

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 Pick-up Executive		
<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</b>	for collecting packages from the corporate customer's doorstep, completing the paperwork, and delivering the package to the local collection centre.		
<b>Proposed level of the qualification in the NSQF</b>	3		
<b>Anticipated volume of training/learning required to complete the qualification</b>	300 hours		
<b>Entry requirements / recommendations</b>	Class X (Preferred) with minimum age of 18 years completed.		
<b>Progression from the qualification</b>	Supervisory Role 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/N3004: Prepare for picking up packages	Mandatory	70	3
LSC/N3005: Meet with customers and collect parcels	Mandatory	100	3
LSC/N3006: Deliver packages to collection centre and reporting	Mandatory	100	3
LSC/N3043: Maintain health, safety and security standards while picking-up packages	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 Pick-up Executive**

**Qualification Pack: LSC/Q3024**

**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/N3004 (Prepare for picking-up packages)	PC1. Obtain daily schedule and list of packages to be picked up with pickup time, customer details such as company name, address, and contact details, shipment to be picked up, etc., from the coordinator.	100	20	6	14
	PC2. Determine whether the customer has an existing account with the company or if a new account has to be created.		10	3	7
	PC3. Find out from the backend support team if there has been any cancellations and update the list.		10	3	7
	PC4. Understand priorities among orders and deadlines if any from coordinator.		10	3	7
	PC5. Obtain the optimal routing sequence from the coordinator.		10	3	7
	PC6. Collect necessary equipment such as Global Positioning System (GPS), tracking devices, sacks to store received shipment, etc.		10	3	7
	PC7. Perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for		10	3	7

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	the day's trip.				
	PC8. Report any issues with vehicle such as vehicle not starting, flat tire, etc and have it rectified.		10	3	7
	PC9. Ensure sufficient availability of forms and other stationery.		10	3	7
		Total	100	30	70
2.LSC/N3005 (Meet with customers and collect parcels)	PC1. Arrive at the destination.	100	5	1	4
	PC2. Meet the concerned person in the company.		10	2	8
	PC3 If the customer does not have an account, have them fill out forms to create a new account.		10	2	8
	PC4. Collect and inspect the package for type of product and its condition.		5	1	4
	PC5. Request the customer to fill out the package collection forms and complete the paperwork, and guide the customer on filling the paperwork, if required.		10	2	8
	PC6. Ensure all the necessary details have been filled out in the paperwork		5	1	4
	PC7. Hand over customer copy of the receipt with the expected delivery date and acknowledging the collection of the package in good condition.		5	1	4
	PC8. Point out the tracking number and explain to the customer how to track the package.		10	2	8
	PC9. Get the customer's signature where required.		5	1	4
	PC10. Thank the customer and leave premises.		5	1	4
	PC11. If the package is not ready, understand from the contact person why the package is not ready and when the package would be ready.		5	1	4
	PC12. If it is a short time, wait in premises, collect package, finish paper work and leave.		5	1	4
	PC13. If the wait time is long or uncertain, fix up another time at which the package would be picked up.		5	1	4
	PC14. Keep the supervisor informed of any delays		5	1	4
	PC15. If the order has been cancelled, get customer to sign off on a slip to acknowledge cancellation and proceed to next pick up point.		5	1	4
	PC16. Change the day plan accordingly to accommodate all the pick-ups		5	1	4
		Total	100	20	80
3. LSC/N3006 (Deliver packages to collection center and reporting)	PC1. At the end of the day, bring all the collected packages to the service station	100	5	1	4
	PC2. Park vehicle and carry out a safety inspection.		5	1	4
	PC3. Unload packages and hand them over to be weighed, packed if necessary and sent for sorting.		5	1	4
	PC4. Give the company copy of the receipts to the billing clerk so that invoices can be generated after		10	2	8

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	weighing and sent to the customer.	100			
	PC5. Return GPS, tracking devices, sacks and any unused stationery.		10	2	8
	PC6. Notify coordinator on any delays, cancellations, any missed pick-ups and their locations so that it could be included in the next day's plan.		20	4	16
	PC7. Report any damages to packages that had occurred during transit.		10	2	8
	PC8. Report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.		10	2	8
	PC9. Provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.		5	1	4
	PC10. Complete any forms as required by management such as damaged shipment form, reimbursement form, etc.		20	4	16
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
4. LSC/N3043 (Maintain health, safety and security standards while picking-up packages)	PC1. Maintain clean and hygienic vehicle	100	20	4	16
	PC2. Look out for suspicious looking packages		20	4	16
	PC3. Take all the necessary precautions when handling packages.		20	4	16
	PC4. Follow organization procedures with respect to security, materials handling and accidents		20	4	16
	PC5. Follow traffic rules when driving on the road.		20	4	16
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>

## 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 Pick-up Executive - LSC/Q3024**

<b>Process required</b>	<b>Professional knowledge</b>	<b>Professional skill</b>	<b>Core skill</b>	<b>Responsibility</b>	<b>Level</b>
<p>The process is based on daily schedule and list of packages to be picked up with pickup time, customer details, priorities among orders and deadlines from the coordinator and determine whether the customer has an existing account with the company or if a new account has to be created. S/he has to collect necessary equipment such as Global Positioning System (GPS), tracking devices, sacks to store received shipment and vehicle in ready condition. The job holder has to plan for the route optimization based on the pickup schedules which is a routine, predictable and familiar task. S/he has to collect the pickup item by making the customer fill out forms to create a new account, If the customer does not have an account and explain the tracking details. If there is a delay or cancellation in pickup plan deal it in a contingency way. S/he has to bring all the collected packages to the service station at the end of the day and report to the management pickup on status.</p>	<p>The job holder knows and understand the types of shipments being handled, various state taxes, stack parcels depending on their types special characteristics and handling requirements of shipment and airway bills. S/he has to know the paperwork required before collecting the package, organization's products/services and their pricing, Procedures for dealing with loss or damage to shipment and relevant safety and security procedures. S/he to have the factual knowledge of local and global geographical knowledge, use the GPS and other tracking/navigation devices. S/he has to possess knowledge on basic maintenance and report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement of the same.</p>	<p>The job holder has to be able to make decision when customers are not available during the pick-up plan. S/he has ability to concentrate on task at hand and complete it without errors. S/he to be well-mannered, pleasant personality and neatly dressed during the pickup time, deal with the cultural sensitivity and delivering in case of women receivers 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 has to communicate clearly with all employees in the chain of activities, customers, and supervisor to ensure for a smooth pickup. S/he has to fill out customer forms and reimbursement forms and any complaint/insurance related forms for damaged shipment. S/he has to be able to read labels and understand the labelling codes as per company procedure, traffic signage, details about the customer and package. S/he has the ability to collect and inspect the package for type of product and its condition.</p>	<p>The job holder is on-the-road staff who is responsible for collecting packages from the corporate customer's doorstep, completing the paperwork, and delivering the package to the local collection center. S/he handles a key customer facing role who is also responsible for preparing airway bills and informing customers of different products and services of the company. S/he has to obtain requisite information for shipment pick-up, prepare to pick up packages, deal with delays or damages, handover packages at the service station and report to the management pickup on status. S/he has to maintain high concentration levels throughout his/her work scheduled shifttime.</p>	<b>3</b>
<b>Level:3</b>	<b>Level:3</b>	<b>Level:3</b>	<b>Level:3</b>	<b>Level:3</b>	<b>3</b>

**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.