



QUALIFICATION FILE- E-commerce Delivery Associate

Short Term Training (STT) Long Term Training (LTT) Apprenticeship

Upskilling Dual/Flexi Qualification For ToT For ToA

General Multi-skill (MS) Cross Sectoral (CS) Future Skills

NCrF/NSQF Level: 3

Submitted By:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Submitting Body Contact Details:

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Section 1: Basic Details

1.	Qualification Name	E-commerce Delivery Associate																						
2.	Sector/s	Logistics																						
3.	Type of Qualification <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input checked="" type="checkbox"/> Has Electives/Options	NQR Code & version of the existing /previous qualification:	Qualification Name of the existing version:																					
4.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval)</i>	QG-03-TW-00865-2023-V1-LSC & 1.0	5. NCrF/NSQF Level: 3																					
6.	Award (Certificate/Diploma/ Advanced Diploma/Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate																						
7.	Brief Description of the Qualification	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.																						
8.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Relevant Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>10th grade pass</td> <td>-</td> </tr> <tr> <td>2</td> <td>8th grade pass and pursuing continuous schooling in regular school</td> <td>-</td> </tr> <tr> <td>3</td> <td>9th Grade pass</td> <td>1 year relevant experience</td> </tr> <tr> <td>4</td> <td>8th grade pass</td> <td>2 year relevant experience</td> </tr> <tr> <td>5</td> <td>5th grade pass</td> <td>5 year relevant experience</td> </tr> <tr> <td>6</td> <td>Previous relevant Qualification of NSQF Level 2</td> <td>3 year relevant experience</td> </tr> </tbody> </table> b. Age: 18 years		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)	1	10th grade pass	-	2	8th grade pass and pursuing continuous schooling in regular school	-	3	9th Grade pass	1 year relevant experience	4	8th grade pass	2 year relevant experience	5	5th grade pass	5 year relevant experience	6	Previous relevant Qualification of NSQF Level 2	3 year relevant experience
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)																						
1	10th grade pass	-																						
2	8th grade pass and pursuing continuous schooling in regular school	-																						
3	9th Grade pass	1 year relevant experience																						
4	8th grade pass	2 year relevant experience																						
5	5th grade pass	5 year relevant experience																						
6	Previous relevant Qualification of NSQF Level 2	3 year relevant experience																						

9.	Credits Assigned to this Qualification (as per National Credit Framework (NCrF))	18	10. Common Cost Norm Category (I/II/III) (wherever applicable): I																				
11.	Any Licensing Requirements for Undertaking Training on This Qualification (wherever applicable)	Driving License																					
12.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input checked="" type="checkbox"/> Offline Only <input type="checkbox"/> Online Only <input type="checkbox"/> Blended																					
		<table border="1"> <thead> <tr> <th data-bbox="1001 547 1262 646">Training Delivery Modes</th> <th data-bbox="1268 547 1381 646">Theory (Hours)</th> <th data-bbox="1388 547 1526 646">Practical (Hours)</th> <th data-bbox="1533 547 1709 646">OJT Mandatory (Hours)</th> <th data-bbox="1715 547 1887 646">OJT Recommended (Hours)</th> <th data-bbox="1894 547 1984 646">Total (Hours)</th> </tr> </thead> <tbody> <tr> <td data-bbox="1001 646 1262 704">Classroom (offline)</td> <td data-bbox="1268 646 1381 704">145</td> <td data-bbox="1388 646 1526 704">185</td> <td data-bbox="1533 646 1709 704">30</td> <td data-bbox="1715 646 1887 704"></td> <td data-bbox="1894 646 1984 704">360</td> </tr> <tr> <td data-bbox="1001 704 1262 761">Online</td> <td data-bbox="1268 704 1381 761"></td> <td data-bbox="1388 704 1526 761"></td> <td data-bbox="1533 704 1709 761"></td> <td data-bbox="1715 704 1887 761"></td> <td data-bbox="1894 704 1984 761"></td> </tr> </tbody> </table> <p data-bbox="995 766 1984 797">(Refer Blended Learning Annexure for details)</p>				Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	145	185	30		360	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																		
Classroom (offline)	145	185	30		360																		
Online																							
13.	Aligned to NCO/ISCO Code/s (if code is not available, then mention the same)	NCO-2015/9621																					
14.	Progression Path After Attaining the Qualification (Please show Professional and Academic progression) (wherever applicable)	E-commerce operations Associate																					
15.	Other Indian Languages in which the Qualification & Model Curriculum are being Submitted	Hindi																					
16.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																					
17.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																					
18.	How participation of women will be encouraged?	There are women already working in this field. This is a growing landscape for women																					
19.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it), wherever applicable	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																					

20.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
21.	Name and Contact Details of Submitting / Awarding Body SPOC <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Ms. Reena Murray Email: reena@lsc-india.com Contact No.: 044 4851 4607 Website: www.lsc-india.com	
22.	Final Approval Date by NSQC: 31-08-2023	23. Validity Duration: 3 Years	24. Next Review Date: 31-08-2026

Section 2: Module Summary

NOS/s of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Introduction to E-commerce Delivery Associate		Non-Core	3	1	20	10			30						
2.	Handling and sorting of shipments	LSC/N2602	Core	3	1	10	15	5		30	30	60	0	10	100	
3.	Perform delivery of packages	LSC/N2603	Core	3	1	10	15	5		30	30	60	0	10	100	
4.	Perform pickup for return packages	LSC/N2604	Core	3	1	10	15	5		30	30	60	0	10	100	

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					Weightage (%) (if applicable)	
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total		
5.	Reconciliation of Packages and handling Cash	LSC/N2605	Core	3	1	10	15	5		30	30	60	0	10	100		
6.	Communicate effectively with customers	LSC/N2606	Core	3	1	10	15	5		30	30	60	0	10	100		
7.	Handover and report	LSC/N1903	Core	3	1	10	15	5		30	30	70	0	0	100		
8.	Maintain integrity, ethics, and regulatory compliance in operations.	LSC/N9904	Core	3	1	10	20			30	40	60	0	0	100		
9.	Follow health, safety, and security procedures.	LSC/N9905	Core	3	1	10	20			30	40	60	0	0	100		
10.	Employability Skills	DGT/VSQ/N0101	Non-Core	3	1	15	15			30	20	30	0	0	50		
Duration (in Hours) / Total Marks						3	10	115	155	30	300	280	520	0	50	850	

Elective NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					Weightage (%) (if applicable)
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	
11.	Handle perishable shipment	LSC/N1904	Core	3	1	30	30			60	30	70	0	0	100	
12.	Handle high value shipment	LSC/N1905	Core	3	1	30	30			60	30	70	0	0	100	
13.	Handle furniture and household	LSC/N1906	Core	3	1	30	30			60	30	70	0	0	100	

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
Duration (in Hours) / Total Marks				3	3	90	90			180	90	210	0	0	300	

Optional NOS/s:

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1.	Verify GST invoices	LSC/N9906	Core	3	1	30	30			60	30	70	0	0	100	
Duration (in Hours) / Total Marks				3	1	30	30			60	30	70	0	0	100	

Assessment - Minimum Qualifying Percentage

Please specify any one of the following:

Minimum Pass Percentage – Aggregate at qualification level: 50 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: 50 % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer’s Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	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%
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2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Certified for Job Role: "Ecommerce Delivery Associate" mapped to QP: "LSC/Q2603, v1.0". Minimum accepted score is 80%
3.	Tools and Equipment Required for the Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Any degree + 2 years of industrial experience 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%
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 2 years of industrial experience Certified for Job Role: "E-commerce Delivery Associate" mapped to QP: "LSC/Q2603, v1.0". Minimum accepted score is 80%
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 5 years of industrial experience + 1 year assessment experience Recommended that the Assessor is certified for the Job Role: "Lead Assessor", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Online and Offline
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 5: Evidence of Need for the Qualification

Provide Annexure/Supporting documents name.

1.	Justification of being a Traditional-Heritage Qualification in unorganised sector (Yes/No): No
2.	Government /Industry initiatives/ requirement (Yes/No): Yes
3.	Number of Industry validation provided: 30
4.	Estimated nos. of people to be trained and employed: As per Annexure: Training and Employment Details

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (<i>Mandatory</i>)	Yes
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	Yes
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	<p>Assessment of the Candidates on completion of the Training is a very important activity that is monitored by Logistics Sector Skill Council (LSC). It ensures sustained quality of training delivery. It also indicates to the LSC the need for any changes in training content. LSC has developed policies related to affiliation of assessment agencies and assessment process to enhance the quality of assessments and they are outlined in succeeding paragraphs.</p> <p>1) Guidelines on affiliation of assessment agencies:</p> <p>As per NSDC guidelines on affiliation of assessment agency, we are adhering the following:</p> <p>a) Application evaluation</p>

		<p>b) Affiliation certificate c) SME profile validation d) Question bank validation e) TOA process f) Link through SIP</p> <p>2) Assessment process:</p> <p>1) The assessment process would begin by developing the correct qualitative questions for theory/practical and viva. Questions papers are submitted by Assessment Bodies (AB) to LSC for approval.</p> <p>2) AB submits Assessor’s details, their experience and credentials to LSC for approval.</p> <p>3) Third step in the process would be allocation of batches by LSC to AB for which LSC has shifted from a manual allocation system to automated allocation on the basis of grading system on the below mentioned parameters.</p> <ul style="list-style-type: none"> i. Quality of the assessors submitted by the assessment agency. ii. Certification of the assessor by LSC basis the training of assessor’s program conducted by LSC. iii. Adherence to schedule of assessments by the assessment agencies. iv. Integrity of the assessor in conducting quality assessments. v. Quality of the question papers submitted by the assessment agencies to LSC. vi. Submission of quality documents of the assessments conducted as insisted by LSC. vii. Time of submission of the required assessment related documents to LSC for approval viii. Time of submission of results in SDMS system post approval by LSC <p>Basis the above grading metrics the system would allocate the batches to the assessment agencies, which has brought transparency in the system of who are allocated how many batches and it is made very clear to the ecosystem that performance matters a lot. This has in turn also helped to improve the quality of the trainings as the check list of documents advised by LSC to be submitted by the assessment agencies speaks on the quality of trainings happening.</p>
4.	Annexure: Assessment Strategy (<i>Not Mandatory</i>)	<p>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</p>

		<p>2. The assessment for the theory part will be based on knowledge bank of questions validated and approved by the SSC.</p> <p>3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)</p> <p>4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria</p> <p>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.</p> <p>6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack.</p>
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is Blended Learning</i>)	No
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	No
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Yes
8.	Supporting Document: Model Curriculum (<i>Mandatory – Public view</i>)	Yes
9.	Supporting Document: Career Progression (<i>Optional - Public view</i>)	No
10.	Any other document you wish to submit:	No

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	The individual in the job role is required to perform the below tasks on a daily basis:	The Job holder needs to possess knowledge involving a defined range of standard procedures in fulfillment centers	3

	<ul style="list-style-type: none"> ● Handling and sorting of shipments ● Perform delivery of packages ● Perform pickup for return packages ● Reconciliation of Packages and handling Cash 	and is employed in routine contexts. S/he understands the basic concepts of timely delivery and handling of shipments. The job holder can interpret the available information & communicate the same to the customer when required. Hence the job role qualifies to be pegged at Level 3.	
Professional and Technical Skills/ Expertise/ Professional Knowledge	<p>The individual in the job role needs to possess the below skills of</p> <ul style="list-style-type: none"> ● The ability to gain and apply a range of knowledge, skills and understanding. ● Identification of the problem and issues within the range of familiar contexts and generate possible solution. ● Possesses operational knowledge and understanding of the work/ job. ● Skill to deliver job/work with reasonable precision. 	The job holder is required to handle various devices like scanners and shipments of various nature. S/he should be able to identify and follow SOP for damaged shipments. S/he needs to manage contingent situations and escalations from customers at the first stage. Hence the job role is eligible to be placed at level 3.	3
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<ul style="list-style-type: none"> ● Working as a member of a team/ within a team. Display Personal Motivation. Positive Attitude & Passion for Work ● Good skills in written and oral communication with some clarity, basic knowledge of Language to support such communication. ● Intermediate literacy and Numeracy skills ● Skills for workshop calculations and basic of arithmetic and algebraic principles. 	E-commerce Delivery Associate closely works with other functions and departments in a fulfilment center. S/he needs should possess good communication skills in order to interact with the customers and handle minor complaints. The job holder needs to handle cash and digital payment tools during delivery of shipments. Hence is eligible to be placed in level 3.	3

	<ul style="list-style-type: none"> • Can use digital tools, has basic Financial and Digital literacy, Aadhar and Mobile, digital payments etc with some proficiency. 		
Broad Learning Outcomes/Core Skill	<ul style="list-style-type: none"> • The candidate must be able to carry out job /assignments in a familiar, predictable, routine, situation of clear choice. • Focus on range of application of standard procedures or operations in production/ services. • Able to identify/ anticipate the problems and possible range of solutions in production/ services • Tasks are mostly performed by own and require little instructions and supervision. • Understands all safety & general hygiene norms and environmental aspects, together with Risks. 	The job holder delivers ecommerce goods on a daily basis on the assigned route and performs daily tasks in the fulfilment center. S/ he follows the health and safety norms as per the organization. The job holder performs these tasks without assistance from the team lead. He/she is able to identify issues and resolve/ report the same as per the SOP shared. E-commerce Delivery Associate is hence placed in level 3.	3
Responsibility	<ul style="list-style-type: none"> • Takes responsibility for delivery and quality of own work and tangible output. • Able to assist in the planning of the routine and predictable tasks within a specific field. 	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. He/ she is responsible to hand over the reports and cash during end of the shift at the fulfilment center. Hence the job role qualifies to be pegged at level 3.	3

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size:

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	Scanners, Printer		
2	Computers, LLMS		
3	MS Office		
4	Bagging, De bagging samples		
5	Sample labels		
6	SOP, policies, forms		
7	Relevant stationery		
8	Worksheets and TV		
9	Personal Protective Equipment (PPE)		
10	Material Handling Equipment (MHEs)		
11	Pallet truck, Barcode scanner		
12	Packing devices, Packing material		
13	Sample shipment		
14	ERP		
15	GST guidelines		

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Training Kit (Trainer Guide, Presentations) Charts, Models, Video presentation, Flip Chart
2. Whiteboard, Marker, Projector, Laptop

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1	21st Century Relocations	Nirav Thakker	Partner	C - 232, Antop Hill Warehousing Complex, V.I.T Road, Wadala (East), Mumbai - 400037			
2	24*7 Logistics Private Limited	Nirav Thakker	Director	C - 232, Antop Hill Warehousing Complex, V.I.T Road, Wadala (East), Mumbai - 400037			
3	Active Freight Logistics Pvt. Ltd.	V. Chandra Kumar	Chairman - Managing Director	Unit No. 101 & 106, 1st Floor, Connection Point - 'B' Block, Old Airport Exit Road, Konena Agrahara HAL Post, Bangalore - 560017			
4	AI Logistix	Abdul Khadeer Mohammed	Founder & CEO	D207, Sri Amethyst Duplexes, Ayyappa Nagar, KR Puram, Bangalore - 560036			
5	Allcargo Logistics Limited	Chandrakant Patil	Manager	6th Floor, Avashya House, CST Road, Santacruz (E), Mumbai - 400098			
6	Big Basket	Bhuvaneshwari	Asst. HR Manager	No. 92/1, Noombal Main Road, Vanagaram, Chennai - 600077			
7	Cargomen Logistics (India) Pvt. Ltd.	Hari Prasad Kalli	AGM - HR	No. 1-10-98/33, My Project Kamadhenu, Dwaraka Das Colony, Begumpet, Hyderabad - 500016			

8	CCI Logistics Ltd.	C. V. Kumar	CEO	202B, Corporate Centre, Andheri-Kurla Road, Andheri(E), Mumbai - 400059			
9	Schenker India Pvt. Ltd.	Jyotsana Saxena	GM - People & Organization	No. 217, Second Floor Vardhaman Crown Mall, Plot No-02, LSC Sector-19, Dwarka, New Delhi - 110075			
10	The Freight Center	Kashyap Shah	Director	GF, Jadav Flats, Opp. Thakor Baug, B/s, Sardar Patel Seva Samaj Hall, Nr. Mithakhali, Navrangpura, Ahmedabad - 380009			
11	Ecom Express Limited	Srinivasa Rao Perni	Asst. Vice President - Human Resource	10th Floor, Ambience corporate tower - 2, Ambience Island, Gurugram, Haryana (122002)			
12	EPT Global Logistics Private Limited	Darshan Mashroo	Director	G - 509, Titanium City Centre, Satellite, Ahmedabad - 380015			
13	FFAF Logistics India Pvt. Ltd.	Karthi Baskar	Managing Director & CEO	Brigade Opus, 5th Floor, Unit No. 501 - A, No. 70401, kodigehalli Gate, Hebbal, Bangalore, Karnataka - 560092			
14	Flyjac Logistics Pvt. Ltd.	Madhava Priyan.M.P	VP - HR & OD	No: 25-32, Readymade Garment Complex, SIDCO Industrial Estate, Guindy, Chennai - 600032			
15	Global Express Multilogistics Pvt. Ltd.	Shankar Pandurang Shinde	Managing Director	C/12, Neelkanth Corner, 1st Floor, Sector No. 2, Plot No. 2, Sanpada (E), Navi Mumbai – 400705			

16	Denken Global Supply Chain Pvt Ltd	Shyamsundar CK	Director	No. 5, Avvaiyar street, Meenambakkam, Chennai – 600027			
17	JBS Academy Pvt. Ltd.	Samir J Shah	Chief Mentor & Director	Visharad Complex, B/h. Old High Court, Navrangpura, Ahmedabad - 380009			
18	Osmo Logistics Pvt. Ltd.	Jonathan Richard Chelli	Director	2/1, 1st Main Road, 2nd Cross Xavier Layout, Bangalore – 560047			
19	V Mart Retail Ltd.	Junaid Khan	Senior Manager	Plot No. 862, Udhyog Vihar Phase V, Gurugram, Haryana – 122016			
20	DTDC Express Ltd.	Reshma Shalini I	HR Executive	DTDC Corporate Office, No. 3, Thyagi M. Palanivelu Road, Victoria Layout, Bengaluru, Karnataka- 560047			
21	Kintetsu World Express (India) Pvt. Ltd.	Venkataramghavan N	Senior General Manager - HR & Admin	Brigade Magnum, B 102, 1st Floor, International Airport Road, Amruthahalli, kodigehalli Gate, Hebbal, Bangalore, Karnataka - 560092			
22	Gati Academy	Yogesh Kundra	President	Plot No. 20, Srvey No. 12, Kothaguda, Kondapur, Hyderabad - 500084			
23	Mayur C Contractor Logistics Pvt. Ltd.	Arshad Khan	Import Manager	Rex Chambers, Office No. 9, Gr. Floor, Walchand Hirachand Marg Ballard Estate, Mumbai – 400001			
24	MCC Container Lines Pvt. Ltd.	Arshad Khan	Import Manager	9, Rex Chambers, Ground Floor, Walchand Hirachand			

				Marg Ballard Estate, Mumbai – 400001			
25	Om Logistics Ltd.	Himanshu Agarwal	HR Manager	Plot No. 130, Transport Center, Ring Road, Punjabi Bagh, New Delhi – 110035			
26	Star Express Cargo	K R Kumar	Managing Director	No. 75/201, Madhavaram High Road, Near Brinda Theater, Perambur, Chennai-600011			
27	Team Global Logistics Pvt. Ltd.	Sandeep Palodkar	Vice President - HR, Admin & Business Excellence	Time Square, A Wing, 7th Floor, Andheri Kurla Road, Andheri (East), 400059			
28	Transworld Global Logistics Solutions (India) Pvt. Ltd.	R. Venkatesan	Manager - Accounts	3rd Floor, New No. 52, Old No. 118, Dr. Radhakrishnan Salai, Mylapore, Chennai - 600004			
29	V-Xpress	Amrut Anakal	Business Head	1001, 10th Floor, Casablanca, Plot No. 45, Sector No. 11, CBD Belapur (East), Navi Mumbai, Maharashtra, India - 400614			
30	Busybees Logistics Solutions Pvt. Ltd.	Anand Sharma	CSR Manager	Building #B1, Kumar Cerebrum IT Park, Kalyani Nagar, Pune, Maharashtra-411014			

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates	Women	People with Disability
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	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2023-24	8000	6800	1000	850	500	425
2024-25	14000	11900	3500	2975	1000	850
2025-26	20000	17000	5000	4250	2000	1700

Data to be provided year-wise for next 3 years.

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed

Applicable for revised qualifications only, data to be provided for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

- 1.
- 2.

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available:

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners		
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice		
6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theor y Marks	Practica l Marks	Projec t Marks	Viva Mark s
Handling and sorting of shipments	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	-	-
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	-	-
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
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
	Total Marks	30	60	-	10
Perform delivery of packages	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	-	-
	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	-	-
	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. driver 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	-	-
	Total Marks	30	60	-	10
Perform pickup for return packages	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	-	-
	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
	Total Marks	30	60	-	10
Reconciliation of Packages and handling Cash	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
	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	-	-
	PC15. report to Supervisor/ Team lead about the discrepancy.				
		3	3	-	1
	PC16. follow SOP for further action.	2	4	-	-
	Total Marks	30	60	-	10
Communicate effectively with customers	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
	PC11. report to work on time	2	3	-	1
	PC12. follow proper etiquette while interacting with colleagues and superiors	1	4	-	-
	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
	Total Marks	30	60	-	10
Handover and report	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	-	-
	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	-	-
	Total Marks	30	70	-	-
Maintain integrity and ethics in operation	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	-	-
	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	-	-
	Total Marks	40	60	-	-
Follow health, safety and security procedures	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	-	-
	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	-	-
	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	-	-
	Total Marks	40	60	-	-
Employability Skills (30 Hours)	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	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.	-	-	-	-
	PC4. speak with others using some basic English phrases or sentences				

		-	-	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	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	-	-	-	-
	PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
	PC13. use internet and social media platforms securely and safely	-	-	-	-
	PC14. identify and assess opportunities for potential business	-	-	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	PC16. identify different types of customers	-	-	-	-
	PC17. identify customer needs and address them appropriately	-	-	-	-
	PC18. follow appropriate hygiene and grooming standards	-	-	-	-
	PC19. create a basic biodata	-	-	-	-
	PC20. search for suitable jobs and apply	-	-	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
	Total Marks	20	30	-	-

Handle perishable shipment	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	-	-
	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	-	-
	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	-	-
	Total Marks	30	70	-	-
Handle high value shipment	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	-	-
	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	-	-
	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	-	-

	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	-	-
	Total Marks	30	70	-	-
Handle furniture and household	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	-	-
	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	-	-
	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	-	-
	Total Marks	30	70	-	-
Verify GST invoices	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	-	-
	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	-	-
	Total Marks	30	70	-	-
	Grand Total	400	800		50

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

Mention the detailed assessment strategy in the provided template.

1. Assessment System Overview:

- SSC will receive batches through SIP or email to schedule assessment.
- Batches will be assigned to the NCVET affiliated assessment agencies for conducting the assessment.
- Assessment agencies send the assessment confirmation and procedure to TP/TC looping SSC.
- Assessment agency deploys the ToA certified Assessor for executing the assessment.
- SSC will monitor the assessment process & records.

2. Testing Environment:

- Check the Assessment location, date and time is same as SIP data.
- Specified equipment's must be available to facilitate assessment.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME of LSC.
- Questions are mapped to the specified assessment criteria.
- Assessor must be ToA certified.
- Mock test/Self assessment will be conducted during training through LSC software.

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- 21 points check list must be adhere by both AA and assessor.

5. Method of verification or validation:

- LSC will validate the evidence and results through LSC portal.
- Validation will be candidate wise scrutiny.

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored by AA for certain years.
- Softcopies of evidences will be stored in LSC portal.

On the Job(OJT assessment applicable):

1. The candidate must score 60% to successfully complete the OJT.
2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT
3. Assessment of each Module will ensure that the candidate is able to:
 - Effective engagement with the customers
 - Understand the working of various tools and equipment.

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)

NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf