

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, 10<sup>th</sup> 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

<b>Qualification Title</b>	Courier Claims processor		
<b>Body/bodies which will assess candidates</b>	Logistics Skill Council		
<b>Body which will award the certificate for the qualification</b>	Logistics Skill Council		
<b>Body which will accredit providers to offer the qualification</b>	Logistics Skill Council		
<b>Occupation(s) to which the qualification gives access need to receive claims, assess the shipments concerned to ensure the claim is genuine and estimate the reimbursable amount.</b>			
<b>Proposed level of the qualification in the NSQF</b>	5		
<b>Anticipated volume of training/learning required to complete the qualification</b>	280 hours		
<b>Entry requirements / recommendations</b>	Diploma / Graduate (Engineering, Arts, Science, Commerce) (Preferred) with minimum age of 18 years completed.		
<b>Progression from the qualification</b>	Executive or Senior Executive Level. Refer to Annexure 8.		
<b>Planned arrangements for RPL</b>	Refer to Annexure 11		
<b>International comparability where known</b>	Under Study		
<b>Formal structure of the qualification</b>			
<b>Title of unit or other component</b> (include any identification code used)	<b>Mandatory/ Optional</b>	<b>Estimated size (learning hours)</b>	<b>Level</b>
LSC/N3039 : Prepare for Processing Claims	Mandatory	50	5
LSC/N3040 : Scrutinize shipments and validate claims	Mandatory	100	5
LSC/N3041 : Documentation and reporting to management	Mandatory	100	5
LSC/N3055 : Maintain health, safety and security standards while processing courier claims	Mandatory	30	5

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 with in 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 Claims processor

**Qualification Pack:** LSC/Q3036

**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.

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

Assessment outcomes	Assessment Criteria for outcomes	MarksAllocation			
		Total Marks	Out of	Theory	Skills Practical
	PC6. Get the camera, any testing equipment required such as Vernier calipers, screw gauge, densimeter, etc.		10	2	8
	PC7. Inspect the camera and testing equipment to ensure that they are in good working condition.		15	3	12
	PC8. Perform a trial run and make any configuration adjustments to ensure that the testing equipment are ready.		10	2	8
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
2.LSC/N3040 (Scrutinize shipments and validate claims)	PC1. Check the reason in the claim form and perform a visual inspection of the quarantined shipments	100	5	1	4
	PC2. Perform visual inspection. Use the testing equipment to verify the accuracy of the claim or refer it to the Quality Assurance team if required.		5	1	4
	PC3. Note down the results of the tests and fill out inspection checklists.		10	2	8
	PC4. Form a hypothesis on the reason for the damage, the accuracy of the claim and estimate the reimbursable amount.		10	2	8
	PC5. Take photographs to use as evidence.		10	2	8
	PC6. Interview the claimants, witnesses (if any), clients, suppliers or insurance companies to understand the genuineness and the reason for the claim.		10	2	8
	PC7. Discuss the cause of damage with workers who are experienced in the area or industry/subject matter experts to validate the hypothesis.		10	2	8
	PC8. Check whether the claims were filed within the allowable period and are not outdated.		10	2	8
	PC9. Separate genuine claims from false claims. Escalate outdated and false claims to the manager.		10	2	8
	PC10. Refer to earlier cases and previous claims that are similar in nature for reference		10	2	8

Assessment outcomes	Assessment Criteria for outcomes	MarksAllocation			
		Total Marks	Out of	Theory	Skills Practical
	PC11. Update Client/Claimant on status of claim through the process		10	2	8
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
3. LSC/N3041 (Documentation and reporting to management)	PC1. Verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing checklist are present and genuine.	100	8	2	6
	PC2. Ensure that the claim amounts are within the legally permitted range.		10	2	8
	PC3. Inform the claimant whether the claim would be processed or not, explain the maximum permissible claim amounts and resolve any other issues.		20	4	16
	PC4. Process the claim forms and forward them to the concerned insurance companies along with evidence and recommendations.		8	2	6
	PC5. Take approvals from respective Management/department depending on claim amount matrix.		10	2	8
	PC6. Prepare detailed reports about the results of the inspection, claim amounts, etc.		8	2	6
	PC7. Prepare a report with reasons why certain claims were considered false.		8	1	7
	PC8. Explain any difficulties or delays due to formalities, interaction with claimants, government or other agencies and have them resolved.		8	1	7
	PC9. Provide a list of claims that are still being processed and the reasons for the delay in processing.		10	2	8
	PC10. Resolve any clarifications or issues raised by the insurance company or escalate them to the manager if required.		10	2	8
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
4. LSC/N3055 (Maintain health, safety and security standards while processing courier claims)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	100	20	4	16

Assessment outcomes	Assessment Criteria for outcomes	MarksAllocation			
		Total Marks	Out of	Theory	Skills Practical
	PC2. Wear all safety equipment including protective gear, helmets etc.		20	4	16
	PC3. Follow organization procedures with respect to security, materials handling and accidents		20	4	16
	PC4. Recognize and report unsafe conditions and practices.		20	4	16
	PC5. Adhere to security regulations of the company		20	4	16
		Total	100	20	80



## QUALIFICATION FILE SECTION 3 EVIDENCE OF NEED

<p><b>What evidence is there that the qualification is needed?</b></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><b>What is the estimated uptake of this qualification and what is the basis of this estimate?</b></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 &amp; Skills Requirement in Logistics Sector is <a href="https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing">https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</a></p> <ul style="list-style-type: none"> <li>• Feedback from industry players for demand though again sample size may not lend to accurate figures</li> <li>• Training duration, and current and potential training capacity envisaged</li> <li>• An LMIS development initiative is being put in place to be more precise regarding the demand and supply</li> <li>• For 2013 – 17, the estimated manpower employment is as follows,</li> </ul> <table border="1"> <thead> <tr> <th>Estimated Year / Employment Demand in Sub-Sector</th> <th>Warehousing (Storage &amp; 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
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									
<p><b>What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?</b></p> <ul style="list-style-type: none"> <li>• NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work</li> <li>• NSDC QRC team also confirmed the same</li> </ul>												
<p><b>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?</b></p> <ul style="list-style-type: none"> <li>• Regular interaction with the training partners to gather feedback in implementation.</li> <li>• Monitoring of results in assessments.</li> <li>• Employer feedback will be sought post-placement.</li> <li>• A formal review is scheduled in a year's time.</li> </ul>												

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>



**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.