

Revision made by NSDA_25 May, 2015

QUALIFICATION FILE - CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Logistics Skills Council

CII – IL, IIT-M Research Park, Unit-E, 10th Floor, Kanagam Road, Taramani, Chennai – 113.

Name and contact details of individual dealing with the submission

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List of documents submitted in support of the Qualifications File

1. Qualification Pack
2. RFP for development of Occupational Standards
3. Selection process of the Consultants to develop Occupational Standards
4. LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.
5. Sample of Assessors Guide
6. Minutes of the meeting of GC meetings
 - a. Composition of the Technical Committee
 - b. Approval of Occupational Standards by Technical Committee and Governing Council
7. NSDC Human Resource & Skills Requirement in Logistics Sector is
<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>
8. Occupational Map & Progression matrix

List of companies and Industry associations participated in the development of these qualification packs (part of report)
10. List of QP/NOS validating companies.

QUALIFICATION FILE SECTION 1 SUMMARY

Qualification Title	Courier Branch Sales Executive		
Body/bodies which will assess candidates	Logistics Skill Council		
Body which will award the certificate for the qualification	Logistics Skill Council		
Body which will accredit providers to offer the qualification	Logistics Skill Council		
Occupation(s) to which the qualification gives access to	to address enquiries, book couriers based on walk-ins, categorize new customers and source new business with regular customers.		
Proposed level of the qualification in the NSQF	4		
Anticipated volume of training/learning required to complete the qualification	220 hours		
Entry requirements / recommendations	Class X (Preferred) with minimum age of 18 years completed.		
Progression from the qualification	Supervisor Role or Senior Executive Level. Refer to Annexure 8.		
Planned arrangements for RPL	Refer to Annexure 11		
International comparability where known	Under Study		
Formal structure of the qualification			
Title of unit or other component (include any identification code used)	Mandatory/ Optional	Estimated size (learning hours)	Level
LSC/N3030: Prepare for pre-branch sales activities	Mandatory	50	4
LSC/N3031: Perform branch sales activities	Mandatory	70	4
LSC/N3032: Perform post-branch sales activities	Mandatory	70	4
LSC/N3052 : Maintain Health, Safety and Security measures during branch sales activities	Mandatory	30	4

Please attach any document giving further detail about the structure of the qualification - eg a Curriculum or Qualification Pack.

Give details of the document here:

- Qualification Pack is attached as Annexure 1

QUALIFICATION FILE SECTION 2 ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

I Vintage, Manipal City & Guilds, Aspiring Minds, Mettl, CII Skills, Hemsan Skill LLP, Vcann Solutions, Green Arrows Pvt. Ltd., Eduworld Consultants, IQAG Pvt. Ltd. – LSC have 10 Assessment bodies affiliated and all of them are engaged for all the job roles to do the assessment. Assessment partner will hire the assessor with the relevant experience in the job role with sub-sector specification on retainer basis to conduct the assessment. Credentials of the hired assessors are checked and approved by LSC.

Will the assessment body be responsible for RPL assessment?Yes

Give details of how RPL assessment for the qualification will be carried out and quality assured.

RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack.

ASSESSMENT POLICY

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.

Assessment policy of LSC

- 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.
- 2) Qualification and experience have to be set for the assessors.
- 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.
- 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.
- 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.
- 6) Reporting of MIS by the assessment body to LSC has to be within the agreed time lines.
- 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner
- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open ended questions to the minimum) such as multiple choice questions, yes/no or True / False types.
- 13) Questions framed should be simple and without ambiguity
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

- 1) Logistics Skills Council to inform the assessment body on assessment details like name of the training partner, assessment location and job role to be assessed at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Skills Council and inform the assessor details to Logistics Skills Council at least 1 week in advance from the date of assessment.
- 3) Logistics Skills Council to cross check the assessor details with the relevant documents submitted by the assessment body and approve the assessor on the same day of submission
- 4) Assessment body to submit the details of mode of assessment and a detailed paper has to submit to logistics skills council on assessment pattern, clearly defining the weightage of theory, practical and viva distribution, at least 5 days in advance from the date of assessment.
- 5) Logistics Skills Council to approve the pattern on the same day of submission
- 6) Assessment bodies to design the question paper for theory, practical & viva in 3 sets and submit to logistics skills council at least before 3 days in advance from the date of assessment.
- 7) Logistics Skills Council to approve the Question papers and inform assessment body on the same day of submission.
- 8) Assessment bodies to send the assessor to the assessment location at least before 12 hrs in advance from the time of assessment.
- 9) Assessor to start the assessment exactly on the time agreed by Training partner, Logistics Skills Council and assessment body.
- 10) Assessor to verify the candidates with any valid Govt. id reference and also collect a copy of ID proof produced by the candidate.
- 11) Assessor to record the attendance sheet with the ID number and the name of the candidate and also capture a photograph covering the Training partners sign board.
- 12) Assessor also need to have a photograph clicked with all the candidates in group.
- 13) Assessor to collect the details of biometric attendance details and CCTV footage of the assessment and produce the same to Logistics skills council on demand.
- 14) Assessment bodies to submit the result to logistics skills council with in a weeks' time from the date of assessment.
- 15) Assessment body to maintain hard and soft copies of assessment sheets and produce to logistics Skills Council on demand.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

- LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.

ASSESSMENT EVIDENCE

Complete a grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

Job Role: Courier Branch Sales Executive

Qualification Pack: LSC/Q3033

Sector Skill Council: Logistics Skill Council

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. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
6. 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.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
1. LSC/N3030 (Prepare for pre-branch sales activities)	PC1. Ensure all sales related documents and files are on the desk and in the computer.	100	10	2	8
	PC2. Assess monthly / quarterly revenue sales targets.		10	2	8
	PC3. Determine sales gap and valuate methods to achieve target.		10	2	8
	PC4. Hand-over the gathered list of prospective clients to the Institutional sales team.		10	2	8
	PC5. Follow guidelines for sales calls.		10	2	8
	PC6. Make sales calls to follow-up on target accounts, prospects and retention.		10	2	8

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC7. Enter all information pertaining to the calls into the CRM.		10	2	8
	PC8. Look out for suspicious looking packages		10	2	8
	PC9. Follow organization procedures with respect to documentation.		10	2	8
	PC10. Adhere to security and privacy regulations of the company and the customer.		10	2	8
		Total	100	20	80
2. LSC/N3031 (Perform branch sales activities)	PC1. Greet walk-ins politely.	100	5	1	4
	PC2. If the walk-in is an existing customer, try to source new business.		5	1	4
	PC3. In case of a prospective customer, give a brief on the company.		5	1	4
	PC4. Enquire customer's requirements and analyze the best choice of courier service offering possible.		5	2	3
	PC5. Based on conclusions arrived upon, recommend services as per customer requirement.		5	2	3
	PC6. Describe the service features and benefits to the customer		5	2	3
	PC7. Listen to customer queries and answer the questions they ask.		7	2	5
	PC8. Make suggestions and customization to encourage purchase of service.		7	2	5
	PC9. Provide information on process flow, specifications, after-sales service and customer care.		7	2	5
	PC10. Provide information about price and financing options.		7	2	5
	PC11. Propose courier services packages.		7	2	5
	PC12. Negotiate cost of courier services.		5	2	3
	PC13. Collect details of customer/organization.		5	2	3

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC14. Receive and process cash, cheque and charge/credit payments (if customer is willing to purchase).		5	2	3
	PC15. Provide receipt for the transaction		5	2	3
	PC16. Look out for suspicious looking packages		5	1	4
	PC17. Follow organization procedures with respect to documentation.		5	1	4
	PC18. Adhere to security and privacy regulations of the company and the customer.		5	1	4
		Total	100	30	70
3. LSC/N3032 (Perform Post-branch sales activities)	PC1. Resolve pending issues and answer unattended customer queries.	100	10	2	8
	PC2. Update sales records and documentation logs of daily sales activities in accordance with company policy.		10	2	8
	PC3. Handover the collected cash from the customers to the manager at the end of the shift		5	2	3
	PC4. Recognize and monitor security issues		10	2	8
	PC5. Stay current with sales activities of competitors.		10	2	8
	PC6. Maintain constant familiarization of service offerings and developments in both the organization and the industry.		15	5	10
	PC7. Contribute strategic information to the regional/national sales team including key results from previous calls, updates on current target accounts and a review of the following week's key upcoming calls.		15	5	10
	PC8. Look out for suspicious looking packages		5	2	3
	PC9. Follow organization procedures with respect to documentation.		10	4	6
	PC10. Adhere to security and privacy regulations of the company and the customer.		10	4	6
		Total	100	30	70

QUALIFICATION FILE SECTION 3 EVIDENCE OF NEED

<p>What evidence is there that the qualification is needed?</p> <p>While collecting data from the companies for the occupational map, we also took feedback from industry players, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same. Refer to annexure 8 as well as other mail interactions provided.</p>															
<p>What is the estimated uptake of this qualification and what is the basis of this estimate?</p> <p>Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p> <ul style="list-style-type: none"> • Feedback from industry players for demand though again sample size may not lend to accurate figures • Training duration, and current and potential training capacity envisaged • An LMIS development initiative is being put in place to be more precise regarding the demand and supply • For 2013 – 17, the estimated manpower employment is as follows, <table border="1"> <thead> <tr> <th>Estimated Year / Employment Demand in Sub-Sector</th> <th>Warehousing (Storage & Packaging) (In million)</th> <th>Land Transportation (In million)</th> <th>Courier / Express (In million)</th> </tr> </thead> <tbody> <tr> <td>2013 - 17</td> <td>0.18</td> <td>2.20</td> <td>0.07</td> </tr> <tr> <td>2017 - 22</td> <td>0.16</td> <td>1.90</td> <td>0.06</td> </tr> </tbody> </table>				Estimated Year / Employment Demand in Sub-Sector	Warehousing (Storage & Packaging) (In million)	Land Transportation (In million)	Courier / Express (In million)	2013 - 17	0.18	2.20	0.07	2017 - 22	0.16	1.90	0.06
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2013 - 17	0.18	2.20	0.07												
2017 - 22	0.16	1.90	0.06												
<p>What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?</p> <ul style="list-style-type: none"> • NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work • NSDC QRC team also confirmed the same 															
<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?</p> <ul style="list-style-type: none"> • Regular interaction with the training partners to gather feedback in implementation. • Monitoring of results in assessments. • Employer feedback will be sought post-placement. • A formal review is scheduled in a year's time. 															

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Report to the Governing Council
2. Minutes of the meeting of GC meetings
3. NSDC Human Resource & Skills Requirement in Logistics Sector is

<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>

QUALIFICATION FILE SECTION 4 SUMMARY EVIDENCE OF LEVEL

Level of qualification: 4

OTHER EVIDENCE OF LEVEL[This need only be filled in where evidence other than primary outcomes was used to allocate a level] **(Optional)**

Nature of Evidence	Comments	EL-1	EL1	EL+1

Summary of other evidence (if used):

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Horizontal and vertical mobility options have been articulated. Refer to Annexure 8.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

- Occupational Map and progression matrix - Annexure 8.
- List of companies and Industry associations participated in developed of these qualifications (part of report)– Annexure 9.