



Model Curriculum

QP Name: E-commerce Delivery Associate

(Electives: Handle perishable shipment/ Handle high value shipment/ Handle furniture and household)

(Options – Verify GST invoice)

QP Code: LSC/Q2603

QP Version: 1.0

NSQF Level: 3

Model Curriculum Version: 1.0



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Training Parameters

Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment Centre Operations
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/9621 and ISCO-08/9621
Minimum Educational Qualification and Experience	<p>10th grade pass OR</p> <p>8th grade pass and pursuing continuous schooling in regular school OR</p> <p>9th Grade pass + 1 year relevant experience OR</p> <p>8th grade pass + 2 year relevant experience OR</p> <p>5th grade pass + 5 year relevant experience OR</p> <p>Previous relevant Qualification of NSQF Level 2 + 3 year relevant experience</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	31-08-2023
Next Review Date	31-08-2026
NSQC Approval Date	31-08-2023
QP Version	1.0
Model Curriculum Creation Date	17-05-2023
Model Curriculum Valid Up to Date	31-08-2026
Model Curriculum Version	1.0
Minimum Duration of the Course	360

Maximum Duration of the Course	540
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Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Describe the structure and subsectors of logistics.
- Detail the basic functions of a E-commerce Delivery Associate.
- Detail Receiving and handling of shipment process.
- Demonstrate Shipment de-bagging process.
- Detail the steps to be followed for Preparing and performing delivery.
- Detail the steps to be followed for package collection and return.
- Explain package reconciliation process
- Perform the steps involved for handling cash on delivery shipments
- Detail the steps to be followed for effective handling of perishable goods
- Detail the steps to be followed for effective handling of high value shipment
- Detail the steps to be followed for effective handling of furniture and household goods
- Demonstrate the process of verifying GST invoices as per SOP

Compulsory Modules

The table lists the modules, their duration, and their mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	20	10			30
Module 1: Introduction to E-commerce Delivery Associate	20	10			30
LSC/N2602 - Handling and sorting of shipments NOS Version 1.0	10	15	5		30

NSQF Level 3					
Module 2: Handling and sorting of shipments	10	15	5		30
LSC/N2603 - Perform delivery of packages	10	15	5		30
NOS Version 1.0					
NSQF Level 3					
Module 3: Delivering packages	10	15	5		30
LSC/N2604 - Perform pickup for return packages	10	15	5		30
NOS Version 1.0					
NSQF Level 3					
Module 4: Performing pickup for return packages	10	15	5		30
LSC/N2605 - Reconciliation of Packages and handling Cash	10	15	5		30
NOS Version 1.0					
NSQF Level 3					
Module 5: Reconciliation of Packages and handling Cash	10	15	5		30
LSC/N2606 - Communicate effectively with customers	10	15	5		30
NOS Version 1.0					
NSQF Level 3					

Module 6: Effective customer communication	10	15	5		30
LSC/N1903 - Handover and report NOS Version 1.0 NSQF Level 3	10	15	5		30
Module 7: Handover and reporting	10	15	5		30
LSC/N9904 – Maintain integrity, ethics, and regulatory compliance in operations. NOS Version 2.0 NSQF Level 3	10	20			30
Module 8: Guidelines on integrity and ethics	10	20			30
LSC/N9905 – Follow health, safety, and security procedures. NOS Version 2.0 NSQF Level 3	10	20			30
Module 9: Compliance with health, safety, and security norms	10	20			30
DGT/VSQ/N0101 Employability Skills	15	15			30
Total Duration	115	155	30		300

Electives

The table lists the option modules, their duration and mode of delivery.

Elective 1: Handle perishable shipment

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1904: Handle perishable shipment	30	30			60
NOS Version 1.0					
NSQF Level 3					
Module 11: Handling perishable goods	30	30			60
Total Duration	30	30			60

Elective 2: Handle high value shipment

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1905: Handle high value shipment	30	30			60
NOS Version 1.0					
NSQF Level 3					
Module 12: Handling high value shipments	30	30			60
Total Duration	30	30			60

Elective 3: Handle furniture and household

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N1906: Handle furniture and household	30	30			60
NOS Version 1.0					
NSQF Level 3					
Module 13: Handling furniture and household	30	30			60
Total Duration	30	30			60

Optional Modules

The table lists the option modules, their duration and mode of delivery.

Option 1: Verify GST invoices

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N9906: Verify GST invoices	30	30			60
NOS Version 1.0					
NSQF Level 3					
Module 14: Verifying GST invoices	30	30			60
Total Duration	30	30			60

Module Details

Module 1: Introduction to E-commerce Delivery Associate

Mapped to Bridge Module

Terminal Outcomes:

- Describe the structure and subsectors of logistics.
- Detail the basic functions of a E-commerce Delivery Associate.

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the various sub-sectors in logistics and their functions. • Explain the basics about Ecommerce industry. • Describe what is fulfilment center and its operations. 	<ul style="list-style-type: none"> • List down the activities that happen in fulfilment center. • Illustrate your job role as E-commerce Delivery Associate and your interface with other job roles in fulfilment center
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment, and Other Requirements	

Module 2: Handling and sorting of shipments

Mapped to LSC/N2602, v1.0

Terminal Outcomes:

- Detail Receiving and handling of shipment process.
- Demonstrate Shipment de-bagging process.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail Receiving and handling of shipment process. • Describe Shipment de-bagging and sorting procedure. • Explain Shipment bagging and loading. 	<ul style="list-style-type: none"> • Perform the steps for receiving the shipments. • Follow the SOP for handling damaged shipments and dangerous goods. • Demonstrate Shipment de-bagging process. • Perform the steps for Shipment bagging. • Assist in sampling inspection if required.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment, and Other Requirements	
Computer, printer, sample labels, bagging, de bagging samples.	

Module 3: Delivering packages

Mapped to LSC/N2603, v1.0

Terminal Outcomes:

- Detail the steps to be followed for Preparing and performing delivery.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the process of preparing for delivery. • Describe the steps involved for performing delivery. • Explain the SOP for handling of different types of dangerous shipment. 	<ul style="list-style-type: none"> • Illustrate the steps in preparation for delivery. • Demonstrate the processes involved in delivery of shipment. • Record all payment information for delivered packages. • Respond to customer complaints or queries in a professional manner.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment, and Other Requirements	
PPE, Scanners, SOP, etc.	

Module 4: Performing pickup for return packages

Mapped to LSC/N2604, v1.0

Terminal Outcomes:

- Detail the steps to be followed for package collection and return.

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the steps involved prior to package collection. • Describe the package collection process. • Detail the etiquettes to be followed with customer. 	<ul style="list-style-type: none"> • Demonstrate the actions to be performed prior to package collection. • Prepare and follow the check list on the checks to be done prior to package collection. • Follow the steps involved for package collection. • List down the checks to be done during collection.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment, and Other Requirements	
MS Office, scanners, SOP, etc.	

Module 5: Reconciliation of Packages and handling Cash

Mapped to LSC/N2605, v1.0

Terminal Outcomes:

- Explain package reconciliation process
- Perform the steps involved for handling cash on delivery shipments

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain package reconciliation process and its importance at the end of delivery route. • Describe cash handling process for COD shipments. • Detail the SOP to be followed for these processes. 	<ul style="list-style-type: none"> • Demonstrate the checks to be done during reconciliation. • Follow the SOP and report in case of any discrepancies. • Perform the steps involved for handling cash on delivery shipments.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment, and Other Requirements	
MS Office, scanners, SOP, etc.	

Module 6: Effective customer communication

Mapped to LSC/N2606, v1.0

Terminal Outcomes:

- Communicate effectively with customers
- Maintain professional etiquette

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the steps involved in effective customer communication. • Describe the escalation process for negative feedback. • Detail the etiquettes to be followed for maintaining professionalism. 	<ul style="list-style-type: none"> • Demonstrate greeting and polite communication with customer. • Seek feedback from the guests and incorporate them to improve the guest experience. • List down and follow the professional etiquettes at workplace.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment, and Other Requirements	
MS Office, policies, SOP, etc.	

Module 7: Handover and reporting

Mapped to LSC/N1903, v1.0

Terminal Outcomes:

- Communicate effectively with customers
- Maintain professional etiquette

Duration: 10:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the handover process at the service/delivery station. • Explain the documentations to be completed. • Detail the reporting for different scenarios. 	<ul style="list-style-type: none"> • List down the items to be handed over during the end of shift. • Perform the steps involved in handover. • Demonstrate reporting to supervisor for different processes. • Complete the documentation as per requirement such as insurance forms reimbursement forms, etc
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment, and Other Requirements	
MS Office, forms, SOP, etc.	

Module 8: Guidelines on integrity and ethics

Mapped to LSC/N9904, v1.0

Terminal Outcomes:

- Explain the concepts of integrity, ethics
- Detail the various regulatory requirements related to logistics industry

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the concepts of integrity and ethics. • Detail the various regulatory requirements related to logistics industry. • Explain data and information security protocols. • Detail the escalation process for reporting deviation. 	<ul style="list-style-type: none"> • Follow the principles of integrity and ethics. • Perform data and information security practices. • Identify corrupt practices which are followed. • Comply to the regulatory requirements. • Practice code of conduct and etiquettes as per organization. • Document all integrity and ethics violations. • Report deviation as per the escalation matrix
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
MS Office, computer, projector, stationery, SOPs, LLMS etc.	

Module 9: Compliance with health, safety, and security norms

Mapped to LSC/N9905, v1.0

Terminal Outcomes:

- Describe health, safety, and security procedures in warehouse
- Demonstrate the inspection procedure to ensure appropriate and safe conditions of activity area and equipment
- Illustrate the standard protocol to be followed during emergency situations, accidents and breach of safety

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the health, safety and security procedures to be followed in container terminals. • Describe the PPE to be used and its importance. • Explain the procedure for safe handling of hazardous goods. • Discuss the standard protocol to be followed during emergency situations, accidents and breach of safety. • Document health, safety and security violations • Explain the escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Follow health, safety and security procedures in warehouse • Use appropriate PPE according to different locations. • Follow SOP while handling dangerous and hazardous goods. • Practice standard protocol in case of emergency situations, accidents, and breach of safety. • Inspect for health, safety and security violations • Implement and follow 5S at workplace • Report deviation as per the escalation matrix
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
PPE, SOP, Teaching board, computer, projector, video player, stationery, LLMS, worksheets and TV	

Module 10: Employability Skills

Mapped to DGT/VSQ/N0101, v1.0

Terminal Outcomes:

- Appraise the significance of employability skills in meeting the job requirements
- Identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices.
- Illustrate English and communication skills, customer service, entrepreneurship, and getting ready for jobs and apprenticeship.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the importance of Employability Skills in meeting the job requirements • Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. • Describe positive attitude, self - motivation, problem solving, time management skills and continuous learning mindset in different situations. • Discuss the significance of reporting sexual harassment issues in time • Appraise the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Detail the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely • Categorize the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges • Discuss the significance of maintaining hygiene and dressing appropriately • Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> • Analyze 21st century skills. • Practice appropriate basic English sentences/phrases while speaking • Demonstrate how to communicate in a well -mannered way with others. • Illustrate working with others in a team • Demonstrate how to conduct oneself appropriately with all genders and PwD • Operate digital devices and use the associated applications and features, safely and securely • Differentiate between types of customers • Create a biodata • Experiment with various sources to search and apply for jobs • Identify customer needs and address them • Compose the significance of dressing up neatly and maintaining hygiene for an interview



Classroom Aids
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs
Tools, Equipment and Other Requirements
Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer, LLMS

Module 11: Handling perishable goods

Mapped to LSC/N1904, v1.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of perishable goods

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the ambient temperature requirement for various types of perishable goods • Detail the picking, packing, loading, unloading and storage of perishable food products (such as food items, flowers, horticultural produce, dairy, meat etc.) • Discuss the process of palletisation, stacking and loading of perishable items as per product category • Explain the process of identifying contaminated shipments • Detail precautions to be taken to avoid contamination of perishables • Explain the process of checking perishable product packaging for damages/ tampering • Detail the documentation required for perishable product pickup/ delivery • Detail the steps to be followed for pickup and delivery of perishable product 	<ul style="list-style-type: none"> • Identify the ambient temperature requirement for various types of perishable goods • Perform picking, packing, loading, unloading and storage of perishable food products (such as food items, flowers, horticultural produce, dairy, meat etc.) • Demonstrate palletisation, stacking and loading of perishable items as per product category • Identify contaminated shipments for quarantine • Apply precautions to prevent contamination of perishables • Inspect perishable product packaging for damages/ tampering • Prepare documentation for perishable product pickup/ delivery • Demonstrate pickup and delivery of perishable product • Collect shipment charges/ Cash on delivery as applicable
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protective Equipment (PPEs), Material Handling Equipment (MHEs) like Forklift, pallet truck, barcode scanner, packaging devices, packaging material, LLMS, markers and stationery, temperature-controlled delivery vehicles, sample shipment etc.	

Module 12: Handling high value shipments

Mapped to LSC/N1905, v1.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of high value shipment

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the various components of high value shipment documentation including purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc. • Check correctness of amount and denomination of cash received for ATM filling • Explain best practices and precautions for safe storage, and movement of high value shipments • Detail the inspection process for documentation related to high value shipment • Explain the importance of inspecting identification card of customer during collection and delivery of high value shipment • Detail the standards for packing/labelling of item as per SOP after thorough inspection • Detail the steps to be followed for pickup and delivery of high Value shipment 	<ul style="list-style-type: none"> • Identify the various components of high value shipment documentation including purchase order, special instructions, description and value of goods, customs documents, duty exemptions etc. • Perform collection of high value items along with their documentation • Inspect correctness of amount and denomination of cash received for ATM filling • Follow best practices and precautions for safe storage, and movement of high value shipments • Inspect documentation related to high value shipment • Inspect identification card of customer during collection and delivery of high value shipment • Perform packing/labelling of item as per SOP after thorough inspection • Prepare documentation for pickup and delivery of high value shipment • Collect shipment charges/ Cash on delivery as applicable • Prepare end of day report for every high value shipment processed
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like pallet truck (manual and battery operated), barcode scanner, packing devices, LLMS, packing material, markers and stationery, sample shipment etc.	

Module 13: Handling furniture and household goods

Mapped to LSC/N1906, v1.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of furniture and household goods

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the inspection process for checking availability of items as per documentation • Document damages in items • Detail the appropriate dismantling and packing of various types of furniture • Discuss the steps to be followed for safe loading and securing procedures • Detail the documentation for furniture pickup/ delivery and damages • Explain the importance of checking delivery documentation with physical items scheduled for delivery • Discuss the steps to be followed for safe unloading and movement of furniture • Detail the unpacking process for various types of furniture and packaging • Explain escalation procedure for handling shipment damages • 	<ul style="list-style-type: none"> • Inspect availability of items as per documentation • Record damages in items • Demonstrate appropriate dismantling and packing of various types of furniture • Apply safe loading and securing procedures • Prepare documentation for furniture pickup/ delivery and damages • Inspect delivery documentation with physical items scheduled for delivery • Verify identity and address of receiver • Apply safe unloading and movement of furniture • Demonstrate unpacking of various types of furniture and packaging • Report deviations as per escalation matrix • Collect shipment charges/ Cash on delivery as applicable
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protective Equipment (PPEs), Material Handling Equipment's (MHEs) like pallet truck (manual and battery operated), barcode scanner, packing devices, LLMS, packing material, markers and stationery, sample shipment etc.	

Module 14: Verify GST Application

Mapped to LSC/N9906, v1.0

Terminal Outcomes:

- Demonstrate the process of verifying GST invoices as per SOP

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Differentiate location of service recipient and place of supply of services in GST application • Determine classification of the transaction to apply the right CGST, IGST, and SGST • Detail the rules and regulation in applying and reversing GST • Discuss the details required for applying GST, such as GSTIN, PAN, email id, HSC code, SAC code, UIN number etc. 	<ul style="list-style-type: none"> • Apply the right CGST, IGST and SGST as per transaction type • Apply and reverse GST by following the appropriate rules and regulations • Calculate the correct GST based on documentation • Inspect invoice for availability of mandatory information relating to GST application
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Laptop, MS office, ERP, stationery, worksheets, computer, LLMS, projector, GST guidelines etc	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Any Degree	E-commerce	2	E-commerce			

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: E-commerce Delivery Associate” mapped to QP: “LSC/Q 2603, v1.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2601, V2.0”. Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Any degree	E-commerce	2	E-commerce			

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: E-commerce Delivery Associate” mapped to QP: “LSC/Q 2603, v1.0”. Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0”. Minimum accepted score is 80%



Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.

3. On-Job Training: OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.

4. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions.
- iv. Fill in the blanks
- v. Scenario based Questions
- vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:



- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations
practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.



Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards