

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 Delivery 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	for collecting packages from the local office and delivering them to the customers at their doorstep.		
Proposed level of the qualification in the NSQF	3		
Anticipated volume of training/learning required to complete the qualification	270hours		
Entry requirements / recommendations	Class X (Preferred) with minimum age of 18 years completed.		
Progression from the qualification	Supervisory Role or 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/ N3001 : Prepare for Shipment Delivery	Mandatory	70	3
LSC / N3002: Perform Delivery	Mandatory	100	3
LSC / N3003: Perform post Delivery Activities	Mandatory	70	3
LSC / N3042: Maintain Health, Safety and Security measures during shipment delivery	Mandatory	30	3

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 Delivery Executive

Qualification Pack: LSC/Q3023

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/N3001 (Prepare for Shipment Delivery)	PC1. Obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.	100	8	2	6
	PC2. Determine whether payment has been made or whether cash has to be collected on delivery.		8	2	6
	PC3. Understand priorities among orders and deadlines if any from coordinator.		8	2	6
	PC4. Obtain the optimal routing sequence from the coordinator.		8	2	6
	PC5. Collect necessary equipment such as Global Positioning System (GPS), tracking devices, money pouch to carry money safely, etc.		8	2	6
	PC6. Perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip.		8	2	6
	PC7. Ensure sufficient availability of missed delivery notes and other stationery.		8	2	6
	PC8. Collect all the packages to be delivered during the day's trip.		8	2	6

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC9. Check to ensure that packages are in good condition and whether the package is to be delivered nearby.		8	2	6
	PC10. Report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.		8	2	6
	PC11. Load packages onto vehicle.		4	1	3
	PC12. Arrange shipments in an optimized manner in the vehicle to save space		4	1	3
	PC13. Shipments that are to be delivered first are to be arranged closest to the door		4	1	3
	PC14. Shipments should be arranged in a manner that they are not damaged		4	1	3
	PC15. Ensure availability to take instructions from supervisor and be flexible to change the day's plan		4	1	3
			Total	100	25
2.LSC/N3002 (Perform Delivery)	PC1. Arrive at the destination.	100	5	1	4
	PC2. Greet customer politely and confirm the shipment that had been ordered.		5	1	4
	PC3. If the package is important or of high value, request customer for a government issued ID card as proof of identity.		10	2	8
	PC4. Verify and note down the details of the ID proof shown.		10	2	8
	PC5. Hand over package to customer.		5	1	4
	PC6. Receive and store cash safely, if the customer had opted for cash on delivery option.		5	1	4
	PC7. Get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.		10	2	8
	PC8. Thank the customer and leave premises.		5	1	4
	PC9. If the customer is not available, contact the customer by telephone and politely explain the situation.		10	2	8
	PC10. If the package has been paid for and it does not required ID proof verification, hand over package to the person specified by the customer (receiver).		5	1	4
	PC11. Get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.		5	1	4
	PC12. Thank the receiver and leave premises.		5	1	4
	PC13. If the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer		10	2	8
	PC14. If the customer could not be contacted, leave behind a missed delivery note with contact details.		5	1	4
	PC15. Change the day plan accordingly to accommodate missed deliveries at the requested times.		5	1	4

Assessment outcomes	Assessment Criteria for outcomes	MarksAllocation			
		Total Marks	Out of	Theory	Skills Practical
		Total	100	20	80
3. LSC/N3003 (Perform Post Delivery activities)	PC1. Bring any undelivered packages back to office.	100	8	2	6
	PC2. Document appropriate reason for undelivered package		8	2	6
	PC3. Park vehicle and carry out a safety inspection.		4	1	3
	PC4. Unload packages and hand them over for storage.		8	2	6
	PC5. Return GPS, tracking devices and any unused stationery.		4	1	3
	PC6. Handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.		8	2	6
	PC7. Notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan.		8	2	6
	PC8. Report any damages to packages that had occurred during transit.		12	3	9
	PC9. Provide feedback regarding delays, damages, loss if any etc.		8	2	6
	PC10. Account for the money that has been collected from the customers and handed over to the cashier.		8	2	6
	PC11. Provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.		4	1	3
	PC12. Report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.		8	2	6
	PC13. Complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.	12	3	9	
		Total	100	25	75
4. LSC/N3042 (Maintain health, safety and security standards during shipment delivery)	PC1. Maintain clean and hygienic vehicle	100	10	2	8
	PC2. Take all the necessary precautions when handling packages.		30	6	24
	PC3. Follow organization procedures with respect to security, materials handling and accidents		30	6	24
	PC4. Keep the bag with oneself while delivering the documents		10	2	8
	PC5. Do not leave the documents with security or any 3rd party		10	2	8
	PC6. Follow traffic rules when driving on the road.		10	2	8
		Total	100	20	80

QUALIFICATION FILE SECTION 3 EVIDENCE OF NEED

What evidence is there that the qualification is needed?

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.

What is the estimated uptake of this qualification and what is the basis of this estimate?

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>

- 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,

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

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

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?

- 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: 3

Summary of Direct Evidence (from learning outcomes):

Courier Delivery Executive - LSC/Q3023					
Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Level
<p>The process is based on the daily schedule and list of deliveries to be made with customer details received from coordinator and determine whether payment has been made or whether cash has to be collected on delivery. The job holder has to plan for the route optimization based on the deliveries which is a routine, predictable and familiar task and collect necessary equipment such as Global Positioning System (GPS), tracking devices, money pouch to carry money safely, etc. S/he has to handover the deliveries to the customers in a well-fashioned manner and report to the management on delivery report. Delivery not to be handed over to the security or 3rd party and the decision to be taken by the job holder on clear choice. Report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.</p>	<p>The job holder knows and understands the types of shipment being handled, special characteristics and handling requirements of shipment, if any and airway bills. S/he have the factual knowledge of local and global geographical knowledge, use the GPS and other tracking/navigation devices and paperwork to be completed when delivering a package. S/he has to know to fill the insurance forms for damaged shipment, reimbursement forms required by management, understand the importance / value of package and collect the required Government ID proof as receipt of acknowledgement. S/he has to know and understand basic safety and security standards, regulations and procedures as per organization policy during shipment delivery.</p>	<p>The job holder has to demonstrate practical skill by making individual decisions on times when it is required during the shipment delivery in absence of direct customers. S/he to be well-mannered, pleasant personality and neatly dressed during the shipment delivery which is routine and repetitive in narrow range of application. S/he has to be aware of traffic rules when driving on the road, necessary precautions when handling packages and organization procedures with respect to security, materials handling and accidents.</p>	<p>The job holder have to communicate clearly with customers, supervisors and peers for a smooth delivery. S/he reads and understands the labelling codes as per company procedures, package details, traffic signage, etc. S/he has to communicate in writing to fill out customer forms, reimbursement forms and insurance forms in case of any discrepancy. S/he to deal with the cultural sensitivity and delivering in case of women receivers. S/he has to know the local routes for a planned shipment delivery which is routine and repetitive in nature.</p>	<p>The job holder is on-the-road staff who is responsible for collecting packages from the local office and delivering them to the customers at their doorstep under close supervision of the coordinator. S/he has to verify customer ID, collect payment, if applicable and obtaining customer signature upon shipment delivery. S/he has the individual responsibility to deliver the shipment in absence of customers which will be his/her decision making call but within he defined limit and for the safety of the shipment.</p>	3

Level:3	Level:3	Level:3	Level:3	Level:3	3
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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.