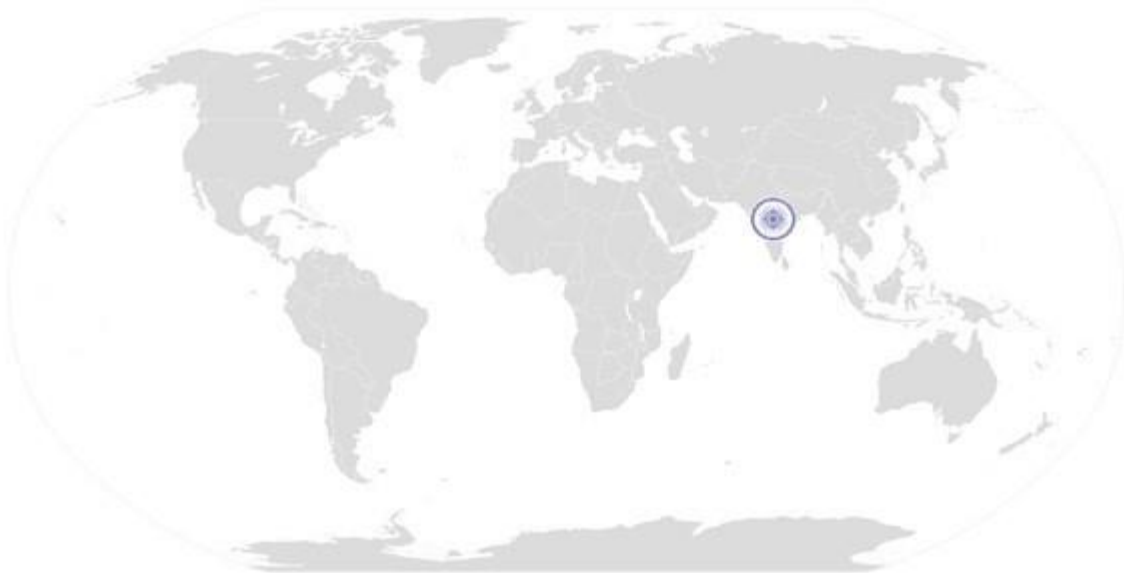
Qualifications Pack Code	LSC/Q3026		
Job Role	Courier Sorter		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	10/04/2015
Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Hub and Branch Operations	Next review date	10/10/2016
NSQC Clearance On	TBD		

Job Role	Courier Sorter (Mail Sorter, Sorting Agents)
Role Description	Sort outbound/inbound mail items according destination hub/service center
NSQF level	3
Minimum Educational Qualifications*	Class X (preferable)
Maximum Educational Qualifications*	Diploma/Graduate (Engineering, Arts, Commerce, Science)
Minimum Job Entry Age	Above 18 years
Training (Suggested but not mandatory)	NA
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N3010 (Prepare for Sorting) LSC/N3011 (Perform Sorting) LSC/N3045 (Maintain health, safety and security standards during mail sorting) <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 Sorting

Unit Code	LSC/N3010
Unit Title (Task)	Prepare for Sorting
Description	This unit is about Preparing for Sorting
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Aggregate Mail items Document and check for errors
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Aggregate Mail items	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain information on the number of outbound/inbound shipments to be sorted from the supervisor</p> <p>PC2. Understand deadlines from the supervisor</p> <p>PC3. Obtain outbound/inbound shipments from the supervisor</p>
Document and check for errors	<p>PC4. Enter all details of mail items into the tracking system</p> <p>PC5. Identify if there are any discrepancies such as damaged shipments</p> <p>PC6. Notify supervisor of any damaged shipment</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 procedures</p> <p>KA2. Knowledge of different hubs and service stations of the organization</p> <p>KA3. Knowledge of documentation and reporting as per organization's mandate</p> <p>KA4. Security procedures to be followed</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Risk and impact of not following defined procedures/work instructions</p> <p>KA7. Knowledge of coding system followed to label mail.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Good knowledge of using a computer</p> <p>KB2. Good geographical knowledge</p> <p>KB3. Ability to read labels and understand delivery details of the package.</p> <p>KB4. Knowledge of types of goods being handled</p> <p>KB5. Should possess knowledge on 3 digit city codes</p> <p>KB6. Knowledge of special characteristics and handling requirements of goods, if any.</p>

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Prepare reports for management.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Good reading skills, ability to comprehend written instructions. SA3. Read and understand documents required for sorting activities.
	Oral Communication (Listening and Speaking skills)
The user/individual on the job needs to know and understand how to: SA4. Communicate well with people of all levels. SA5. Share experiences and provide guidance to juniors and peers.	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: 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 an issue is crucial, and to be escalate it if necessary.
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Flexibility to re-assess schedule in case of delays/additional shipments SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality and avoid absenteeism. SB6. Be a team player and achieve joint goals
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the importance of customer deadlines
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the manager. SB9. 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: SB10. Suggest methods to streamline the sorting process
	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	

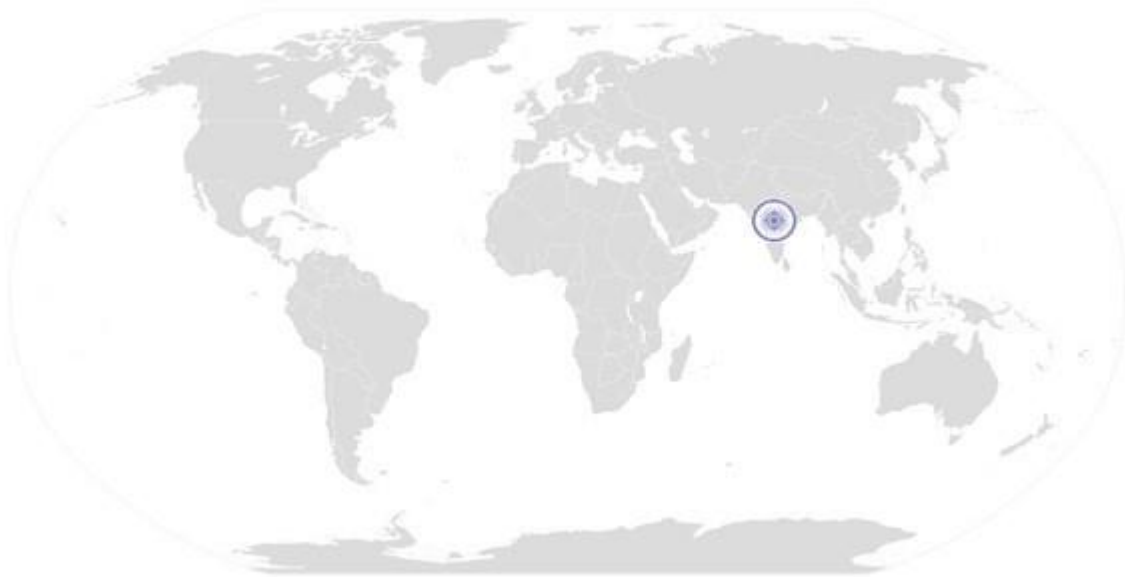
NOS Version Control

NOS Code	LSC/N3010		
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	Hub and Branch Operations	Next review date	10/10/2016



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National Occupational Standard



Overview

This unit is about performing Sorting

Unit Code	LSC/N3011
Unit Title (Task)	Perform Sorting
Description	This unit is about Performing Sorting
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Sort shipments Handover shipments to concerned staff
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Sort shipments	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Gather all the shipments to be sorted in a single area</p> <p>PC2. Place the buckets in which shipments have to be placed after sorting close to the sorting area</p> <p>PC3. Familiarize with the mapping of the buckets to hubs/service centers</p> <p>PC4. Sort the outbound goods with respect to the destination hubs</p> <p>PC5. Sort the inbound goods with respect to the service stations</p> <p>PC6. Shipments without labels should be flagged and same to be reported to manager</p>
Handover shipments to concerned staff	<p>PC7. Identify any errors such as damaged items or items with missing information and report them</p> <p>PC8. Update sorting details of mail items into the tracking system</p> <p>PC9. Handover the sorted shipments to concerned staff for delivery</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 procedures</p> <p>KA2. Knowledge of different hubs and service stations of the organization</p> <p>KA3. Knowledge of documentation and reporting as per organization's mandate</p> <p>KA4. Security procedures to be followed</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Risk and impact of not following defined procedures/work instructions</p> <p>KA7. Knowledge of coding system followed to label mail.</p>

LSC/N3011

Perform Sorting

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Good knowledge of using a computer KB2. Good geographical knowledge KB3. Ability to read labels and understand delivery details of the package. KB4. Knowledge of types of goods being handled KB5. Should possess knowledge on 3 digit city codes KB6. Knowledge of special characteristics and handling requirements of goods, if any.</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. Prepare reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Good reading skills, ability to comprehend written instructions. SA3. Read and understand documents required for sorting activities.</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>SA4. Communicate well with people of all levels. SA5. Share experiences and provide guidance to juniors and peers.</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 an issue is crucial, and to be escalate it if necessary.</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Flexibility to re-assess schedule in case of delays/additional shipments SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality and avoid absenteeism. SB6. Be a team player and achieve joint goals</p>

LSC/N3011

Perform Sorting

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the importance of customer deadlines
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the manager. SB9. 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: SB10. Suggest methods to streamline the sorting process
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/N3011		
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	Hub and Branch Operations	Next review date	10/10/2016



National Occupational Standard



Overview

This unit is about maintaining health, safety and security standards during mail sorting

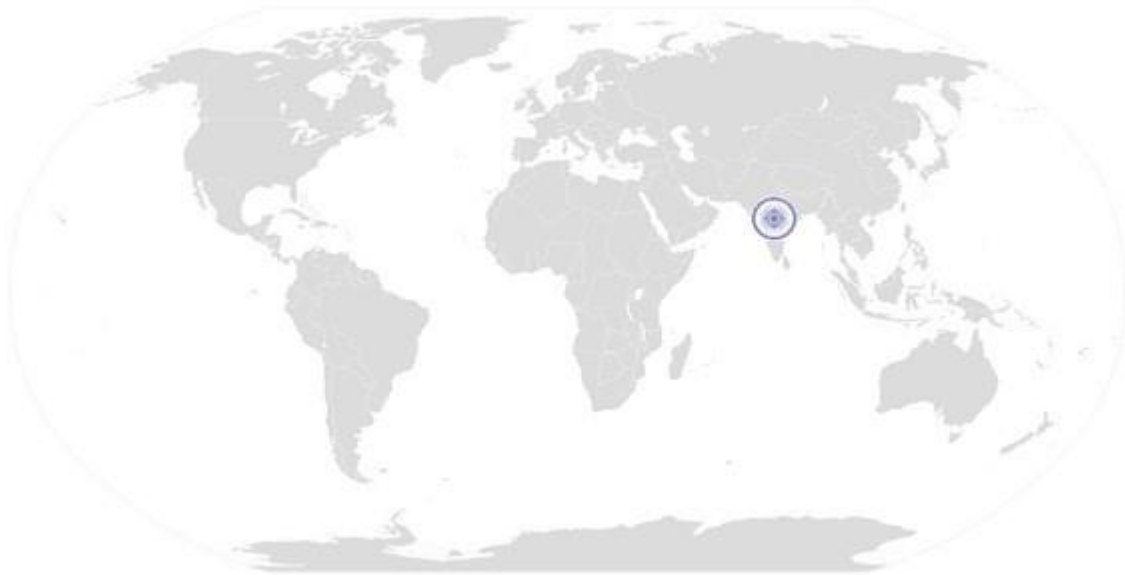
National Occupational Standard	Unit Code	LSC/N3045
	Unit Title (Task)	Maintain health, safety and security standards during mail sorting
	Description	This unit is about Performing Sorting
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Maintain health, safety and security standards during mail sorting
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain health, safety and security standards during mail sorting	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Take all the necessary precautions when handling packages.</p> <p>PC2. Follow organization procedures with respect to security, materials handling and accidents</p> <p>PC3. Ensure that the shipments are not lost/damaged</p> <p>PC4. Be aware of types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>PC5. Be careful about suspicious looking shipments</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 procedures</p> <p>KA2. Knowledge of different hubs and service stations of the organization</p> <p>KA3. Knowledge of documentation and reporting as per organization's mandate</p> <p>KA4. Security procedures to be followed</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Risk and impact of not following defined procedures/work instructions</p> <p>KA7. Knowledge of coding system followed to label mail.</p>
	B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Good knowledge of using a computer</p> <p>KB2. Good geographical knowledge</p> <p>KB3. Ability to read labels and understand delivery details of the package.</p> <p>KB4. Knowledge of types of goods being handled</p> <p>KB5. Should possess knowledge on 3 digit city codes</p> <p>KB6. Knowledge of special characteristics and handling requirements of goods, if any.</p>

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Prepare reports for management.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Good reading skills, ability to comprehend written instructions. SA3. Read and understand documents required for sorting activities.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. Communicate well with people of all levels. SA5. Share experiences and provide guidance to juniors and peers.
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: 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 an issue is crucial, and to be escalate it if necessary.
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Flexibility to re-assess schedule in case of delays/additional shipments SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality and avoid absenteeism. SB6. Be a team player and achieve joint goals
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the importance of customer deadlines
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the manager. SB9. 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: SB10. Suggest methods to streamline the sorting process

LSC/N3045

Maintain health, safety and security standards during mail sorting

	<p>Critical Thinking Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Ability to concentrate on task at hand and complete it without errors</p>
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NOS Version Control

NOS Code	LSC/N3045		
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	Hub and Branch Operations	Next review date	10/10/2016

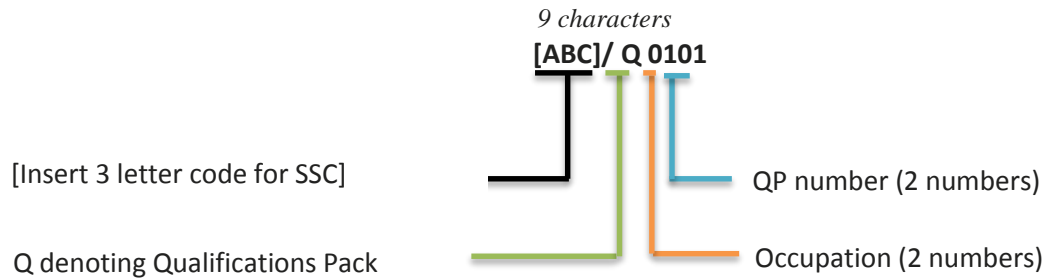


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Annexure

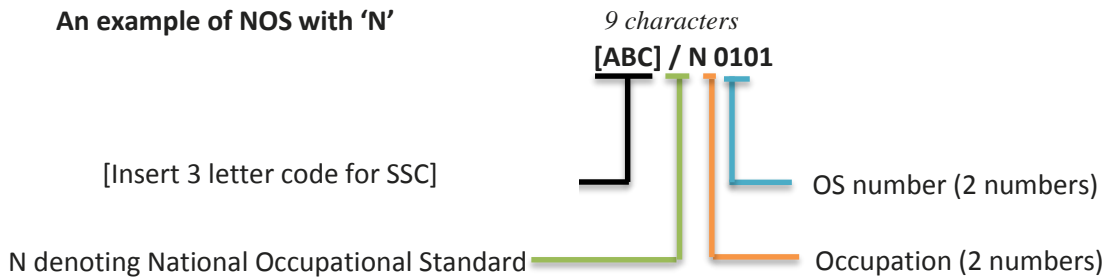
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Courier Sorter

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 Sorter

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Courier Sorter

Qualification Pack: LSC/Q3026

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/N3010 (Prepare for Sorting)	PC1. Obtain information on the number of outbound/inbound shipments to be sorted from the supervisor	100	20	4	16
	PC2. Understand deadlines from the supervisor		20	4	16
	PC3. Obtain outbound/inbound shipments from the supervisor		10	2	8
	PC4. Enter all details of mail items into the tracking system		20	4	16
	PC5. Identify if there are any discrepancies such as damaged shipments		20	4	16
	PC6. Notify supervisor of any damaged shipment		10	2	8
	Total		100	20	80
2.LSC/N3011 (Perform Sorting)	PC1. Gather all the shipments to be sorted in a single area	100	5	1	4
	PC2. Place the buckets in which shipments have to be placed after sorting close to the sorting area		10	2	8
	PC3. Familiarize with the mapping of the buckets to hubs/service centers		10	2	8
	PC4. Sort the outbound goods with respect to the destination hubs		20	4	16
	PC5. Sort the inbound goods with respect to the service stations		20	4	16

Qualifications Pack for Courier Sorter

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC6. Shipments without labels should be flagged and same to be reported to manager		5	1	4
	PC7. Identify any errors such as damaged items or items with missing information and report them		10	2	8
	PC8. Update sorting details of mail items into the tracking system		10	2	8
	PC9. Handover the sorted shipments to concerned staff for delivery		10	2	8
			Total	100	20
3. LSC/N3045 (Maintain health, safety and security standards during mail sorting)	PC1. Take all the necessary precautions when handling packages.	100	20	4	16
	PC2. Follow organization procedures with respect to security, materials handling and accidents		20	4	16
	PC3. Ensure that the shipments are not lost/damaged		20	4	16
	PC4. Be aware of types of workplace hazards that one can encounter on the job and safe operating practices.		20	4	16
	PC5. Be careful about suspicious looking shipments		20	4	16
		Total	100	20	80

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