

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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Position in the organisation: Head – Standards & Quality

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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	Delivery Management Cell Agent		
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 track the shipment, coordinate with other departments and resolve the customer queries.		
Proposed level of the qualification in the NSQF	4		
Anticipated volume of training/learning required to complete the qualification	200 hours		
Entry requirements / recommendations	Diploma/Graduate (Engineering, Arts, Commerce, Science) (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/N3027: Prepare for delivery management	Mandatory	50	4
LSC/N3028: Perform delivery management	Mandatory	70	4
LSC/N3029: Perform post-delivery management activities	Mandatory	50	4
LSC/N3051 : Maintain health, safety and security standards during delivery management	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 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: Delivery Management Cell Agent

Qualification Pack: LSC/Q3032

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/N3027 (Prepare for delivery management)	PC1. Boot the computer and login using the provided company credentials.	100	5	2	3
	PC2. Open software required to perform the service support task.		5	2	3
	PC3. Retrieve the list of customer queries to be addressed		10	4	6
	PC4. Check for previously unattended/flagged queries.		10	2	8
	PC5. Prioritize the queries obtained and plan for the day		10	2	8
	PC6. Understand the query of the customer thoroughly		10	2	8

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	MarksAllocation	
				Theory	Skills Practical
	PC7. Prepare a plan of action to resolve the query		10	2	8
	PC8. Resolve the query within the target turnaround time (TAT)		10	2	8
	PC9. Comply with data safety regulations of the organization		10	4	6
	PC10. Follow all security procedures with respect to company information		10	4	6
	PC11. Follow all precautionary data handling procedures		10	4	6
		Total	100	30	70
2. LSC/N3028 (Perform delivery management)	PC1. Open the relevant software that the company uses for tracking packages	100	5	2	3
	PC2. Search for package using customer name or the id on the air waybill		5	2	3
	PC3. Retrieve relevant information required to solve the query		5	2	3
	PC4. Make a note of the relevant information obtained.		5	1	4
	PC5. Understand the additional information required		5	1	4
	PC6. Assess the departments to be coordinated with		10	4	6
	PC7. Get the contact details of the relevant personnel in the department		10	2	8
	PC8. Contact the relevant personnel to gather additional information		5	2	3
	PC9. Validate the relevant data obtained by cross-verification		5	2	3
	PC10. Assess what is to be done to resolve the issue		10	2	8
	PC11. Contact the relevant inter-departmental personnel and direct them to resolve the issue		10	4	6

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC12. Follow-up with them constantly to get the issue resolved		10	3	7
	PC13. Comply with data safety regulations of the organization		5	1	4
	PC14. Follow all security procedures with respect to company information		5	1	4
	PC15. Follow all precautionary data handling procedures		5	1	4
		Total	100	30	70
3. LSC/N3029 (Perform post-delivery management activities)	PC1. Open the relevant Customer Relationship Management (CRM) software that the company uses for tracking customer queries	100	10	2	8
	PC2. Log onto the relevant customer query		15	3	12
	PC3. If the query is resolved, update the status accordingly		15	5	10
	PC4. If the query is not resolved yet, update the latest status and post the date by when the query would be resolved		15	5	10
	PC5. Comply with data safety regulations of the organization		15	5	10
	PC6. Follow all security procedures with respect to company information		15	5	10
	PC7. Follow all precautionary data handling procedures		15	5	10
		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
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>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

Summary of Direct Evidence (from learning outcomes):

Delivery Management Cell Agent- LSC/Q3032					
Process required	Professional knowledge	Professional skill	Core skill	Responsibility	Level
<p>The process is based on preparing plan of action for the day by prioritizing to resolve the queries received from the customers within the targeted Turnaround time. S/he has to retrieve the relevant information of the package by using the customer name or id on the airway bill and get in touch with the concerned personnel in the respective department to resolve the query by gathering additional information and validate the relevant data obtained by cross-verification. Upon obtaining the required information with relevant to the query on the package contact the relevant inter-departmental personnel and direct them to resolve the issue. S/he has to report by entering the query status whether it's resolved or work in progress with the appropriate details in the Customer Relationship Management Software used by the company for tracking queries.</p>	<p>The job holder has to possess detailed understanding and extensive knowledge of the company, services offered, and related solutions to problems, tracking devices and equipment to better understand the shipping and delivery processes. S/he has to be aware on procedures for dealing with errors committed with reference to the service support, dealing with lost / damaged / returning consignments and paperwork to be completed on a requirement basis. S/he has to have knowledge to operate the computer for electronic documentation of information and use company software to manage and update phone logs. S/he has to be aware of chain of command for reporting problems, risk and impact for not following defined procedures/work instructions, organizational procedures, company policies and legal aspects.</p>	<p>The job holder has to possess analytical ability to verify the courier tracking codes provided by the customer and identify basic errors in the booking/tracking processes and find the respective solutions. S/he has to plan and organize to prioritize and execute tasks within the scheduled time limits, schedule and ensure daily targets are met and develop a positive attitude to keep stress levels low. S/he has to act objectively, rather than impulsively or emotionally while making decisions. S/he has to be savvy in operating the computer system and software to enter the right details for every query while it's attended. S/he has to be a critical thinker while resolving the queries by connecting it to the concerned department and in case if not resolved then redirect it to the supervisor within the Targeted</p>	<p>The job holder has to communicate with the other departments while tracking the package of an individual customer in an effective manner without any communication gap to get the query resolved. S/he has to write appropriate mail communications to the supervisor or the concerned department during routine and escalation. S/he has to possess good reading skills while tracking the package in Customer Relationship Management software and to understand the implications related to the package and to deal with lost/damaged/returning consignments.</p>	<p>The job holder has the responsibility for tracking the shipment, coordinating with other departments and resolving the customer queries, quick resolution of customer's issues and resolution of their queries. S/he has to obtain requisite information for delivery management such as computer logins, software packs for service support and list of customer queries to be addressed, prepare plan of action for resolving the queries on priority basis. S/he has to track the package with the relevant package and customer details to understand the position of the package and coordinate with other departments to get more information on the package. S/he has to resolve the query by contacting the relevant inter-departmental personnel and document the same as report in the required software.</p>	<p>4</p>

		Turn Around Time.			
Level:4	Level:4	Level:4	Level:4	Level:4	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.