

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 – Lead Courier

SECTOR: LOGISTICS

SUB-SECTOR: Courier and Mail Services

OCCUPATION: Ground Operations

REFERENCE ID: LSC/Q3028

ALIGNED TO: NCO-2004/8290.20

Brief Job Description: Lead Couriers are also known as Consignment Handling Supervisors. Individuals in this role are supervisors working in service stations and hubs who are responsible for supervising the delivery and pickup activities. They are a crucial part of courier operations as they manage entire delivery/pick-up activities, prioritize based on deadlines, optimize the route to enhance operational efficiency and lead the team of delivery/pick-up executives.

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

Job Details

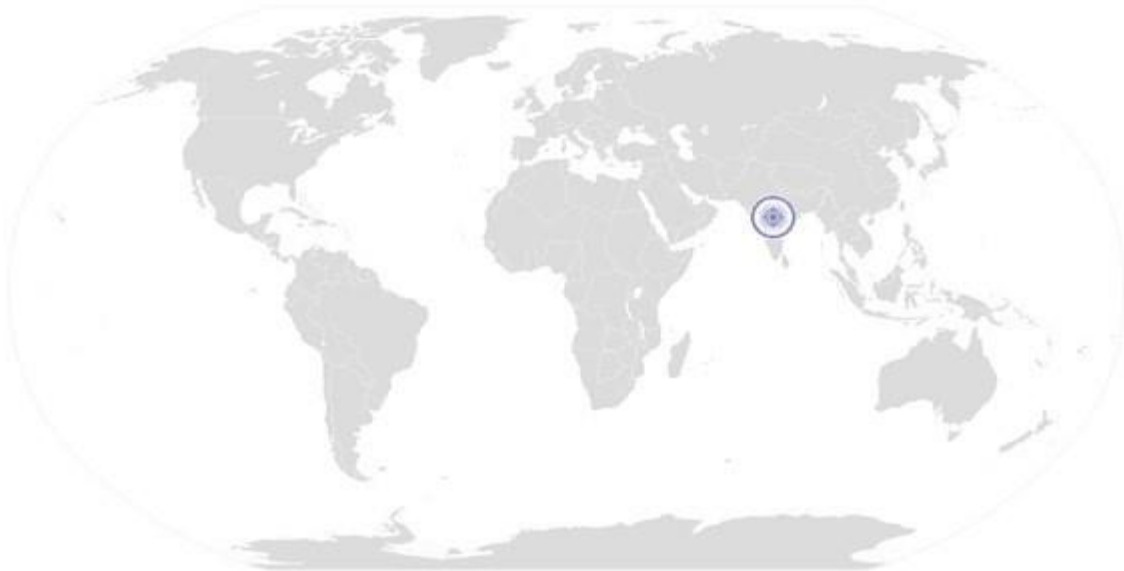
Qualifications Pack Code	LSC/Q3028		
Job Role	Lead Courier		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	10/04/2015
Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016
NSQC Clearance On	TBD		

Job Role	Lead Courier (Consignment Handling Supervisor)
Role Description	Supervise the delivery and pickup activities
NSQF level	5
Minimum Educational Qualifications*	Diploma/Graduate (Engineering, Arts, Commerce, Science)
Maximum Educational Qualifications*	NA
Training (Suggested but not mandatory)	Trained in supervision
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/N3015 (Prepare for supervising delivery/pick-up activities) LSC/N3016 (Ensure smooth functioning of pickup and delivery activities) LSC/N3017 (Carry out end of day activities) LSC/N3047 (Maintain health, safety and security standards while supervising) <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 supervising delivery/pick-up activities

Unit Code	LSC/N3015
Unit Title (Task)	Prepare for supervising delivery/pick-up activities
Description	This unit is about preparing for supervising delivery/pick-up activities
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Collect information lists and relevant documents • Scheduling activities and task allocation • Plan route on a regular basis in order to optimize route productivity.
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Collect information lists and relevant documents	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Generate daily schedule and list of packages to be delivered and picked-up with time, customer details such as company name, address, contact details, goods to be delivered/picked-up from the system.</p> <p>PC2. Print the tracking sheet from the system</p> <p>PC3. Prioritize the shipment to be delivered/picked-up based on the deadlines</p>
Scheduling activities and task allocation	<p>PC4. Based on the information obtained, estimate the time required for each task and create a day plan for</p> <p>PC5. Create specific day plans and set deadlines for all delivery/pick-up.</p> <p>PC6. Conduct morning meeting to allocate workers to each delivery/pick-up, handover the necessary information sheet or list and explain the plan, along with the deadline</p>
Plan route on a regular basis in order to optimize route productivity.	<p>PC7. Understand the previously recommended route for delivery/pick-up</p> <p>PC8. Modify the route based on the delivery/pick-up schedule to optimize productivity</p> <p>PC9. Communicate the modified routes to delivery and collection executives</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 documentation and reporting as per organization's mandate</p> <p>KA3. Escalation matrix for reporting identified problems</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Knowledge of all relevant safety and security procedures</p>

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled</p> <p>KB2. Knowledge of basic rules and regulations in completing the Air Waybills</p> <p>KB3. Knowledge of special characteristics and handling requirements of goods, if any.</p> <p>KB4. Knowledge of the local areas and routes.</p> <p>KB5. Excellent local and global Geographical Knowledge</p> <p>KB6. Knowledge of technical terms used in courier industry like consignor, consignee, air waybills etc.</p> <p>KB7. Knowledge of operating computers and relevant software</p> <p>KB8. Knowledge of documentation requirements for shipment of couriers to different countries</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>SA2. Fill out any complaint/insurance related forms for damaged goods</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand delivery/pick-up requirement sheets</p> <p>SA4. Read and understand air waybills.</p> <p>SA5. Read and understand regulatory guidelines pertaining to import/export 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>SA6. Communicate clearly with supervisors and peers</p> <p>SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA8. Share best practices with 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. Ability to make a judgment as to whether the product meets the requirement or not.</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Estimate time required for each activity.</p> <p>SB3. Make realistic day plans for each activity.</p> <p>SB4. Translate plans into targets for each activity.</p> <p>SB5. Monitor smooth functioning of all activities.</p> <p>SB6. Prioritize and execute tasks in within the scheduled time limits</p>

LSC/N3015

Prepare for supervising delivery/pick-up activities

	SB7. Flexibility to re-assess schedule in case of delays/additional shipments
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB8. Understand the customer timelines and ensure that they are met.
	Problem Solving
	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. Ability to identify and correct errors.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to improve service station activities. SB12. Notice common accidents and suggest safety measures to prevent the same
	Critical Thinking Skills
The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors	



NOS Version Control

NOS Code	LSC/N3015		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016



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National Occupational Standard



Overview

This unit is about ensuring smooth functioning of pickup and delivery activities

Unit Code	LSC/N3016
Unit Title (Task)	Ensure smooth functioning of pickup and delivery activities
Description	This unit is about ensuring smooth functioning of pickup and delivery activities
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Monitor pickup and delivery activities • Identify and resolve pickup and delivery activity related problems
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Monitor pickup and delivery activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Compile the list of delivery and collection executives, task schedules and routes for delivery/pick-up</p> <p>PC2. Obtain real time updates from the delivery and collection executives on delivery/pick-up activities</p> <p>PC3. Follow-up with the executives to check the status, if the updates are not received</p> <p>PC4. Ensure delivery and pick-up timelines are met</p>
Identify and resolve pickup and delivery activity related problems	<p>PC5. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand.</p> <p>PC6. Identify problems reported by executives.</p> <p>PC7. Understand the problem and guide the concerned executives to solve it.</p> <p>PC8. Utilize the assistance of 'sweep' vehicles for delivery/pick-up in case of emergencies</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 documentation and reporting as per organization's mandate</p> <p>KA3. Escalation matrix for reporting identified problems</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Knowledge of all relevant safety and security procedures</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled</p> <p>KB2. Knowledge of basic rules and regulations in completing the Air Waybills</p>

LSC/N3016

Ensure smooth functioning of pickup and delivery activities

	<p>KB3. Knowledge of special characteristics and handling requirements of goods, if any.</p> <p>KB4. Knowledge of the local areas and routes.</p> <p>KB5. Excellent local and global Geographical Knowledge</p> <p>KB6. Knowledge of technical terms used in courier industry like consignor, consignee, air waybills etc.</p> <p>KB7. Knowledge of operating computers and relevant software</p> <p>KB8. Knowledge of documentation requirements for shipment of couriers to different countries</p>
Skills (S)	
<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>SA2. Fill out any complaint/insurance related forms for damaged goods</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand delivery/pick-up requirement sheets</p> <p>SA4. Read and understand air waybills.</p> <p>SA5. Read and understand regulatory guidelines pertaining to import/export 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>SA6. Communicate clearly with supervisors and peers</p> <p>SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA8. Share best practices with 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. Ability to make a judgment as to whether the product meets the requirement or not.</p>
	<p>Plan and Organize</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Estimate time required for each activity.</p> <p>SB3. Make realistic day plans for each activity.</p> <p>SB4. Translate plans into targets for each activity.</p> <p>SB5. Monitor smooth functioning of all activities.</p> <p>SB6. Prioritize and execute tasks in within the scheduled time limits</p> <p>SB7. Flexibility to re-assess schedule in case of delays/additional shipments</p>	

LSC/N3016

Ensure smooth functioning of pickup and delivery activities

	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB8. Understand the customer timelines and ensure that they are met.
	Problem Solving
	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. Ability to identify and correct errors.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to improve service station activities. SB12. Notice common accidents and suggest safety measures to prevent the same
	Critical Thinking Skills
The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors	

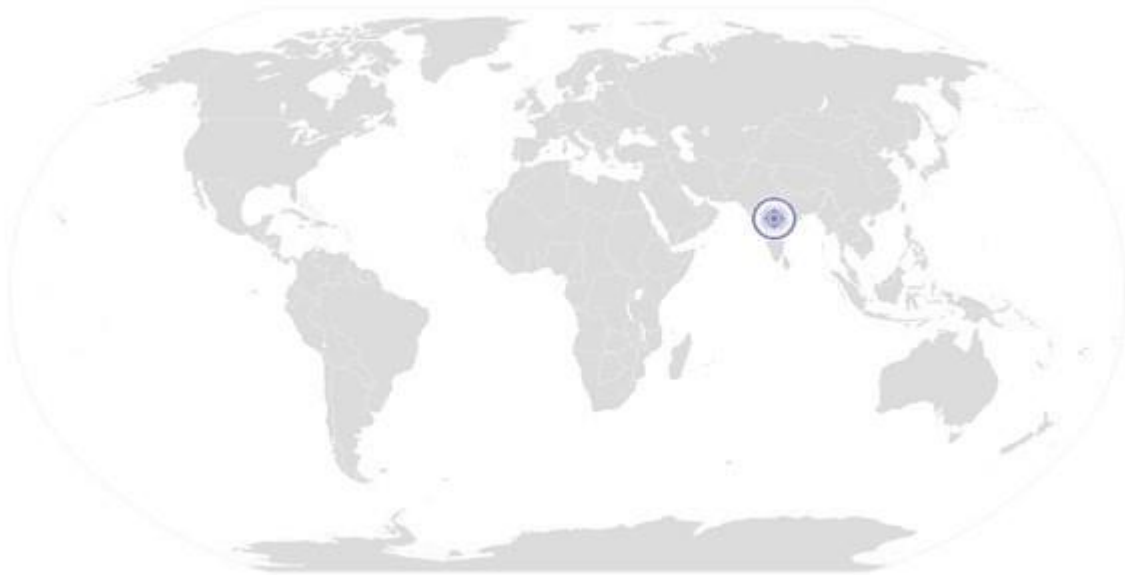


NOS Version Control

NOS Code	LSC/N3016		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016



National Occupational Standard



Overview

This unit is about carrying out end of day activities

National Occupational Standard	Unit Code	LSC/N3017
	Unit Title (Task)	Carry out end of day activities
	Description	This unit is about carrying out end of day activities
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Take stock of pending/undelivered/not picked-up shipments Report to management
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Take stock of pending/undelivered/not picked-up shipments	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. At the end of the day, talk to all delivery/pick-up executives to obtain daily status</p> <p>PC2. Compile the list of shipments that were not delivered or picked-up</p> <p>PC3. Collect payment from pick-up executives</p> <p>PC4. Store the undelivered shipments carefully in the lockers</p> <p>PC5. Contact the consignee of the undelivered shipment or the consignor the shipment not picked-up to understand their schedule</p> <p>PC6. Based on the schedule, plan the delivery/pick-up of undelivered/not picked-up shipments</p>
	Report to management	<p>PC7. Notify manager regarding any concerns faced during the day.</p> <p>PC8. Provide daily report to manager regarding the deliveries and pick-ups made</p> <p>PC9. Provide update on escalations made by the subordinates</p> <p>PC10. Complete any status report document/forms as required by management</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 documentation and reporting as per organization's mandate</p> <p>KA3. Escalation matrix for reporting identified problems</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Knowledge of all relevant safety and security procedures</p>

LSC/N3017

Carry out end of day activities

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled</p> <p>KB2. Knowledge of basic rules and regulations in completing the Air Waybills</p> <p>KB3. Knowledge of special characteristics and handling requirements of goods, if any.</p> <p>KB4. Knowledge of the local areas and routes.</p> <p>KB5. Excellent local and global Geographical Knowledge</p> <p>KB6. Knowledge of technical terms used in courier industry like consignor, consignee, air waybills etc.</p> <p>KB7. Knowledge of operating computers and relevant software</p> <p>KB8. Knowledge of documentation requirements for shipment of couriers to different countries</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>SA2. Fill out any complaint/insurance related forms for damaged goods</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand delivery/pick-up requirement sheets</p> <p>SA4. Read and understand air waybills.</p> <p>SA5. Read and understand regulatory guidelines pertaining to import/export 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>SA6. Communicate clearly with supervisors and peers</p> <p>SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA8. Share best practices with 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. Ability to make a judgment as to whether the product meets the requirement or not.</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Estimate time required for each activity.</p> <p>SB3. Make realistic day plans for each activity.</p> <p>SB4. Translate plans into targets for each activity.</p>

LSC/N3017

Carry out end of day activities

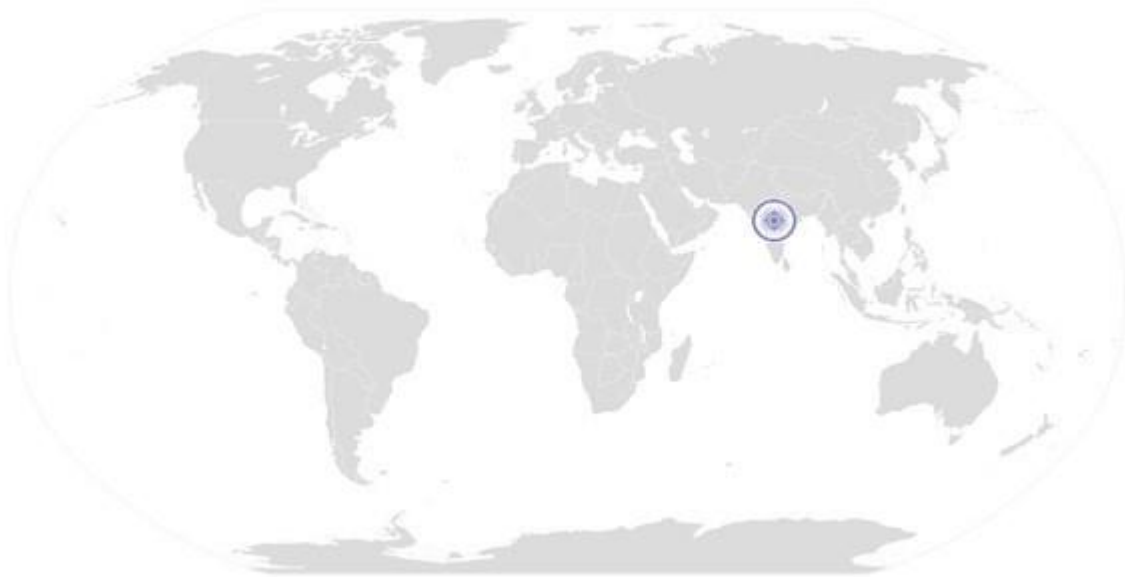
	<p>SB5. Monitor smooth functioning of all activities.</p> <p>SB6. Prioritize and execute tasks in within the scheduled time limits</p> <p>SB7. Flexibility to re-assess schedule in case of delays/additional shipments</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Understand the customer timelines and ensure that they are met.</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Identify trends/common causes for errors and suggest possible solutions to the manager.</p> <p>SB10. Ability to identify and correct errors.</p>
	<p>Analytical Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. Suggest methods to improve service station activities.</p> <p>SB12. Notice common accidents and suggest safety measures to prevent the same</p>
	<p>Critical Thinking Skills</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Ability to concentrate on task at hand and complete it without errors</p>	

NOS Version Control

NOS Code	LSC/N3017		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016



National Occupational Standard



Overview

This unit is about maintaining health, safety and security standards while supervising

Maintain health, safety and security standards while supervising

National Occupational Standard

Unit Code	LSC/N3047
Unit Title (Task)	Maintain health, safety and security standards while supervising
Description	This unit is about maintaining health, safety and security standards while supervising
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. Recognize and report unsafe conditions or activities. PC2. Be careful about suspicious looking shipments PC3. Follow organization procedures with respect to security, materials handling and accidents PC4. Ensure safety of peers and subordinates on the job PC5. Back up all data at the end of the day/shift to ensure no loss of data</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 KA2. Knowledge of documentation and reporting as per organization's mandate KA3. Escalation matrix for reporting identified problems KA4. Risk and impact of not following defined procedures/work instructions KA5. Knowledge of all relevant safety and security procedures</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of types of goods being handled KB2. Knowledge of basic rules and regulations in completing the Air Waybills KB3. Knowledge of special characteristics and handling requirements of goods, if any. KB4. Knowledge of the local areas and routes. KB5. Excellent local and global Geographical Knowledge KB6. Knowledge of technical terms used in courier industry like consignor, consignee, air waybills etc.</p>

LSC/N3047

Maintain health, safety and security standards while supervising

	<p>KB7. Knowledge of operating computers and relevant software KB8. Knowledge of documentation requirements for shipment of couriers to different countries</p>
Skills (S)	
<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. SA2. Fill out any complaint/insurance related forms for damaged goods</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Read and understand delivery/pick-up requirement sheets SA4. Read and understand air waybills. SA5. Read and understand regulatory guidelines pertaining to import/export 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>SA6. Communicate clearly with supervisors and peers SA7. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly SA8. Share best practices with peers and juniors</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. Ability to make a judgment as to whether the product meets the requirement or not.</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Estimate time required for each activity. SB3. Make realistic day plans for each activity. SB4. Translate plans into targets for each activity. SB5. Monitor smooth functioning of all activities. SB6. Prioritize and execute tasks in within the scheduled time limits SB7. Flexibility to re-assess schedule in case of delays/additional shipments</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 timelines and ensure that they are met.</p>	

LSC/N3047

Maintain health, safety and security standards while supervising

	Problem Solving
	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. Ability to identify and correct errors.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to improve service station activities. SB12. Notice common accidents and suggest safety measures to prevent the same
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors



NOS Version Control

NOS Code	LSC/N3047		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Ground Operations	Next review date	10/10/2016

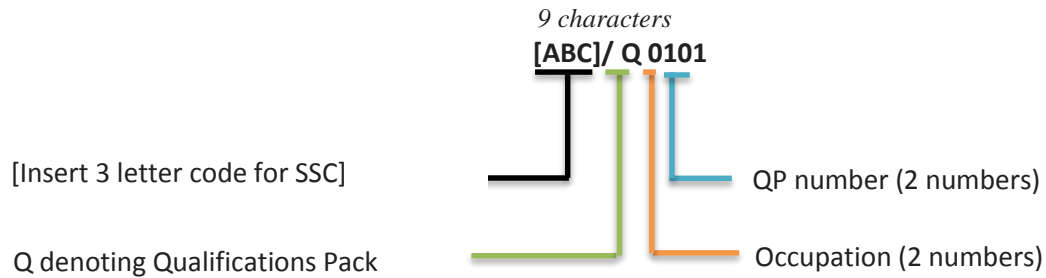


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Annexure

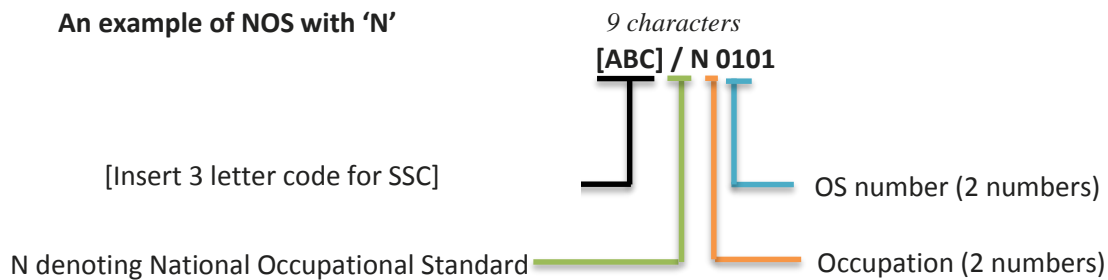
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Lead Courier

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 Lead Courier

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Lead Courier

Qualification Pack: LSC/Q3028

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/N3015 (Prepare for supervising delivery/pick-up activities)	PC1. Generate daily schedule and list of packages to be delivered and picked-up with time, customer details such as company name, address, contact details, goods to be delivered/picked-up from the system.	100	10	2	8
	PC2. Print the tracking sheet from the system		10	2	8
	PC3. Prioritize the shipment to be delivered/picked-up based on the deadlines		15	3	12
	PC4. Based on the information obtained, estimate the time required for each task and create a day plan for		15	3	12
	PC5. Create specific day plans and set deadlines for all delivery/pick-up.		10	2	8
	PC6. Conduct morning meeting to allocate workers to each delivery/pick-up, handover the		10	2	8

Qualifications Pack for Lead Courier

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	necessary information sheet or list and explain the plan, along with the deadline				
	PC7. Understand the previously recommended route for delivery/pick-up		10	2	8
	PC8. Modify the route based on the delivery/pick-up schedule to optimize productivity		10	2	8
	PC9. Communicate the modified routes to delivery and collection executives		10	2	8
		Total	100	20	80
2. LSC/N3016 (Ensure smooth functioning of pickup and delivery activities)	PC1. Compile the list of delivery and collection executives, task schedules and routes for delivery/pick-up	100	10	2	8
	PC2. Obtain real time updates from the delivery and collection executives on delivery/pick-up activities		10	2	8
	PC3. Follow-up with the executives to check the status, if the updates are not received		10	4	6
	PC4. Ensure delivery and pick-up timelines are met		15	5	10
	PC5. Constantly monitor 'shape of the day' based on work load of different tasks and re-deploy resources as per demand.		15	5	10
	PC6. Identify problems reported by executives.		15	5	10
	PC7. Understand the problem and guide the concerned executives to solve it.		15	5	10
	PC8. Utilize the assistance of 'sweep' vehicles for delivery/pick-up in case of emergencies		10	2	8
		Total	100	30	70
3. LSC/N3017 (Carry out end of day activities)	PC1. At the end of the day, talk to all delivery/pick-up executives to obtain daily status	100	10	2	8

Qualifications Pack for Lead Courier

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC2. Compile the list of shipments that were not delivered or picked-up		10	2	8
	PC3. Collect payment from pick-up executives		8	3	5
	PC4. Store the undelivered shipments carefully in the lockers		10	4	6
	PC5. Contact the consignee of the undelivered shipment or the consignor the shipment not picked-up to understand their schedule		7	2	5
	PC6. Based on the schedule, plan the delivery/pick-up of undelivered/not picked-up shipments		8	3	5
	PC7. Notify manager regarding any concerns faced during the day.		15	5	10
	PC8. Provide daily report to manager regarding the deliveries and pick-ups made		15	5	10
	PC9. Provide update on escalations made by the subordinates		7	2	5
	PC10. Complete any status report document/forms as required by management		10	2	8
			Total	100	30
4. LSC/N3047 (Maintain health, safety and security standards while supervising)	PC1. Recognize and report unsafe conditions or activities.	100	20	4	16
	PC2. Be careful about suspicious looking shipments		20	4	16
	PC3. Follow organization procedures with respect to security, materials handling and accidents		20	4	16
	PC4. Ensure safety of peers and subordinates on the job		20	4	16

Qualifications Pack for Lead Courier

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC5. Back up all data at the end of the day/shift to ensure no loss of data		20	4	16
		Total	100	20	80

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