

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

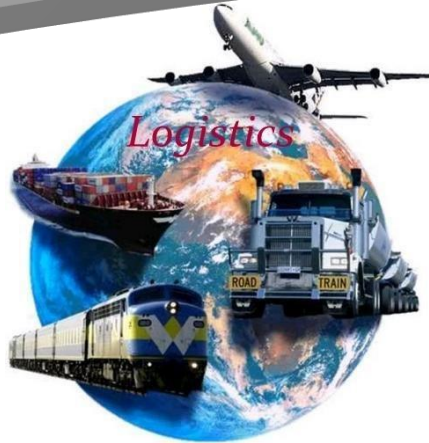
### What are Occupational Standards(OS)?

- 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 Terms .....P.3
5. Annexure:Nomenclature for QP & NOS..P.24
6. Assessment Criteria.....P.26

## Introduction

### Qualifications Pack – Delivery Management Cell Agent

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Courier and Mail Services

**OCCUPATION:** Customer Support

**REFERENCE ID:** LSC/Q3032

**ALIGNED TO:** NCO-2004/3429.10

**Brief Job Description:** Delivery Management Cell Agents, are also known as Query Resolution Executives. Individuals in this role, who work out of customer care centers or corporate offices, are responsible for tracking the shipment, coordinating with other departments and resolving the customer queries. They are a key part of customer service as they are responsible for quick resolution of customer's issues and resolution of their queries.

**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

<b>Qualifications Pack Code</b>	<b>LSC/Q3032</b>		
<b>Job Role</b>	<b>Delivery Management Cell Agent</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/04/2015</b>
<b>Sub-sector</b>	<b>Courier and Mail Services</b>	<b>Last reviewed on</b>	<b>10/04/2015</b>
<b>Occupation</b>	<b>Customer Support</b>	<b>Next review date</b>	<b>10/10/2016</b>
<b>NSQC Clearance on</b>	<b>TBD</b>		

<b>Job Role</b>	<b>Delivery Management Cell Agent (Query Resolution Executive)</b>
<b>Role Description</b>	Track shipment, coordinate with other departments and resolve customer queries
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications*</b>	Diploma/Graduate (Engineering, Arts, Commerce, Science)
<b>Maximum Educational Qualifications*</b>	
<b>Training</b> (Suggested but not mandatory)	NA
<b>Minimum Job Entry Age</b>	Above 18 years
<b>Experience</b>	No experience necessary
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>LSC/N3027 (<a href="#">Prepare for delivery management</a>)</li> <li>LSC/N3028 (<a href="#">Perform delivery management</a>)</li> <li>LSC/N3029 (<a href="#">Perform post-delivery management activities</a>)</li> <li>LSC/N3051 (<a href="#">Maintain health, safety and security standards during delivery management</a>)</li> </ol> <p><b>Optional:</b> Not Applicable</p>
<b>Performance Criteria</b>	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.

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# National Occupational Standard



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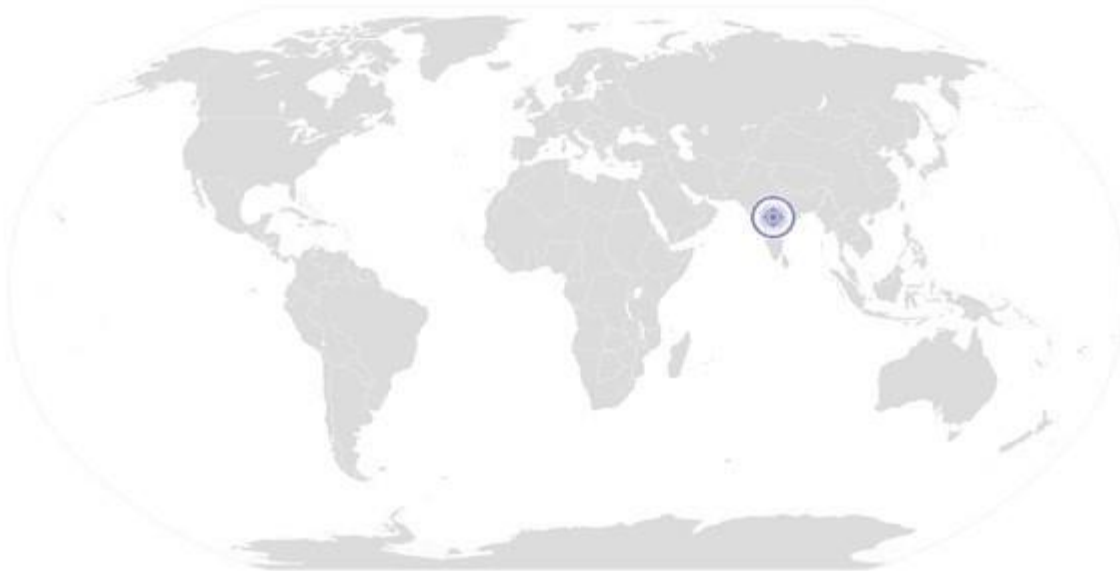
## Overview

This unit is about preparing for delivery management.

<b>Unit Code</b>	LSC/N3027
<b>Unit Title (Task)</b>	Prepare for delivery management
<b>Description</b>	This unit is about preparing for delivery management
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Obtain requisite information for delivery management</li> <li>• Prepare plan of action for resolving the queries</li> <li>• Safety and Security aspects</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Obtain requisite information for delivery management</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Boot the computer and login using the provided company credentials.</p> <p>PC2. Open software required to perform the service support task.</p> <p>PC3. Retrieve the list of customer queries to be addressed</p> <p>PC4. Check for previously unattended/flagged queries.</p>
<b>Prepare plan of action for resolving the queries</b>	<p>PC5. Prioritize the queries obtained and plan for the day</p> <p>PC6. Understand the query of the customer thoroughly</p> <p>PC7. Prepare a plan of action to resolve the query</p> <p>PC8. Resolve the query within the target turnaround time (TAT)</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 paperwork to be completed on a requirement basis.</p> <p>KA3. Procedures for dealing with lost/damaged/returning consignments.</p> <p>KA4. Procedures for dealing with errors committed with reference to the service support.</p> <p>KA5. Risk and impact of not following defined procedures/work instructions .</p> <p>KA6. Knowledge of all relevant data safety and security procedures.</p> <p>KA7. Escalation matrix for reporting identified problems</p> <p>KA8. Chain of command for reporting problems</p> <p>KA9. A clear understanding and extensive knowledge of the company, services offered, and related solutions to problems.</p> <p>KA10. Knowledge of company policies and legal aspects.</p>

<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of common problems and solutions for the same</p> <p>KB2. Knowledge to use the computer for electronic documentation of information.</p> <p>KB3. Knowledge to use the company software to manage and update phone logs.</p> <p>KB4. Good knowledge of tracking devices and equipment to better understand the shipping and delivery processes.</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to take swift notes regularly for later reference.</p> <p>SA2. Prepare reports for management, if necessary.</p> <p>SA3. Ability to write effective e-mails</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read from colleague's notes, or self-written notes.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate clearly with colleagues.</p> <p>SA6. Provide advice and guidance to peers and juniors.</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></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 speaking to hard-to-handle customers.</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Prioritize and execute tasks within the scheduled time limits</p> <p>SB3. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB4. Schedule and ensure daily targets are met.</p> <p>SB5. Develop a positive attitude to keep stress levels low.</p> <p><b>Customer Centricity</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. Define issue/problem after relevant questioning from the customer.</p> <p>SB7. Build rapport with customers to create positive experience for them.</p> <p>SB8. Implement solution by taking necessary action.</p>

	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB1. Identify trends/common causes for errors and suggest possible solutions to the manager SB2. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB3. Verify the courier tracking codes provided by the customer. SB4. Identify basic errors in the booking/tracking processes and find the respective solutions.
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to: SB1. Ability to concentrate on task at hand and complete it without errors





## NOS Version Control

<b>NOS Code</b>	LSC/N3027		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	10/04/2015
<b>Industry Sub-sector</b>	Courier and Mail Services	<b>Last reviewed on</b>	10/04/2015
<b>Occupation</b>	Customer Support	<b>Next review date</b>	10/10/2016



[Back to QP](#)



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# National Occupational Standard



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## Overview

This unit is about performing delivery management

National Occupational Standard	<b>Unit Code</b>	LSC/N3028
	<b>Unit Title (Task)</b>	Perform delivery management
	<b>Description</b>	This unit is about performing delivery management
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Track the package in the system</li> <li>Coordinate with other departments to obtain more information</li> <li>Resolve the query</li> <li>Safety and Security aspects</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Track the package in the system</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Open the relevant software that the company uses for tracking packages</p> <p>PC2. Search for package using customer name or the id on the air waybill</p> <p>PC3. Retrieve relevant information required to solve the query</p> <p>PC4. Make a note of the relevant information obtained.</p>
	<b>Coordinate with other departments to obtain more information</b>	<p>PC5. Understand the additional information required</p> <p>PC6. Assess the departments to be coordinated with</p> <p>PC7. Get the contact details of the relevant personnel in the department</p> <p>PC8. Contact the relevant personnel to gather additional information</p> <p>PC9. Validate the relevant data obtained by cross-verification</p>
	<b>Resolve the query</b>	<p>PC10. Assess what is to be done to resolve the issue</p> <p>PC11. Contact the relevant inter-departmental personnel and direct them to resolve the issue</p> <p>PC12. Follow-up with them constantly to get the issue resolved</p>

Knowledge and Understanding (K)	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KA1. Knowledge of organizational procedures.</li> <li>KA2. Knowledge of paperwork to be completed on a requirement basis.</li> <li>KA3. Procedures for dealing with lost/damaged/returning consignments.</li> <li>KA4. Procedures for dealing with errors committed with reference to the service support.</li> <li>KA5. Risk and impact of not following defined procedures/work instructions .</li> <li>KA6. Knowledge of all relevant data safety and security procedures.</li> <li>KA7. Escalation matrix for reporting identified problems</li> <li>KA8. Chain of command for reporting problems</li> <li>KA9. A clear understanding and extensive knowledge of the company, services offered, and related solutions to problems.</li> <li>KA10. Knowledge of company policies and legal aspects.</li> </ul>
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> <li>KB1. Understanding of common problems and solutions for the same</li> <li>KB2. Knowledge to use the computer for electronic documentation of information.</li> <li>KB3. Knowledge to use the company software to manage and update phone logs.</li> <li>KB4. Good knowledge of tracking devices and equipment to better understand the shipping and delivery processes.</li> </ul>
Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA1. Ability to take swift notes regularly for later reference.</li> <li>SA2. Prepare reports for management, if necessary.</li> <li>SA3. Ability to write effective e-mails</li> </ul>
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA4. Read from colleague's notes, or self-written notes.</li> </ul>
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> <li>SA5. Communicate clearly with colleagues.</li> <li>SA6. Provide advice and guidance to peers and juniors.</li> </ul>

<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. Act objectively , rather than impulsively or emotionally when speaking to hard-to-handle customers.
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:  SB2. Prioritize and execute tasks within the scheduled time limits SB3. Maintain schedules and punctuality. Avoid absenteeism. SB4. Schedule and ensure daily targets are met. SB5. Develop a positive attitude to keep stress levels low.
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:  SB6. Define issue/problem after relevant questioning from the customer. SB7. Build rapport with customers to create positive experience for them. SB8. Implement solution by taking necessary action.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:  SB9. Identify trends/common causes for errors and suggest possible solutions to the manager SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to:  SB11. Verify the courier tracking codes provided by the customer. SB12. Identify basic errors in the booking/tracking processes and find the respective solutions.
<b>Critical Thinking Skills</b>	
The user/individual on the job needs to know and understand how to:  SB13. Ability to concentrate on task at hand and complete it without errors	

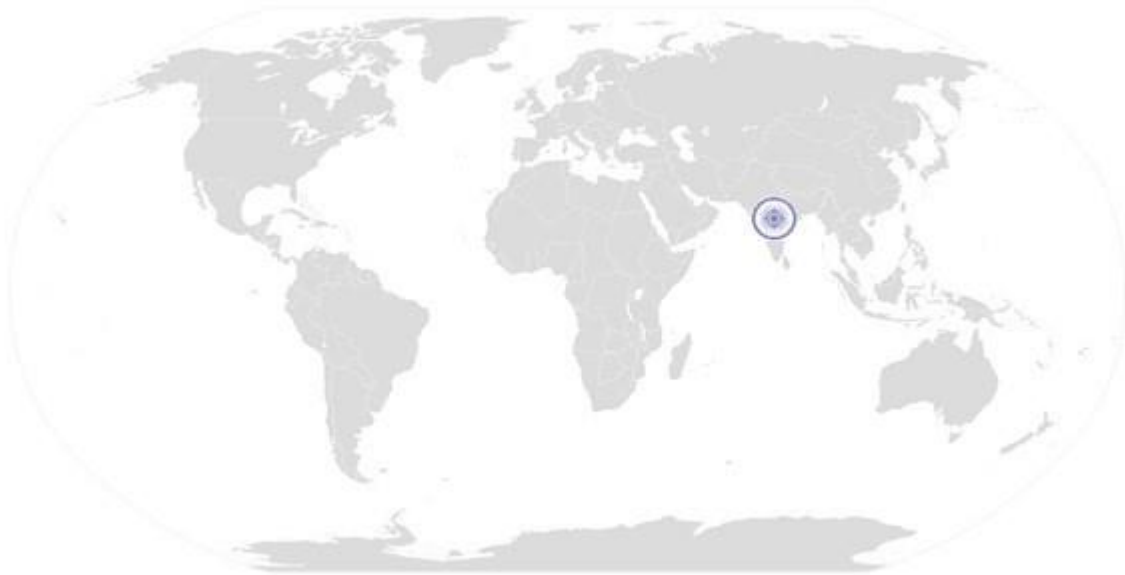
## NOS Version Control

<b>NOS Code</b>	<b>LSC/N3028</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/04/2015</b>
<b>Industry Sub-sector</b>	<b>Courier and Mail Services</b>	<b>Last reviewed on</b>	<b>10/04/2015</b>
<b>Occupation</b>	<b>Customer Support</b>	<b>Next review date</b>	<b>10/10/2016</b>



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# National Occupational Standard



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## Overview

This unit is about performing Post Delivery Management activities

<b>Unit Code</b>	LSC/N3029
<b>Unit Title (Task)</b>	Perform Post Delivery Management activities
<b>Description</b>	This unit is about performing Post Delivery Management activities.
<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Reporting and documentation</li> <li>• Safety and Security aspects</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Reporting and documentation</b>	<p>PC1. Open the relevant Customer Relationship Management (CRM) software that the company uses for tracking customer queries</p> <p>PC2. Log onto the relevant customer query</p> <p>PC3. If the query is resolved, update the status accordingly</p> <p>PC4. If the query is not resolved yet, update the latest status and post the date by when the query would be resolved</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 paperwork to be completed on a requirement basis.</p> <p>KA3. Procedures for dealing with lost/damaged/returning consignments.</p> <p>KA4. Procedures for dealing with errors committed with reference to the service support.</p> <p>KA5. Risk and impact of not following defined procedures/work instructions .</p> <p>KA6. Knowledge of all relevant data safety and security procedures.</p> <p>KA7. Escalation matrix for reporting identified problems</p> <p>KA8. Chain of command for reporting problems</p> <p>KA9. A clear understanding and extensive knowledge of the company, services offered, and related solutions to problems.</p> <p>KA10. Knowledge of company policies and legal aspects.</p>



<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of common problems and solutions for the same</p> <p>KB2. Knowledge to use the computer for electronic documentation of information.</p> <p>KB3. Knowledge to use the company software to manage and update phone logs.</p> <p>KB4. Good knowledge of tracking devices and equipment to better understand the shipping and delivery processes.</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to take swift notes regularly for later reference.</p> <p>SA2. Prepare reports for management, if necessary.</p> <p>SA3. Ability to write effective e-mails</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read from colleague's notes, or self-written notes.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate clearly with colleagues.</p> <p>SA6. Provide advice and guidance to peers and juniors.</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></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 speaking to hard-to-handle customers.</p> <p><b>Plan and Organize</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Prioritize and execute tasks within the scheduled time limits</p> <p>SB3. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB4. Schedule and ensure daily targets are met.</p> <p>SB5. Develop a positive attitude to keep stress levels low.</p>

	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:  SB6. Define issue/problem after relevant questioning from the customer. SB7. Build rapport with customers to create positive experience for them. SB8. Implement solution by taking necessary action.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:  SB9. Identify trends/common causes for errors and suggest possible solutions to the manager SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to:  SB11. Verify the courier tracking codes provided by the customer. SB12. Identify basic errors in the booking/tracking processes and find the respective solutions.
<b>Critical Thinking Skills</b>	
The user/individual on the job needs to know and understand how to:  SB13. Ability to concentrate on task at hand and complete it without errors	

## NOS Version Control

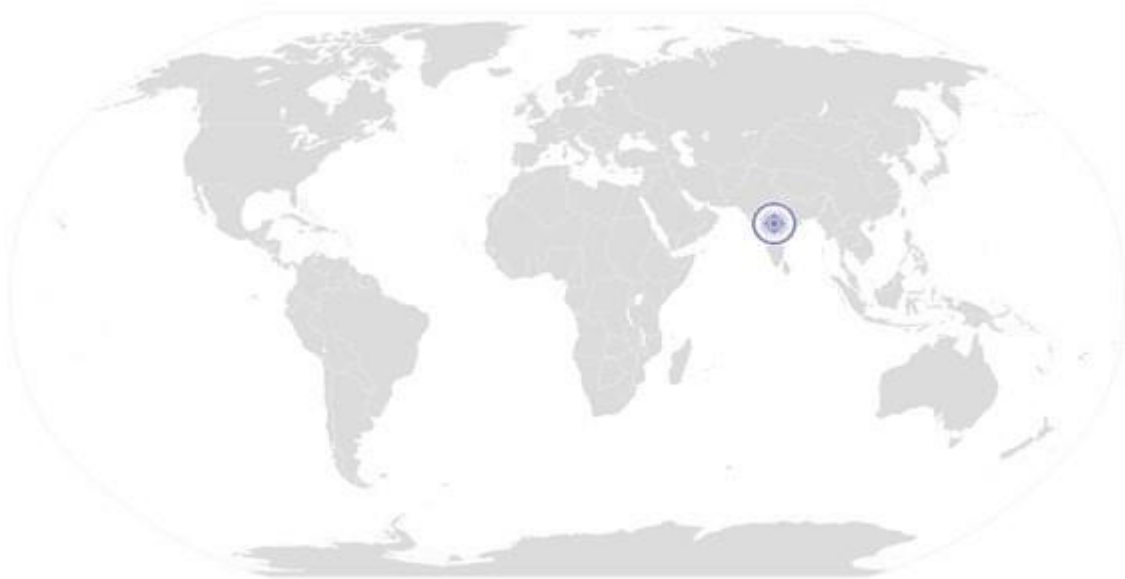
<b>NOS Code</b>	LSC/N3029		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	10/04/2015
<b>Industry Sub-sector</b>	Courier and Mail Services	<b>Last reviewed on</b>	10/04/2015
<b>Occupation</b>	Customer Support	<b>Next review date</b>	10/10/2016



[Back to QP](#)

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# National Occupational Standard



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## Overview

This unit is about maintaining health, safety and security standards during delivery management

National Occupational Standard	<b>Unit Code</b>	LSC/N3051
	<b>Unit Title (Task)</b>	Maintain health, safety and security standards during delivery management
	<b>Description</b>	This unit is about maintaining health, safety and security standards during delivery management
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Maintain health, safety and security standards during delivery management</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	Maintain health, safety and security standards during delivery management	<p>PC1. Comply with data safety regulations of the organization</p> <p>PC2. Follow all security procedures with respect to company information</p> <p>PC3. Follow all precautionary data handling procedures</p> <p>PC4. Recognize and report unsafe conditions and practices.</p>
	<b>Knowledge and Understanding (K)</b>	
	<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures.</p> <p>KA2. Knowledge of paperwork to be completed on a requirement basis.</p> <p>KA3. Procedures for dealing with lost/damaged/returning consignments.</p> <p>KA4. Procedures for dealing with errors committed with reference to the service support.</p> <p>KA5. Risk and impact of not following defined procedures/work instructions .</p> <p>KA6. Knowledge of all relevant data safety and security procedures.</p> <p>KA7. Escalation matrix for reporting identified problems</p> <p>KA8. Chain of command for reporting problems</p> <p>KA9. A clear understanding and extensive knowledge of the company, services offered, and related solutions to problems.</p> <p>KA10. Knowledge of company policies and legal aspects.</p>
	<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Understanding of common problems and solutions for the same</p> <p>KB2. Knowledge to use the computer for electronic documentation of information.</p> <p>KB3. Knowledge to use the company software to manage and update phone logs.</p>

	KB4. Good knowledge of tracking devices and equipment to better understand the shipping and delivery processes.
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to:  SA1. Ability to take swift notes regularly for later reference. SA2. Prepare reports for management, if necessary. SA3. Ability to write effective e-mails
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:  SA4. Read from colleague's notes, or self-written notes.
	<b>Oral Communication (Listening and Speaking skills)</b>
The user/individual on the job needs to know and understand how to:  SA5. Communicate clearly with colleagues. SA6. Provide advice and guidance to peers and juniors.	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:  SB1. Act objectively , rather than impulsively or emotionally when speaking to hard-to-handle customers.
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:  SB2. Prioritize and execute tasks within the scheduled time limits SB3. Maintain schedules and punctuality. Avoid absenteeism. SB4. Schedule and ensure daily targets are met. SB5. Develop a positive attitude to keep stress levels low.
<b>Customer Centricity</b>	
The user/individual on the job needs to know and understand how to:  SB6. Define issue/problem after relevant questioning from the customer. SB7. Build rapport with customers to create positive experience for them.	

	SB8. Implement solution by taking necessary action.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB9. Identify trends/common causes for errors and suggest possible solutions to the manager
	SB10. Handle day to day problems like delays, staffing shortage, etc.
	<b>Analytical Skills</b>
The user/individual on the job needs to know and understand how to:	
SB11. Verify the courier tracking codes provided by the customer.	
SB12. Identify basic errors in the booking/tracking processes and find the respective solutions.	
<b>Critical Thinking Skills</b>	
The user/individual on the job needs to know and understand how to:	
SB13. Ability to concentrate on task at hand and complete it without errors	





## NOS Version Control

<b>NOS Code</b>	LSC/N3051		
<b>Credits(NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Logistics	<b>Drafted on</b>	10/04/2015
<b>Industry Sub-sector</b>	Courier and Mail Services	<b>Last reviewed on</b>	10/04/2015
<b>Occupation</b>	Customer Support	<b>Next review date</b>	10/10/2016

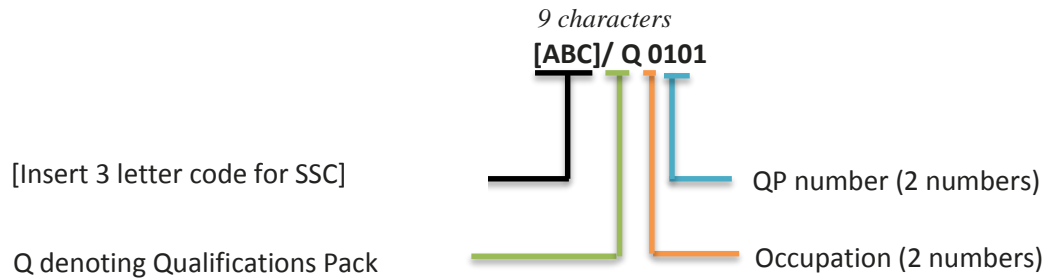


[Back to QP](#)

## Annexure

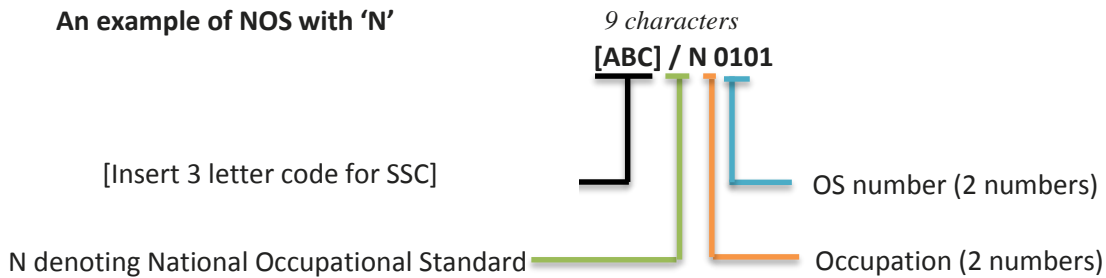
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



*Qualifications Pack for Delivery Management Cell Agent*

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

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

<b>Sequence</b>	<b>Description</b>	<b>Example</b>
<b>Three letters</b>	Industry name	LSC
<b>Slash</b>	/	/
<b>Next letter</b>	Whether <b>QP</b> or <b>NOS</b>	N
<b>Next two numbers</b>	Occupation code	01
<b>Next two numbers</b>	OS number	01

*Qualifications Pack for Delivery Management Cell Agent*

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role:** Delivery Management Cell Agent

**Qualification Pack:** LSC/Q3032

**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/N3027 (Prepare for delivery management)	PC1. Boot the computer and login using the provided company credentials.	<b>100</b>	5	2	3
	PC2. Open software required to perform the service support task.		5	2	3
	PC3. Retrieve the list of customer queries to be addressed		10	4	6
	PC4. Check for previously unattended/flagged queries.		20	6	14
	PC5. Prioritize the queries obtained and plan for the day		20	6	14
	PC6. Understand the query of the customer thoroughly		20	6	14

*Qualifications Pack for Delivery Management Cell Agent*

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC7. Prepare a plan of action to resolve the query		10	2	8
	PC8. Resolve the query within the target turnaround time (TAT)		10	2	8
		<b>Total</b>	100	30	70
2. LSC/N3028 (Perform delivery management)	PC1. Open the relevant software that the company uses for tracking packages	<b>100</b>	10	3	7
	PC2. Search for package using customer name or the id on the air waybill		10	3	7
	PC3. Retrieve relevant information required to solve the query		10	3	7
	PC4. Make a note of the relevant information obtained.		5	1	4
	PC5. Understand the additional information required		5	1	4
	PC6. Assess the departments to be coordinated with		10	4	6
	PC7. Get the contact details of the relevant personnel in the department		10	2	8
	PC8. Contact the relevant personnel to gather additional information		5	2	3
	PC9. Validate the relevant data obtained by cross-verification		5	2	3
	PC10. Assess what is to be done to resolve the issue		10	2	8
	PC11. Contact the relevant inter-departmental personnel and direct them to resolve the issue		10	4	6
	PC12. Follow-up with them constantly to get the issue resolved		10	3	7
		<b>Total</b>	100	30	70

*Qualifications Pack for Delivery Management Cell Agent*

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
3. LSC/N3029 (Perform post-delivery management activities)	PC1. Open the relevant Customer Relationship Management (CRM) software that the company uses for tracking customer queries	<b>100</b>	25	7	18
	PC2. Log onto the relevant customer query		15	3	12
	PC3. If the query is resolved, update the status accordingly		30	10	20
	PC4. If the query is not resolved yet, update the latest status and post the date by when the query would be resolved		30	10	20
		<b>Total</b>	100	30	70
4. LSC/N3029 (Perform post-delivery management activities)	PC1. Comply with data safety regulations of the organization	<b>100</b>	25	5	20
	PC2. Follow all security procedures with respect to company information		25	5	20
	PC3. Follow all precautionary data handling procedures		25	5	20
	PC4. Recognize and report unsafe conditions and practices.		25	5	20
		<b>Total</b>	100	20	80

[Back to QP](#)