

Qualification Pack



E-commerce Delivery Associate

Handle perishable shipment/ Handle high value shipment/ Handle furniture and household

Verify GST invoice

QP Code: LSC/Q2603

Version: 1.0

NSQF Level: 3

Logistics Sector Skill Council || No. 480 A, 7th Floor, Khivraj Complex II, Anna Salai, Nandanam



Qualification Pack

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LSC/Q2603: E-commerce Delivery Associate

Brief Job Description

E-commerce Delivery Associate delivers packages to customers every day. As a delivery associate, the job role involves delivering packages to homes, retail locations, and other delivery locations. S/he is expected to keep up commitments by exceeding customer expectation and ensuring that customer orders, large or small, are delivered on time at the right place.

Personal Attributes

He/ She should demonstrate good oral communication in English and vernacular language. S/he should be fit to carry parcels, stand for long duration and be open to travel. S/he should be able to work as per plan along with the operations team. The job requires the individual to be energetic, punctual, smart and courteous. The individual must be willing to work outdoors for long hours, and sometimes in adverse situations.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2602: Handling and sorting of shipments](#)
2. [LSC/N2603: Perform delivery of packages](#)
3. [LSC/N2604: Perform pickup for return packages](#)
4. [LSC/N2605: Reconciliation of Packages and Handling Cash](#)
5. [LSC/N2606: Communicate effectively with customers](#)
6. [LSC/N1903: Handover and report](#)
7. [LSC/N9904: Maintain integrity and ethics in operation](#)
8. [LSC/N9905: Follow health, safety and security procedures.](#)
9. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Electives(*mandatory to select at least one*):

Elective 1: Handle perishable shipment

1. [LSC/N1904: Handle perishable shipment](#)

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Elective 2: Handle high value shipment

1. [LSC/N1905: Handle high value shipment](#)

Elective 3: Handle furniture and household

1. [LSC/N1906: Handle furniture and household](#)

Options(Not mandatory):

Option : Verify GST invoice

1. [LSC/N9906: Verify GST invoices](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment Centre Operations
Country	India
NSQF Level	3
Credits	18
Aligned to NCO/ISCO/ISIC Code	NCO-2015/9621

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Minimum Educational Qualification & Experience	10th grade pass OR 8th grade pass and pursuing continuous schooling OR 9th grade pass with 1 Year of experience Relevant experience OR 8th grade pass with 2 Years of experience Relevant experience OR 5th grade pass with 5 Years of experience Relevant experience OR Previous relevant Qualification of NSQF Level (2) with 3 Years of experience Relevant experience
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	Driving License
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	31/08/2026
NSQC Approval Date	31/08/2023
Version	1.0
Reference code on NQR	QG-03-TW-00865-2023-V1-LSC
NQR Version	1.0

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LSC/N2602: Handling and sorting of shipments

Description

This unit is about handling, sorting, and shipment bagging/ de-bagging activities

Scope

The scope covers the following :

- Receiving and handling of shipment
- Shipment de-bagging and sorting
- Shipment bagging and loading

Elements and Performance Criteria

Receiving and handling of shipments

To be competent, the user/individual on the job must be able to:

- PC1.** Obtain daily count sheet and schedule of shipments from supervisor for bagging/ de-bagging
- PC2.** Collect the necessary equipment like barcode scanners, non-production material, etc. and the necessary PPE
- PC3.** Wear the appropriate PPE before starting the work
- PC4.** Collect the necessary labels, stationery, bar-codes, etc. from the executive
- PC5.** Request and arrange for material handling equipment's, if required
- PC6.** Identify the bags that need to be unloaded first considering priority list
- PC7.** Unload and move bags into the inbound area, manually
- PC8.** Check all bags and segregate damaged shipments
- PC9.** Move all the shipments into the sorting area
- PC10.** Check if there are any dangerous goods and handle them as per standard operating procedure (SOP)

Shipment de-bagging

To be competent, the user/individual on the job must be able to:

- PC11.** Scan the bar code stickers of inbound bags and remove bag seal to take out shipments
- PC12.** Gather shipments to be sorted
- PC13.** Set-up bins/shelves in which the shipments must be sorted
- PC14.** Segregate packages in different buckets based on geography, shipment type, storage and priority
- PC15.** Handover sorted packages for shipment bagging/ delivery
- PC16.** Flag damaged and unlabeled shipments
- PC17.** Debag and sort dangerous shipments as per the handling procedure

Shipment bagging

To be competent, the user/individual on the job must be able to:

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- PC18.** Collect the sorted outbound shipments, place them in the allocated bag and check condition of shipment
- PC19.** Seal the bag, label it with bar code sticker and other labels
- PC20.** Scan the bar code sticker or label on the bag
- PC21.** Prioritize and move bags to the loading area, use MHE if required
- PC22.** Identify and inform any damaged or suspicious shipments
- PC23.** Bag the dangerous goods separately as per SOP
- PC24.** Assist in sampling inspection if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organizational procedures
- KU2.** Different hubs and service stations of the organization
- KU3.** Documentation and reporting as per organization's mandate
- KU4.** Security procedures to be followed
- KU5.** Escalation matrix for reporting identified problems
- KU6.** Risk and impact of non-compliance with defined processes
- KU7.** Coding system for labeling mails
- KU8.** Use of computer and associated equipment like scanner
- KU9.** Geographical spread of states and cities
- KU10.** Three digit city codes
- KU11.** Labels and instructions indicating delivery details of the shipment
- KU12.** Types of shipment being handled
- KU13.** Special characteristics and handling requirements of different shipment if any
- KU14.** Hazmat codes (Hazardous material) and corresponding handling practices
- KU15.** Loading/unloading and transport methods that can be used for different types of shipments/bags
- KU16.** Shipments packing requirement for various weather and geographical conditions
- KU17.** Different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read written instructions
- GS2.** Read invoicing label and shipment labels
- GS3.** Write shipment and sorting details
- GS4.** Write report regarding damages, mismatch, etc.
- GS5.** With team members and supervisors
- GS6.** With workers/ team members for delays and updates in schedules

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- GS7.** Decide on which type of MHE is required based on initial details provided
- GS8.** Identify the space required for loading and unloading based on shipment and trucking details
- GS9.** Identify and decide which shipments are to be labelled as damaged and which ones are to be accepted
- GS10.** Estimate time required for each activity and make realistic plans
- GS11.** Maintain schedules and punctuality
- GS12.** Prioritize and execute tasks in within the scheduled time limits
- GS13.** Flexibility to re-assess schedule in case of delays/additional orders
- GS14.** Be a team player and achieve joint goals
- GS15.** Adhere to customer timelines
- GS16.** Prioritize requests
- GS17.** Identify the missing information regarding label, certain packing requirement, etc. And inform, team member / supervisor to get it rectified
- GS18.** Identify trends/common causes for errors and suggest possible solutions
- GS19.** Resolve issues regarding deployment of equipment, etc.
- GS20.** Suggest and implement methods to streamline sorting and bagging activities
- GS21.** Suggest methods to minimize sorting and bagging errors
- GS22.** Check compliance for established norms for weights, package size, of consignments, etc.
- GS23.** Identify dangerous shipment and ensure compliance to handling norms

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receiving and handling of shipments</i>	11	24	-	3
PC1. Obtain daily count sheet and schedule of shipments from supervisor for bagging/ de-bagging	1	2	-	1
PC2. Collect the necessary equipment like barcode scanners, non-production material, etc. and the necessary PPE	1	2	-	-
PC3. Wear the appropriate PPE before starting the work	1	2	-	-
PC4. Collect the necessary labels, stationery, bar-codes, etc. from the executive	1	2	-	1
PC5. Request and arrange for material handling equipment's, if required	2	4	-	-
PC6. Identify the bags that need to be unloaded first considering priority list	1	2	-	-
PC7. Unload and move bags into the inbound area, manually	1	2	-	-
PC8. Check all bags and segregate damaged shipments	1	3	-	-
PC9. Move all the shipments into the sorting area	1	2	-	1
PC10. Check if there are any dangerous goods and handle them as per standard operating procedure (SOP)	1	3	-	-
<i>Shipment de-bagging</i>	9	17	-	3
PC11. Scan the bar code stickers of inbound bags and remove bag seal to take out shipments	1	2	-	-
PC12. Gather shipments to be sorted	1	2	-	1
PC13. Set-up bins/shelves in which the shipments must be sorted	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Segregate packages in different buckets based on geography, shipment type, storage and priority	1	3	-	-
PC15. Handover sorted packages for shipment bagging/ delivery	2	2	-	1
PC16. Flag damaged and unlabeled shipments	1	3	-	-
PC17. Debag and sort dangerous shipments as per the handling procedure	1	2	-	1
<i>Shipment bagging</i>	10	19	-	4
PC18. Collect the sorted outbound shipments, place them in the allocated bag and check condition of shipment	1	2	-	1
PC19. Seal the bag, label it with bar code sticker and other labels	1	2	-	-
PC20. Scan the bar code sticker or label on the bag	2	3	-	-
PC21. Prioritize and move bags to the loading area, use MHE if required	1	2	-	1
PC22. Identify and inform any damaged or suspicious shipments	1	2	-	1
PC23. Bag the dangerous goods separately as per SOP	2	4	-	-
PC24. Assist in sampling inspection if required	2	4	-	1
NOS Total	30	60	-	10



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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2602
NOS Name	Handling and sorting of shipments
Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment Centre Operations
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQF Clearance Date	31/08/2023

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LSC/N2603: Perform delivery of packages

Description

This unit/task covers the following

Scope

The scope covers the following :

- Prepare for delivery
- Perform delivery

Elements and Performance Criteria

Prepare for delivery

To be competent, the user/individual on the job must be able to:

- PC1.** obtain daily list and schedule for delivery
- PC2.** check customer account details such as address, phone number and delivery time
- PC3.** verify if payment has been made or it is cash on delivery (COD)
- PC4.** collect necessary devices such as GPS tracking devices etc.
- PC5.** collect forms, missed delivery notes and other stationery
- PC6.** plan travel routes based on location and travel time
- PC7.** wear proper uniform and PPE such as mask, gloves etc as per organizational policy
- PC8.** collect sufficient amount of change money from the account's division based on the purchase amount if applicable
- PC9.** check vehicle for usability and report any issue

Perform delivery

To be competent, the user/individual on the job must be able to:

- PC10.** collect the shipment from e - commerce fulfillment center as per schedule
- PC11.** check the condition of packages for damages
- PC12.** report to supervisor regarding any damage or errors with respect to the shipment
- PC13.** load shipments onto vehicle as per the delivery route, location and priority
- PC14.** store and secure dangerous goods in the vehicle as per Standard Operating Procedure (SOP)
- PC15.** follow the SOP for handling of different types of dangerous shipment
- PC16.** conform to traffic rules and regulations
- PC17.** drive carefully to avoid any damage to packages
- PC18.** inform the customer on delivery to check their availability or alternate person to handover in case of low value goods
- PC19.** greet the customer cordially on reaching the delivery location
- PC20.** sanitize hands before handing over the package to the customer
- PC21.** get the customer's signature (digitally or on paper) as acknowledgement and hand over shipment to customer

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- PC22.** maintain no contact delivery and place the item in a bag outside customer's door, if required
- PC23.** collect cash if it is COD
- PC24.** if the customer is not available at the premises or if address is wrong or if the place is locked, bring back the package to the e-commerce fulfillment center
- PC25.** record all payment information for delivered packages
- PC26.** update the delivery status on the online portal after each delivery
- PC27.** respond to customer complaints or queries in a professional manner

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation requirement and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label
- KU8.** use of data management device
- KU9.** geographical spread of states and cities
- KU10.** three digit city codes
- KU11.** labels and instructions regarding delivery details of the shipment
- KU12.** preventive and basic maintenance of vehicle used for pickup & delivery
- KU13.** route maps and roads across the city
- KU14.** usage of different forms used in delivery and reverse logistics
- KU15.** usage of electronic devices to receive acknowledgement
- KU16.** usage of GPS enabled devices to track address
- KU17.** types of shipment being handled
- KU18.** Hazardous Material (HAZMAT) codes and corresponding handling procedures
- KU19.** special characteristics and handling requirements of different shipment, if any
- KU20.** loading/unloading and transport methods that can be used for different types of shipments/bags
- KU21.** shipments packing requirement for various weather and geographical conditions
- KU22.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill any forms mandated by organizational and regulatory requirements.
- GS2.** written instructions

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- GS3.** instructions as per the invoicing label and shipment labels
- GS4.** read route maps and geographical maps
- GS5.** read forms and delivery/pickup instructions for/ from the customer
- GS6.** transport logs and vehicle logs
- GS7.** report regarding damages, mismatch, etc
- GS8.** delivery notes and fill forms
- GS9.** with team members and supervisors
- GS10.** for delays and updates in schedules
- GS11.** with external stakeholders in a polite manner
- GS12.** greet the customer and understand his requirements and queries
- GS13.** improvise on the route map considering traffic and other scenarios
- GS14.** decide on possible alternate routes using GPS, google maps and data management devices
- GS15.** re-plan missed deliveries with minimal variation in the route
- GS16.** estimate time required for each activity and make realistic plans
- GS17.** maintain schedules and punctuality
- GS18.** prioritize and execute tasks in within the scheduled time limits
- GS19.** flexibility to re-assess schedule in case of delays/additional orders
- GS20.** be a team player and achieve joint goals
- GS21.** adhere to customer timelines
- GS22.** address customer queries
- GS23.** identify trends/common causes for vehicle issues and resolve the same or highlight to supervisor
- GS24.** handle day to day coordination with traffic
- GS25.** suggest and implement methods minimize travel time
- GS26.** ensure optimum utilisation of space on the vehicle
- GS27.** analyse travel routes to devise new route plans
- GS28.** plan buffers to ensure that missed deliveries are also catered to
- GS29.** check compliance for established norms for weights, package size, of consignments, etc.
- GS30.** identify dangerous shipment and ensure compliance to handling norms

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for delivery</i>	9	20	-	3
PC1. obtain daily list and schedule for delivery	1	3	-	1
PC2. check customer account details such as address, phone number and delivery time	1	2	-	-
PC3. verify if payment has been made or it is cash on delivery (COD)	1	2	-	1
PC4. collect necessary devices such as GPS tracking devices etc.	1	2	-	-
PC5. collect forms, missed delivery notes and other stationery	1	2	-	-
PC6. plan travel routes based on location and travel time	1	3	-	1
PC7. wear proper uniform and PPE such as mask, gloves etc as per organizational policy	1	2	-	-
PC8. collect sufficient amount of change money from the account's division based on the purchase amount if applicable	1	2	-	-
PC9. check vehicle for usability and report any issue	1	2	-	-
<i>Perform delivery</i>	21	40	-	7
PC10. collect the shipment from e - commerce fulfillment center as per schedule	1	3	-	1
PC11. check the condition of packages for damages	1	2	-	-
PC12. report to supervisor regarding any damage or errors with respect to the shipment	1	2	-	-
PC13. load shipments onto vehicle as per the delivery route, location and priority	1	2	-	1
PC14. store and secure dangerous goods in the vehicle as per Standard Operating Procedure (SOP)	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. follow the SOP for handling of different types of dangerous shipment	1	2	-	-
PC16. conform to traffic rules and regulations	1	2	-	1
PC17. drive carefully to avoid any damage to packages	1	2	-	-
PC18. inform the customer on delivery to check their availability or alternate person to handover in case of low value goods	1	2	-	-
PC19. greet the customer cordially on reaching the delivery location	1	2	-	1
PC20. sanitize hands before handing over the package to the customer	1	2	-	-
PC21. get the customer's signature (digitally or on paper) as acknowledgement and hand over shipment to customer	2	3	-	-
PC22. maintain no contact delivery and place the item in a bag outside customer's door, if required	1	2	-	-
PC23. collect cash if it is COD	2	3	-	1
PC24. if the customer is not available at the premises or if address is wrong or if the place is locked, bring back the package to the e-commerce fulfillment center	1	2	-	1
PC25. record all payment information for delivered packages	2	3	-	-
PC26. update the delivery status on the online portal after each delivery	1	2	-	1
PC27. respond to customer complaints or queries in a professional manner	1	2	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2603
NOS Name	Perform delivery of packages
Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment Centre Operations
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

Qualification Pack

LSC/N2604: Perform pickup for return packages

Description

This unit is about the pickup of return packages from customers

Scope

The scope covers the following :

- Prepare for package collection
- Perform package collection

Elements and Performance Criteria

Prepare for package collection

To be competent, the user/individual on the job must be able to:

- PC1.** check the pickup run sheet to see the packages that have been scheduled for pickups
- PC2.** check customer account details such as address, phone number and pickup time, if applicable
- PC3.** collect necessary devices such as GPS tracking devices etc
- PC4.** collect forms, missed pickup notes and other stationery
- PC5.** check vehicle for usability and report any issue

Perform package collection

To be competent, the user/individual on the job must be able to:

- PC6.** check with the customer if the shipment is ready
- PC7.** ensure the right etiquette is maintained during pickup and delivery with the customer
- PC8.** get sign-off from customer on cancellation acknowledgement slip, if cancelled
- PC9.** inspect the shipment for type of product and its condition as per organizational policies
- PC10.** ensure that the return shipments match the requirements as per company policy
- PC11.** fill out the shipment collection forms and complete the paperwork with customer's signature
- PC12.** update the pick details on the online app after each package collection after each pick up

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation requirement and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions

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- KU7.** coding system followed to label
- KU8.** use of data management device
- KU9.** geographical spread of states and cities
- KU10.** three digit city codes
- KU11.** labels and instructions regarding delivery details of the shipment
- KU12.** preventive and basic maintenance of vehicle used for pickup & delivery
- KU13.** route maps and roads across the city
- KU14.** usage of different forms used in delivery and reverse logistics
- KU15.** usage of electronic devices to receive acknowledgement
- KU16.** usage of GPS enabled devices to track address
- KU17.** types of shipment being handled
- KU18.** Hazardous Material (HAZMAT) codes and corresponding handling procedures
- KU19.** special characteristics and handling requirements of different shipment, if any
- KU20.** loading/unloading and transport methods that can be used for different types of shipments/bags
- KU21.** shipments packing requirement for various weather and geographical conditions
- KU22.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill any forms mandated by organizational and regulatory requirements
- GS2.** written instructions
- GS3.** instructions as per the invoicing label and shipment labels
- GS4.** read route maps and geographical maps
- GS5.** read forms and delivery/pickup instructions for/ from the customer
- GS6.** transport logs and vehicle logs
- GS7.** report regarding damages, mismatch, etc
- GS8.** delivery notes and fill forms
- GS9.** with team members and supervisors
- GS10.** for delays and updates in schedules
- GS11.** with external stakeholders in a polite manner
- GS12.** greet the customer and understand his requirements and queries
- GS13.** improvise on the route map considering traffic and other scenarios
- GS14.** decide on possible alternate routes using GPS, google maps and data management devices
- GS15.** replan missed deliveries with minimal variation in the route
- GS16.** estimate time required for each activity and make realistic plans
- GS17.** maintain schedules and punctuality
- GS18.** prioritize and execute tasks in within the scheduled time limits
- GS19.** flexibility to re-assess schedule in case of delays/additional orders



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- GS20.** be a team player and achieve joint goals
- GS21.** adhere to customer timelines
- GS22.** address customer queries
- GS23.** identify trends/common causes for vehicle issues and resolve the same or highlight to supervisor
- GS24.** handle day to day coordination with traffic
- GS25.** suggest and implement methods minimise travel time
- GS26.** ensure optimum utilization of space on the vehicle
- GS27.** analyse travel routes to devise new route plans
- GS28.** plan buffers to ensure that missed deliveries are also catered to
- GS29.** check compliance for established norms for weights, package size, of consignments, etc.
- GS30.** identify dangerous shipment and ensure compliance to handling norms

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare for package collection</i>	13	25	-	4
PC1. check the pickup run sheet to see the packages that have been scheduled for pickups	3	5	-	1
PC2. check customer account details such as address, phone number and pickup time, if applicable	2	5	-	1
PC3. collect necessary devices such as GPS tracking devices etc	3	4	-	1
PC4. collect forms, missed pickup notes and other stationery	3	5	-	1
PC5. check vehicle for usability and report any issue	2	6	-	-
<i>Perform package collection</i>	17	35	-	6
PC6. check with the customer if the shipment is ready	2	6	-	1
PC7. ensure the right etiquette is maintained during pickup and delivery with the customer	2	5	-	1
PC8. get sign-off from customer on cancellation acknowledgement slip, if cancelled	3	6	-	-
PC9. inspect the shipment for type of product and its condition as per organizational policies	2	4	-	1
PC10. ensure that the return shipments match the requirements as per company policy	3	5	-	1
PC11. fill out the shipment collection forms and complete the paperwork with customer's signature	2	4	-	1
PC12. update the pick details on the online app after each package collection after each pick up	3	5	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2604
NOS Name	Perform pickup for return packages
Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment Centre Operations
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQ Clearance Date	31/08/2023

Qualification Pack

LSC/N2605: Reconciliation of Packages and Handling Cash

Description

This unit is about reconciling packages and handle cash at the end of delivery routes.

Scope

The scope covers the following :

- Reconciliation of Packages
- Handling Cash

Elements and Performance Criteria

Reconcile packages at the end of delivery route

To be competent, the user/individual on the job must be able to:

- PC1.** check the number of packages received/ assigned for delivery.
- PC2.** cross check the number of packages delivered.
- PC3.** if shortage found, check the vehicle and PODs.
- PC4.** resolve the issue after identifying the problem.
- PC5.** report to Supervisor/ Team lead about the discrepancy.
- PC6.** follow SOP for further action.

Handling Cash

To be competent, the user/individual on the job must be able to:

- PC7.** separate COD orders from paid orders.
- PC8.** update as cash paid only if the entire amount is received.
- PC9.** carry cash only in a tamper-proof bag
- PC10.** maintain a record of all cash and collection received during deliveries, with a clear break-up of the denomination.
- PC11.** conduct regular auditing of cash/collection management while on delivery route.
- PC12.** tally the cash collected with the delivery orders during end of the shift.
- PC13.** if shortage found, cross check the COD orders with the PODs.
- PC14.** contact customer if short cash received, order wrongly updated as paid and follow up for payment.
- PC15.** report to Supervisor/ Team lead about the discrepancy.
- PC16.** follow SOP for further action.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures.

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- KU2.** different hubs and service stations of the organization.
- KU3.** documentation requirement and reporting as per organization's mandate.
- KU4.** security procedures to be followed.
- KU5.** escalation matrix for reporting identified problems.
- KU6.** risk and impact of not following defined procedures/work instructions.
- KU7.** coding system followed to label.
- KU8.** use of data management device.
- KU9.** geographical spread of states and cities.
- KU10.** Three-digit city codes.
- KU11.** labels and instructions regarding delivery details of the shipment.
- KU12.** preventive and basic maintenance of vehicle used for pickup & delivery.
- KU13.** route maps and roads across the city.
- KU14.** usage of different forms used in delivery and reverse logistics.
- KU15.** usage of electronic devices to receive acknowledgement.
- KU16.** usage of GPS enabled devices to track address.
- KU17.** types of shipment being handled.
- KU18.** hazardous material (HAZMAT) codes and corresponding handling procedures.
- KU19.** special characteristics and handling requirements of different shipment, if any.
- KU20.** loading/unloading and transport methods that can be used for different types of shipments/bags.
- KU21.** shipments packing requirement for various weather and geographical conditions
- KU22.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill any forms mandated by organizational and regulatory requirements.
- GS2.** written instructions.
- GS3.** instructions as per the invoicing label and shipment labels.
- GS4.** read route maps and geographical maps.
- GS5.** read forms and delivery/pickup instructions for/ from the customer.
- GS6.** transport logs and vehicle logs.
- GS7.** report regarding damages, mismatch, etc.
- GS8.** delivery notes and fill forms.
- GS9.** with team members and supervisors.
- GS10.** for delays and updates in schedules.
- GS11.** with external stakeholders in a polite manner.
- GS12.** greet the customer and understand his requirements and queries.
- GS13.** improvise on the route map considering traffic and other scenarios.
- GS14.** decide on possible alternate routes using GPS, google maps and data management devices.

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- GS15.** re-plan missed deliveries with minimal variation in the route.
- GS16.** estimate time required for each activity and make realistic plans.
- GS17.** maintain schedules and punctuality.
- GS18.** prioritize and execute tasks in within the scheduled time limits.
- GS19.** flexibility to re-assess schedule in case of delays/additional orders.
- GS20.** be a team player and achieve joint goals.
- GS21.** adhere to customer timelines.
- GS22.** address customer queries.
- GS23.** identify trends/common causes for vehicle issues and resolve the same or highlight to supervisor.
- GS24.** handle day to day coordination with traffic.
- GS25.** suggest and implement methods minimise travel time.
- GS26.** ensure optimum utilisation of space on the vehicle.
- GS27.** analyse travel routes to devise new route plans.
- GS28.** plan buffers to ensure that missed deliveries are also catered to
- GS29.** check compliance for established norms for weights, package size, of consignments, etc.
- GS30.** identify dangerous shipment and ensure compliance to handling norms.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Reconcile packages at the end of delivery route</i>	12	24	-	5
PC1. check the number of packages received/ assigned for delivery.	2	4	-	1
PC2. cross check the number of packages delivered.	2	4	-	1
PC3. if shortage found, check the vehicle and PODs.	2	4	-	1
PC4. resolve the issue after identifying the problem.	2	4	-	-
PC5. report to Supervisor/ Team lead about the discrepancy.	2	4	-	1
PC6. follow SOP for further action.	2	4	-	1
<i>Handling Cash</i>	18	36	-	5
PC7. separate COD orders from paid orders.	2	4	-	1
PC8. update as cash paid only if the entire amount is received.	1	3	-	-
PC9. carry cash only in a tamper-proof bag	1	2	-	1
PC10. maintain a record of all cash and collection received during deliveries, with a clear break-up of the denomination.	2	4	-	-
PC11. conduct regular auditing of cash/collection management while on delivery route.	2	4	-	1
PC12. tally the cash collected with the delivery orders during end of the shift.	1	4	-	-
PC13. if shortage found, cross check the COD orders with the PODs.	2	4	-	1
PC14. contact customer if short cash received, order wrongly updated as paid and follow up for payment.	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. report to Supervisor/ Team lead about the discrepancy.	3	3	-	1
PC16. follow SOP for further action.	2	4	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2605
NOS Name	Reconciliation of Packages and Handling Cash
Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment Centre Operations
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQF Clearance Date	31/08/2023

Qualification Pack

LSC/N2606: Communicate effectively with customers

Description

This unit is about communicating effectively, maintaining standards of etiquette at workplace and ensuring customer satisfaction

Scope

The scope covers the following :

- Communicate effectively with customers
- Maintain professional etiquette

Elements and Performance Criteria

Communicate effectively with customers

To be competent, the user/individual on the job must be able to:

- PC1.** greet the guests promptly and appropriately as per organization's procedure
- PC2.** communicate with the guests in a polite and professional manner
- PC3.** clarify guest's requirements by asking appropriate questions
- PC4.** address guest's dissatisfactions and complaints effectively
- PC5.** build effective yet impersonal relationship with guests
- PC6.** inform guests on any issue/problem beforehand including any developments involving them
- PC7.** seek feedback from the guests and incorporate them to improve the guest experience
- PC8.** escalate any negative feedback received from the guests to immediate reporting authority on high priority
- PC9.** pass on essential information to the colleagues timely
- PC10.** report any workplace issues to the superior immediately Obtain daily count sheet and schedule of inbound/ outbound mail bags from supervisor for bagging/ de-bagging

Maintain professional etiquette

To be competent, the user/individual on the job must be able to:

- PC11.** report to work on time
- PC12.** follow proper etiquette while interacting with colleagues and superiors
- PC13.** follow the dress code as per organizational policy
- PC14.** maintain personal hygiene
- PC15.** respect privacy of others at the workplace
- PC16.** follow organization's policies for persons with disability
- PC17.** follow gender and age sensitive practices at all times
- PC18.** follow company policies related to prevention of sexual harassment

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation requirement and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of non-compliance with defined processes
- KU7.** coding system for labeling mails
- KU8.** use of computer and associated equipment like scanner
- KU9.** geographical spread of states and cities
- KU10.** three digit city codes
- KU11.** labels and instructions regarding delivery details of the shipment
- KU12.** types of shipment being handled
- KU13.** special characteristics and handling requirements of different shipment if any
- KU14.** hazmat codes (hazardous material) and corresponding handling practices
- KU15.** loading/unloading and transport methods that can be used for different types of shipments/bags
- KU16.** shipments packing requirement for various weather and geographical conditions
- KU17.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read written instructions
- GS2.** read invoicing label and shipment labels
- GS3.** write shipment and sorting details
- GS4.** write report regarding damages, mismatch, etc.
- GS5.** with team members and supervisors
- GS6.** with workers/ team members for delays and updates in schedules
- GS7.** decide on which type of MHE is required based on initial details provided
- GS8.** identify the space required for loading and unloading based on shipment and trucking details
- GS9.** identify the space required for loading and unloading based on shipment and trucking details
- GS10.** estimate time required for each activity and make realistic plans
- GS11.** maintain schedules and punctuality
- GS12.** prioritize and execute tasks in within the scheduled time limits
- GS13.** flexibility to re-assess schedule in case of delays/additional orders
- GS14.** be a team player and achieve joint goals
- GS15.** adhere to customer timelines
- GS16.** prioritize requests

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- GS17.** identify the missing information regarding label, certain packing requirement, etc. And inform, team member / supervisor to get it rectified
- GS18.** identify trends/common causes for errors and suggest possible solutions
- GS19.** resolve issues regarding deployment of equipment, etc.
- GS20.** suggest and implement methods to streamline sorting and bagging activities
- GS21.** suggest methods to minimize sorting and bagging errors
- GS22.** check compliance for established norms for weights, package size, of consignments, etc.
- GS23.** identify dangerous shipment and ensure compliance to handling norms

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with customers</i>	19	37	-	5
PC1. greet the guests promptly and appropriately as per organization's procedure	2	4	-	1
PC2. communicate with the guests in a polite and professional manner	2	4	-	-
PC3. clarify guest's requirements by asking appropriate questions	2	4	-	1
PC4. address guest's dissatisfactions and complaints effectively	2	4	-	-
PC5. build effective yet impersonal relationship with guests	1	2	-	1
PC6. inform guests on any issue/problem beforehand including any developments involving them	2	4	-	-
PC7. seek feedback from the guests and incorporate them to improve the guest experience	2	4	-	-
PC8. escalate any negative feedback received from the guests to immediate reporting authority on high priority	2	3	-	1
PC9. pass on essential information to the colleagues timely	2	4	-	-
PC10. report any workplace issues to the superior immediately Obtain daily count sheet and schedule of inbound/ outbound mail bags from supervisor for bagging/ de-bagging	2	4	-	1
<i>Maintain professional etiquette</i>	11	23	-	5
PC11. report to work on time	2	3	-	1
PC12. follow proper etiquette while interacting with colleagues and superiors	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. follow the dress code as per organizational policy	2	4	-	-
PC14. maintain personal hygiene	1	4	-	1
PC15. respect privacy of others at the workplace	2	2	-	-
PC16. follow organization's policies for persons with disability	1	2	-	1
PC17. follow gender and age sensitive practices at all times	1	2	-	1
PC18. follow company policies related to prevention of sexual harassment	1	2	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2606
NOS Name	Communicate effectively with customers
Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment Centre Operations
NSQF Level	3
Credits	1
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQF Clearance Date	31/08/2023

Qualification Pack

LSC/N1903: Handover and report

Description

This unit is about performing various handover procedures and reporting

Scope

The scope covers the following :

- Handover shipments at the service/delivery station
- Report to supervisor Range: Stationery, standard forms, computer, projector, Standard Operating Procedure (SOPs), etc.

Elements and Performance Criteria

Handover shipments at the service/delivery station

To be competent, the user/individual on the job must be able to:

- PC1.** handover collected and undelivered shipments to the concerned coordinator in the service station
- PC2.** document reasons for undelivered shipments and handover to coordinator
- PC3.** handover the company copy of the receipts (in case of pickups) to the billing clerk and collect acknowledgement
- PC4.** handover the money collected from customers (in case of cash on delivery) to the cashier and collect acknowledgement
- PC5.** return devices and any unused stationery to the store or supervisor and collect acknowledgement

Report to supervisor

To be competent, the user/individual on the job must be able to:

- PC6.** report on delays, cancellations, missed pickups or deliveries and their locations so that it could be included in the subsequent plan
- PC7.** report any damages to shipments that had occurred during transit
- PC8.** report on the condition of the delivery vehicle and any maintenance or replacement that might be required
- PC9.** complete any forms as required as per company policy, such as insurance forms for damaged shipment, reimbursement forms, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed

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- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** use of a computer and associated equipment like scanner
- KU9.** geographical spread of states and cities
- KU10.** 3-digit city codes
- KU11.** reporting and documenting formats
- KU12.** labels and instructions for delivery details of the shipment
- KU13.** driving pickup and delivery vehicles
- KU14.** basic maintenance of pickup and delivery vehicles
- KU15.** route maps and roads across the city
- KU16.** types of shipment being handled
- KU17.** special characteristics and handling requirements of shipment
- KU18.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** forms and delivery instructions from the customer
- GS4.** daily closure reports
- GS5.** report regarding damages, mismatch, etc
- GS6.** delivery notes and fill forms
- GS7.** with team members and supervisors
- GS8.** regarding delays and updates in schedules
- GS9.** greet the customer and understand his requirements and queries
- GS10.** improvise on the route map considering traffic and other scenarios
- GS11.** replan missed deliveries with minimal variation in the route
- GS12.** estimate time required for each activity and make realistic plans
- GS13.** maintain schedules and punctuality
- GS14.** prioritize and execute tasks in within the scheduled time limits
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** be a team player and achieve joint goals
- GS17.** the importance of timelines and how to adhere to it
- GS18.** identify trends/common causes for errors and suggest possible solutions to the supervisor
- GS19.** suggest and implement methods to minimise travel time
- GS20.** plan buffers to ensure that missed deliveries are also catered to
- GS21.** check compliance for established norms for weights, package size, of consignments, etc.
- GS22.** identify dangerous shipment and ensure compliance to handling norms

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handover shipments at the service/delivery station</i>	16	40	-	-
PC1. handover collected and undelivered shipments to the concerned coordinator in the service station	4	8	-	-
PC2. document reasons for undelivered shipments and handover to coordinator	3	8	-	-
PC3. handover the company copy of the receipts (in case of pickups) to the billing clerk and collect acknowledgement	3	8	-	-
PC4. handover the money collected from customers (in case of cash on delivery) to the cashier and collect acknowledgement	3	8	-	-
PC5. return devices and any unused stationery to the store or supervisor and collect acknowledgement	3	8	-	-
<i>Report to supervisor</i>	14	30	-	-
PC6. report on delays, cancellations, missed pickups or deliveries and their locations so that it could be included in the subsequent plan	4	7	-	-
PC7. report any damages to shipments that had occurred during transit	3	8	-	-
PC8. report on the condition of the delivery vehicle and any maintenance or replacement that might be required	4	7	-	-
PC9. complete any forms as required as per company policy, such as insurance forms for damaged shipment, reimbursement forms, etc.	3	8	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1903
NOS Name	Handover and report
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub/branch Operations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQF Clearance Date	31/08/2023

Qualification Pack

LSC/N9904: Maintain integrity and ethics in operation

Description

This unit is about maintaining integrity, ensuring data security, and professional and ethical practices

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practices
- Ensure regulatory compliance

Elements and Performance Criteria

Maintain integrity ensuring data security

To be competent, the user/individual on the job must be able to:

- PC1.** refrain from indulging in corrupt practices.
- PC2.** avoid using company's funds, property or resources for undertaking personal activities
- PC3.** protect customer's information and ensure it is not misused
- PC4.** protect data and information related to business or commercial decisions
- PC5.** avoid acceptance of cash or kind from vendors for support or contract negotiations
- PC6.** demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues
- PC7.** avoid nepotism
- PC8.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC9.** report promptly all violations of code of ethics
- PC10.** dress up and conduct in a professional manner
- PC11.** communicate with clients and stakeholders in a soft and polite manner
- PC12.** follow etiquettes in accordance to the place
- PC13.** check for regulatory documentation and compliances for the shop floor as per information from the supervisor
- PC14.** perform activities considering the regulatory requirements
- PC15.** use Personal Protective Equipment (PPEs) in accordance to regulatory requirements
- PC16.** identify the different types of dangerous goods and handling methodologies
- PC17.** follow the SOP for handling of different types of dangerous goods
- PC18.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC19.** promptly report all regulatory violations

Knowledge and Understanding (KU)

Qualification Pack

The individual on the job needs to know and understand:

- KU1.** company's policies on use of language
- KU2.** company's Human Resources policies
- KU3.** company's code of ethics
- KU4.** company's whistle blower policy
- KU5.** company's rules related to sexual harassment
- KU6.** company's reporting structure
- KU7.** company's documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** various regulatory requirements
- KU10.** documentary compliance for various regulations
- KU11.** different dangerous shipment
- KU12.** regulations with regard to w.r.t dangerous shipment

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read company policy documents and work related documents
- GS2.** read emails and written instructions
- GS3.** fill documentation pertaining to ethics and regulatory requirement
- GS4.** communicate with team members to work efficiently
- GS5.** communicate with peers and subordinates about information security and building trust
- GS6.** identify a shipment as dangerous goods
- GS7.** assess if the situation needs to be reported regarding regulations
- GS8.** plan and organise actions as per companys guidelines
- GS9.** prevent company and customer information leakage
- GS10.** advise colleagues regarding sensitive issues pertaining to conduct and regulations
- GS11.** provide professional services diligently and with integrity
- GS12.** avoid defaming companys name by indulging into pilferage or fiddling with quality or quantity of shipment
- GS13.** be fair and reasonable in profession and disclose conflict of interests

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	40	60	-	-
PC1. refrain from indulging in corrupt practices.	3	3	-	-
PC2. avoid using company's funds, property or resources for undertaking personal activities	3	3	-	-
PC3. protect customer's information and ensure it is not misused	2	4	-	-
PC4. protect data and information related to business or commercial decisions	2	4	-	-
PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations	2	4	-	-
PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues	2	3	-	-
PC7. avoid nepotism	2	3	-	-
PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC9. report promptly all violations of code of ethics	2	3	-	-
PC10. dress up and conduct in a professional manner	2	3	-	-
PC11. communicate with clients and stakeholders in a soft and polite manner	2	3	-	-
PC12. follow etiquettes in accordance to the place	2	3	-	-
PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor	2	3	-	-
PC14. perform activities considering the regulatory requirements	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements	2	3	-	-
PC16. identify the different types of dangerous goods and handling methodologies	2	3	-	-
PC17. follow the SOP for handling of different types of dangerous goods	2	3	-	-
PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC19. promptly report all regulatory violations	2	3	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9904
NOS Name	Maintain integrity and ethics in operation
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	30/05/2024
Next Review Date	30/05/2027
NSQC Clearance Date	30/05/2024

Qualification Pack

LSC/N9905: Follow health, safety and security procedures.

Description

This unit is about ensuring compliance with health, safety and security procedures at the workplace

Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security

Elements and Performance Criteria

Follow health, safety and security procedures

To be competent, the user/individual on the job must be able to:

- PC1.** make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area
- PC3.** follow standard driving practice to ensure safety of life and material
- PC4.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC5.** undertake periodical preventive health check ups
- PC6.** follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods
- PC7.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC8.** comply with data safety regulations of the organisation
- PC9.** follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway

Ensure compliance to health, safety and security

To be competent, the user/individual on the job must be able to:

- PC10.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC11.** inspect the activity area and equipment for appropriate and safe condition
- PC12.** check if stacking is done at defined height and is not on the walk way
- PC13.** check if walk way is free from grease/ oil
- PC14.** check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places
- PC15.** participate in fire drills
- PC16.** check if standard material handling procedure are being followed
- PC17.** check if hold ladders, platforms and hand rails to be in a sound and safe condition
- PC18.** check if all the safety and security related tags, labels and signage are placed in the cargo

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- PC19.** check if loading instrument is certified and operational
- PC20.** implement 5S at workplace
- PC21.** check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** health, safety and security policies and procedures
- KU2.** special instructions for hazardous cargo handling
- KU3.** defined standard operating procedures
- KU4.** risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations
- KU5.** escalation matrix for reporting identified problem
- KU6.** basics of Occupational Safety and Health Administration (OSHA)
- KU7.** 5S implementation and practice
- KU8.** necessary security procedures for airport, customs area, etc.
- KU9.** tools and equipment for material handling
- KU10.** standard material handling procedures while handling cargo
- KU11.** safety and security signage and their functions
- KU12.** different security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous shipment
- KU15.** different PPE, their usage and purpose
- KU16.** safe driving techniques

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read SOP's and safety precautions for different ground operations and handling cargo
- GS2.** read different documents related to security and movement of cargo
- GS3.** fill forms related to health, safety and security procedures
- GS4.** communicate clearly with colleagues regarding safety procedures
- GS5.** share experience and guide peers
- GS6.** decide how to avoid any damage / accident to personal health / cargo handled, whenever required
- GS7.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS8.** plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
- GS9.** prioritize and execute tasks within the schedule time limits



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- GS10.** plan and drive based on traffic and road condition using radio links/navigation aids wherever available
- GS11.** ensure safe and secure movement of shipments, cargos etc.
- GS12.** identify any threats on personal health, safety, security, etc. and take appropriate actions
- GS13.** identify risks at the workplace and address them
- GS14.** analyse past mistakes and address them to avoid mishap in the future
- GS15.** check that right safety measures and procedures are in place

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	19	33	-	-
PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	3	4	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area	3	4	-	-
PC3. follow standard driving practice to ensure safety of life and material	3	4	-	-
PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	4	-	-
PC5. undertake periodical preventive health check ups	2	4	-	-
PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods	2	4	-	-
PC7. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC8. comply with data safety regulations of the organisation	1	3	-	-
PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway	1	3	-	-
<i>Ensure compliance to health, safety and security</i>	21	27	-	-
PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. check if stacking is done at defined height and is not on the walk way	1	3	-	-
PC13. check if walk way is free from grease/ oil	2	2	-	-
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	2	-	-
PC15. participate in fire drills	2	2	-	-
PC16. check if standard material handling procedure are being followed	2	2	-	-
PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition	2	2	-	-
PC18. check if all the safety and security related tags, labels and signage are placed in the cargo	2	2	-	-
PC19. check if loading instrument is certified and operational	2	2	-	-
PC20. implement 5S at workplace	2	2	-	-
PC21. check if cargo has passed security checks and report in case of any violation	2	2	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9905
NOS Name	Follow health, safety and security procedures.
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	30/05/2024
Next Review Date	30/05/2027
NSQF Clearance Date	30/05/2024

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	08/05/2025
Next Review Date	30/04/2028
NSQC Clearance Date	08/05/2025

Qualification Pack

LSC/N1904: Handle perishable shipment

Description

This unit is about handling perishable shipment including LPG gas cylinders and food delivery

Scope

The scope covers the following :

- Handle perishable shipment
- Pickup of perishable shipment
- Delivery of perishable shipment Range: Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, pallet truck, barcode scanner, packaging devices, packaging material, markers and stationery, temperature controlled delivery vehicles, etc

Elements and Performance Criteria

Handle high value goods

To be competent, the user/individual on the job must be able to:

- PC1.** check the different ambient temperature requirement for various perishable food products
- PC2.** perform picking, packing, loading, unloading and storage of perishable food products (such as food items, flowers, horticultural produce, dairy, meat etc.)
- PC3.** wrap and palletize different perishable shipments, taking required precautions
- PC4.** load the packed shipments onto transport vehicle safely, accurately and efficiently
- PC5.** identify contaminated shipment and quarantine them as per the standard operating procedure (SOPs)
- PC6.** clean and maintain delivery center aisles and product slots
- PC7.** use various precautions to prevent contamination of perishables

Pickup perishable shipment

To be competent, the user/individual on the job must be able to:

- PC8.** inspect the shipment for type of product
- PC9.** check if the shipment is tampered or if the product is contaminated
- PC10.** collect and store the perishable in the vehicle maintaining the required temperature
- PC11.** store the perishable products in appropriate storage containers, bins etc as per the product requirement
- PC12.** fill-up necessary documentation and handover receipt to the customer
- PC13.** collect shipment charges if required

Delivery of perishable shipment

To be competent, the user/individual on the job must be able to:

- PC14.** collect the shipments to be delivered
- PC15.** check that shipment is tamper proof and contamination free
- PC16.** report to coordinator regarding any damage or documentation errors

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- PC17.** load the perishable goods in the vehicle and maintain ambient temperature
- PC18.** deliver the shipment to the customer and collect acknowledgement
- PC19.** receive cash if it is Cash on Delivery (CoD)

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** use of computer and associated equipment like scanner
- KU9.** geographical spread of states and cities
- KU10.** 3-digit city codes
- KU11.** labels and instructions regarding delivery details
- KU12.** driving of pickup and delivery trucks
- KU13.** basic maintenance of pickup and delivery truck
- KU14.** route maps and roads across the city
- KU15.** types of shipment being handled and their associated precautions
- KU16.** Special characteristics and handling requirements of shipment
- KU17.** different perishable products, estimated shelf life and handling precautions
- KU18.** ambient temperature for different type of perishable products
- KU19.** operation of reefer vehicles
- KU20.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** route maps and geographical map
- GS4.** forms and delivery/pickup instructions
- GS5.** transport logs and vehicle logs
- GS6.** report regarding damages, mismatch, etc
- GS7.** delivery notes and forms
- GS8.** with team members and supervisors
- GS9.** for delays and updates in schedules

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- GS10.** with external stakeholders in a polite manner
- GS11.** greet the customer and address his/her requirements and queries
- GS12.** improvise on the route map considering traffic and other scenarios
- GS13.** decide on possible alternative routes using Google maps and Global Positioning System (GPS)
- GS14.** estimate time required for each activity and make realistic plans
- GS15.** maintain schedules and punctuality avoid absenteeism
- GS16.** prioritize and execute tasks in within the scheduled time limits
- GS17.** flexibility to re-assess schedule in case of delays/additional orders
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to customer timelines
- GS20.** address customers requirement
- GS21.** identify trends/common causes for vehicle issues and resolve the same or highlight to supervisor
- GS22.** handle day to day coordination with traffic and other stakeholders
- GS23.** suggest and implement methods minimise travel time
- GS24.** ensure optimum utilization of space on the vehicle
- GS25.** analyse travel routes to devise new route plans
- GS26.** plan for buffers to ensure that missed deliveries are also catered to
- GS27.** identify tampered packages
- GS28.** assess if the product is beyond is expiry date

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle high value goods</i>	12	28	-	-
PC1. check the different ambient temperature requirement for various perishable food products	2	4	-	-
PC2. perform picking, packing, loading, unloading and storage of perishable food products (such as food items, flowers, horticultural produce, dairy, meat etc.)	2	4	-	-
PC3. wrap and palletize different perishable shipments, taking required precautions	2	4	-	-
PC4. load the packed shipments onto transport vehicle safely, accurately and efficiently	2	4	-	-
PC5. identify contaminated shipment and quarantine them as per the standard operating procedure (SOPs)	2	4	-	-
PC6. clean and maintain delivery center aisles and product slots	1	4	-	-
PC7. use various precautions to prevent contamination of perishables	1	4	-	-
<i>Pickup perishable shipment</i>	6	24	-	-
PC8. inspect the shipment for type of product	1	4	-	-
PC9. check if the shipment is tampered or if the product is contaminated	1	4	-	-
PC10. collect and store the perishable in the vehicle maintaining the required temperature	1	4	-	-
PC11. store the perishable products in appropriate storage containers, bins etc as per the product requirement	1	4	-	-
PC12. fill-up necessary documentation and handover receipt to the customer	1	4	-	-
PC13. collect shipment charges if required	1	4	-	-
<i>Delivery of perishable shipment</i>	12	18	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. collect the shipments to be delivered	2	3	-	-
PC15. check that shipment is tamper proof and contamination free	2	3	-	-
PC16. report to coordinator regarding any damage or documentation errors	2	3	-	-
PC17. load the perishable goods in the vehicle and maintain ambient temperature	2	3	-	-
PC18. deliver the shipment to the customer and collect acknowledgement	2	3	-	-
PC19. receive cash if it is Cash on Delivery (CoD)	2	3	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1904
NOS Name	Handle perishable shipment
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub/branch Operations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQF Clearance Date	31/08/2023

Qualification Pack

LSC/N1905: Handle high value shipment

Description

This unit is about engaging into handling high value shipment

Scope

The scope covers the following :

- Handling of high value shipment
- Pickup of high value shipment
- Delivery of high value shipment Range: Personal protective equipment (PPE), Material Handling Equipment (MHE) like Forklift, Reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, delivery vehicles, etc.

Elements and Performance Criteria

Handling of high value shipment

To be competent, the user/individual on the job must be able to:

- PC1.** collect requisite documentation related to and approvals for picking high value shipment. E.g. Purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc.
- PC2.** collect high value item and make the necessary documentation and signatures as required
- PC3.** for automated teller machine (ATM) cash filling, check the correctness of amount and denomination of currency as per document
- PC4.** take due care to prevent damage and breakage in case if it is fragile
- PC5.** deliver the goods for shipment or if undelivered then handover it to the office for safekeeping

Pickup of high value shipment

To be competent, the user/individual on the job must be able to:

- PC6.** collect and inspect the shipment for type of product and its condition
- PC7.** collect relevant documentation including if the shipment is insured or not
- PC8.** check for identity document (ID) card and keep scan copy/ photo of ID card while picking the good
- PC9.** thoroughly check for damage and report the same on the pickup receipt
- PC10.** pack the item with due care if required and label it appropriately clearly indicating handling procedure for the goods
- PC11.** keep the shipment in safe custody till it is handed over at the office
- PC12.** fill out the necessary paperwork and handover receipt to the customer
- PC13.** Collect payment for shipment if required
- PC14.** handover the goods to the supervisor and take acknowledgement on the document

Delivery of high value shipment

To be competent, the user/individual on the job must be able to:

- PC15.** collect and inspect the shipment for tampering and report if any

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- PC16.** collect relevant documentation and ensure safe storage of shipment
- PC17.** check for identity proof and note down the details of the proof
- PC18.** handover the goods to the customer and collect acknowledgement
- PC19.** collect cash if it is Cash on Delivery (CoD)
- PC20.** fill out the necessary paperwork and handover receipt to the supervisor/custodian when shipment is not delivered

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** use of computer and associated equipment like scanner
- KU9.** geographical spread of states and cities
- KU10.** 3-digit city codes
- KU11.** labels and understand delivery details of the package
- KU12.** driving of pickup and delivery trucks
- KU13.** basic maintenance of pickup and delivery truck
- KU14.** route maps and roads across the city
- KU15.** types of shipment being handled
- KU16.** special characteristics and handling requirements of shipment
- KU17.** different high value shipment and precautions to be taken while handling/ transferring them
- KU18.** documentation to be checked while handing over high value shipment
- KU19.** operation of secured transit vehicles
- KU20.** different types of Govt. issued ID cards and reading them
- KU21.** different arrangements of mails to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read and understand written instructions
- GS2.** invoicing label and shipment labels
- GS3.** read management directions in English
- GS4.** read route maps and geographical map
- GS5.** read forms and delivery/pickup instructions for/ from the customer

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- GS6.** read ID cards and cross verify
- GS7.** write details in transport logs and vehicle logs
- GS8.** write report regarding damages, mismatch, etc
- GS9.** write forms and delivery notes
- GS10.** communicate clearly in local language or English with team members and supervisors
- GS11.** communicate with supervisors for delays and updates in schedules
- GS12.** communicate with external stakeholders in a polite manner when on road
- GS13.** communicate and greet the customer and understand his requirements and queries
- GS14.** improvise on the route map considering traffic and other scenarios
- GS15.** use google maps and data management devices to decide on possible alternative routes
- GS16.** decide and replan missed deliveries with minimal variation in the route in co-ordination with the customer
- GS17.** decide on if the package is tampered or if the product is broken
- GS18.** estimate time required for each activity and make realistic plans
- GS19.** maintain schedules and punctuality
- GS20.** avoid absenteeism
- GS21.** prioritize and execute tasks in within the scheduled time limits
- GS22.** flexibility to re-assess schedule in case of delays/additional orders
- GS23.** be a team player and achieve joint goals
- GS24.** adhere to the timelines
- GS25.** greet and coordinate with the customer in a polite manner
- GS26.** identify trends/common causes for vehicle issues and resolve the same or highlight to supervisor
- GS27.** handle day to day coordination with traffic and other stakeholders to keep shipment on track while on route
- GS28.** suggest and implement methods minimise travel time
- GS29.** analyse travel routes to devise new route plans
- GS30.** suggest and have buffers to ensure that missed deliveries are also catered to
- GS31.** identify tampered shipments and packaging
- GS32.** read and assess if the shipment is insured or not
- GS33.** ensure secure carriage of high value shipment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handling of high value shipment</i>	5	20	-	-
PC1. collect requisite documentation related to and approvals for picking high value shipment. E.g. Purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc.	1	4	-	-
PC2. collect high value item and make the necessary documentation and signatures as required	1	4	-	-
PC3. for automated teller machine (ATM) cash filling, check the correctness of amount and denomination of currency as per document	1	4	-	-
PC4. take due care to prevent damage and breakage in case if it is fragile	1	4	-	-
PC5. deliver the goods for shipment or if undelivered then handover it to the office for safekeeping	1	4	-	-
<i>Pickup of high value shipment</i>	13	32	-	-
PC6. collect and inspect the shipment for type of product and its condition	1	4	-	-
PC7. collect relevant documentation including if the shipment is insured or not	1	4	-	-
PC8. check for identity document (ID) card and keep scan copy/ photo of ID card while picking the good	1	4	-	-
PC9. thoroughly check for damage and report the same on the pickup receipt	1	4	-	-
PC10. pack the item with due care if required and label it appropriately clearly indicating handling procedure for the goods	1	4	-	-
PC11. keep the shipment in safe custody till it is handed over at the office	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. fill out the necessary paperwork and handover receipt to the customer	2	3	-	-
PC13. Collect payment for shipment if required	2	3	-	-
PC14. handover the goods to the supervisor and take acknowledgement on the document	2	3	-	-
<i>Delivery of high value shipment</i>	12	18	-	-
PC15. collect and inspect the shipment for tampering and report if any	2	3	-	-
PC16. collect relevant documentation and ensure safe storage of shipment	2	3	-	-
PC17. check for identity proof and note down the details of the proof	2	3	-	-
PC18. handover the goods to the customer and collect acknowledgement	2	3	-	-
PC19. collect cash if it is Cash on Delivery (CoD)	2	3	-	-
PC20. fill out the necessary paperwork and handover receipt to the supervisor/custodian when shipment is not delivered	2	3	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1905
NOS Name	Handle high value shipment
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub/branch Operations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQF Clearance Date	31/08/2023

Qualification Pack

LSC/N1906: Handle furniture and household

Description

This unit is about engaging into packing and moving furniture and household

Scope

The scope covers the following :

- Pickup and handling of furniture and household
- Delivery of furniture and household Range: Personal protective equipment (PPE), Material Handling Equipment (MHE) like Forklift, pallet truck, barcode scanner, packing devices, packing material, markers and stationery, delivery vehicles, etc.

Elements and Performance Criteria

Pickup and handling of furniture and household

To be competent, the user/individual on the job must be able to:

- PC1.** collect the checklist of items to be packed and cross check the same with clients copy
- PC2.** check the items for damages and report the same
- PC3.** get acknowledgement on the damaged goods receipt from customer
- PC4.** use the appropriate packing material and pack the furniture and other households ensuring there is no damage or breakage
- PC5.** follow the indicated norms while handling and moving packages particularly in dismantling and setting up
- PC6.** organize the packages in the carriage to utilize space optimally taking due care for fragile shipments
- PC7.** take acknowledgement from customer on the checklist of shipments loaded and the place and time for delivery

Delivery of furniture and household

To be competent, the user/individual on the job must be able to:

- PC8.** obtain orders from supervisor for delivery of items and collect the necessary documentation related to the items
- PC9.** connect with the customer for his availability for delivery
- PC10.** cross check the address and handover details for confirming the place and person of delivery
- PC11.** check for proof of identity and note down details of identity card
- PC12.** unload the items and move to as directed by the customer
- PC13.** unpack the items with due care to ensure there are no damages
- PC14.** get an acknowledgement of the customer on the checklist indicating any damages
- PC15.** report breakages or damages to the supervisor and connect the customer with the supervisor or customer care
- PC16.** handover the copy of delivery receipt to the customer and take acknowledgement
- PC17.** collect payment if required and keep under lock and key with utmost care

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** use of a computer and associated equipment like scanner
- KU9.** geographical spread of states and cities
- KU10.** 3-digit city codes
- KU11.** labels and instructions for delivery details of the package
- KU12.** driving of pickup and delivery vehicles
- KU13.** basic maintenance of pickup and delivery vehicles
- KU14.** route maps and roads across the city
- KU15.** types of shipment being handled
- KU16.** Special characteristics and handling requirements of shipment
- KU17.** packing and unpacking of different home appliances, furniture, small goods and fragile shipment
- KU18.** documentation to be checked while pickup and delivery of shipment
- KU19.** operation of transit vehicles
- KU20.** different types of Govt. issued Identity document (ID) cards and reading them
- KU21.** different mail arrangements to maximize space utilization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** read route maps and geographical map
- GS4.** forms and delivery/pickup instructions
- GS5.** details in identity cards
- GS6.** transport logs and vehicle logs
- GS7.** report regarding damages, mismatch, etc
- GS8.** delivery notes and forms
- GS9.** with team members and supervisors
- GS10.** Regarding delays and updates in schedules
- GS11.** with external stakeholders in a polite manner when on road

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- GS12.** greet the customer and understand his requirements and queries
- GS13.** improvise on the route map considering traffic and other scenarios
- GS14.** decide on possible alternate routes using google maps and Global Positioning System (GPS)
- GS15.** decide if the package is tampered
- GS16.** estimate time required for each activity and make realistic plans
- GS17.** maintain schedules and punctuality
- GS18.** prioritize and execute tasks in within the scheduled time limits
- GS19.** flexibility to re-assess schedule in case of delays/additional orders
- GS20.** be a team player and achieve joint goals
- GS21.** adhere to the timelines
- GS22.** address the queries and requirement of the customers
- GS23.** identify trends/common causes for vehicle issues
- GS24.** identify common causes of breakages and damages
- GS25.** handle day to day coordination with traffic and other stakeholders
- GS26.** suggest and implement methods minimise travel time
- GS27.** analyse travel routes to devise new route plans
- GS28.** suggest space utilization and packing needs for different shipment
- GS29.** identify tampered packages
- GS30.** assess if the shipment is insured or not
- GS31.** ensure secure cairage of high value and fragile shipment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Pickup and handling of furniture and household</i>	13	29	-	-
PC1. collect the checklist of items to be packed and cross check the same with clients copy	2	4	-	-
PC2. check the items for damages and report the same	1	5	-	-
PC3. get acknowledgement on the damaged goods receipt from customer	2	4	-	-
PC4. use the appropriate packing material and pack the furniture and other households ensuring there is no damage or breakage	2	4	-	-
PC5. follow the indicated norms while handling and moving packages particularly in dismantling and setting up	2	4	-	-
PC6. organize the packages in the carriage to utilize space optimally taking due care for fragile shipments	2	4	-	-
PC7. take acknowledgement from customer on the checklist of shipments loaded and the place and time for delivery	2	4	-	-
<i>Delivery of furniture and household</i>	17	41	-	-
PC8. obtain orders from supervisor for delivery of items and collect the necessary documentation related to the items	2	4	-	-
PC9. connect with the customer for his availability for delivery	2	4	-	-
PC10. cross check the address and handover details for confirming the place and person of delivery	1	4	-	-
PC11. check for proof of identity and note down details of identity card	2	4	-	-
PC12. unload the items and move to as directed by the customer	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. unpack the items with due care to ensure there are no damages	2	4	-	-
PC14. get an acknowledgement of the customer on the checklist indicating any damages	2	4	-	-
PC15. report breakages or damages to the supervisor and connect the customer with the supervisor or customer care	2	4	-	-
PC16. handover the copy of delivery receipt to the customer and take acknowledgement	2	4	-	-
PC17. collect payment if required and keep under lock and key with utmost care	1	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1906
NOS Name	Handle furniture and household
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Courier and Express Ground Operations, Hub/branch Operations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQF Clearance Date	31/08/2023

Qualification Pack

LSC/N9906: Verify GST invoices

Description

This unit is about checking applicability of GST and verifying invoice.

Scope

The scope covers the following :

- Check applicability of GST
- Verify invoice

Elements and Performance Criteria

Check applicability of GST

To be competent, the user/individual on the job must be able to:

- PC1.** identify location of service recipient and place of supply of services
- PC2.** identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)
- PC3.** identify if GST is payable under reverse charge in case the Service provider is unregistered party

Verify invoice

To be competent, the user/individual on the job must be able to:

- PC4.** obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient
- PC5.** obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code
- PC6.** receive unique identification number (UIN) for multilateral entity
- PC7.** check for relevant notification in case of exempt clients
- PC8.** calculate taxable value considering applicable rate of GST based on SAC/HSN
- PC9.** check for vendor invoices for all mandatory particulars and applicable GST

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure to support and expedite project activities
- KU2.** company's policy and work instructions on quality standards
- KU3.** company's products and services
- KU4.** organisational guidelines for dealing with receipts and payments
- KU5.** company's policy on mode of receipts
- KU6.** company's policy on processes and methods of collection and payments

Qualification Pack

- KU7.** financial concepts such as calculation of interest and taxes
- KU8.** Concept and applicability of GST
- KU9.** bifurcation of taxes
- KU10.** reverse charge mechanism
- KU11.** exemptions under GST
- KU12.** refund process
- KU13.** use of MS office (Excel, Word)
- KU14.** CGST Act, 2017 (preferable not mandatory)

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read various accounting procedures and updates
- GS2.** read forms and policy directives
- GS3.** read vendor invoices
- GS4.** maintain record of invoices verified
- GS5.** coordinate with colleagues and seniors
- GS6.** decide on applicability of tax rates
- GS7.** plan and organise information for verifying invoice
- GS8.** ensure tax indicated is correct
- GS9.** inform about any errors or refunds to be sought and extra taxes to be paid
- GS10.** resolve tax related issues with accounts department and vendors
- GS11.** analyse invoices for tax calculation
- GS12.** check for error in invoice

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check applicability of GST</i>	10	23	-	-
PC1. identify location of service recipient and place of supply of services	4	7	-	-
PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)	3	8	-	-
PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party	3	8	-	-
<i>Verify invoice</i>	20	47	-	-
PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient	3	8	-	-
PC5. obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code	3	8	-	-
PC6. receive unique identification number (UIN) for multilateral entity	3	8	-	-
PC7. check for relevant notification in case of exempt clients	3	8	-	-
PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN	5	7	-	-
PC9. check for vendor invoices for all mandatory particulars and applicable GST	3	8	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9906
NOS Name	Verify GST invoices
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Minimum Passing % at NOS Level: 50

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2602.Handling and sorting of shipments	30	60	0	10	100	10
LSC/N2603.Perform delivery of packages	30	60	0	10	100	10
LSC/N2604.Perform pickup for return packages	30	60	0	10	100	10
LSC/N2605.Reconciliation of Packages and Handling Cash	30	60	0	10	100	10
LSC/N2606.Communicate effectively with customers	30	60	0	10	100	10
LSC/N1903.Handover and report	30	70	-	-	100	10
LSC/N9904.Maintain integrity and ethics in operation	40	60	-	-	100	10
LSC/N9905.Follow health, safety and security procedures.	40	60	-	-	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	280	520	-	50	850	90

Elective: 1 Handle perishable shipment

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1904.Handle perishable shipment	30	70	-	-	100	10
Total	30	70	-	-	100	10

Elective: 2 Handle high value shipment

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1905.Handle high value shipment	30	70	-	-	100	10
Total	30	70	-	-	100	10

Elective: 3 Handle furniture and household

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1906.Handle furniture and household	30	70	-	-	100	10
Total	30	70	-	-	100	10

Optional: 1 Verify GST invoice

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9906.Verify GST invoices	30	70	-	-	100	10
Total	30	70	-	-	100	10



Qualification Pack



Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.