

Qualification Pack



Courier Delivery Executive

QP Code: LSC/Q3023

Version: 1.0

NSQF Level: 3

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam
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Qualification Pack

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LSC/Q3023: Courier Delivery Executive

Brief Job Description

Courier Delivery Executives are also known as Delivery Executives or Couriers. Individuals in this role are on-the-road staff who are responsible for collecting packages from the local office and delivering them to the customers at their doorstep. They are also responsible for verifying customer ID, collecting payment, if applicable and obtaining customer signature. They are a critical part of courier operations as shipment delivery is a crucial activity.

Personal Attributes

This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N3001: Prepare for Shipment Delivery](#)
2. [LSC/N3002: Perform Delivery](#)
3. [LSC/N3003: Perform Post Delivery activities](#)
4. [LSC/N3042: Maintain Health, Safety and Security measures during shipment delivery](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operations (Delivery and Pickup)
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2004/9151.70

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Minimum Educational Qualification & Experience	10th Class OR 10th Class OR 10th Class
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Trained in driving vehicles
Minimum Job Entry Age	18 Years
Last Reviewed On	10/04/2015
Next Review Date	31/03/2022
NSQC Approval Date	19/02/2016
Version	1.0
Reference code on NQR	2016/TLW/LSC/01468
NQR Version	1.0

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LSC/N3001: Prepare for Shipment Delivery

Description

This unit is about preparing for shipment delivery

Elements and Performance Criteria

Obtain requisite information for delivery

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

- PC1.** obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.
- PC2.** determine whether payment has been made or whether cash has to be collected on delivery.
- PC3.** understand priorities among orders and deadlines if any from coordinator
- PC4.** obtain the optimal routing sequence from the coordinator.

Prepare for delivery

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

- PC5.** collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.
- PC6.** perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip
- PC7.** ensure sufficient availability of missed delivery notes and other stationery
- PC8.** collect all the packages to be delivered during the day's trip
- PC9.** check to ensure that packages are in good condition and whether the package is to be delivered nearby.
- PC10.** report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.
- PC11.** load packages onto vehicle.
- PC12.** arrange shipments in an optimized manner in the vehicle to save space
- PC13.** shipments that are to be delivered first are to be arranged closest to the door
- PC14.** shipments should be arranged in a manner that they are not damaged
- PC15.** ensure availability to take instructions from supervisor and be flexible to change the day's plan

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions

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- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details.
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain requisite information for delivery</i>	8	24	-	-
PC1. obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.	2	6	-	-
PC2. determine whether payment has been made or whether cash has to be collected on delivery.	2	6	-	-
PC3. understand priorities among orders and deadlines if any from coordinator	2	6	-	-
PC4. obtain the optimal routing sequence from the coordinator.	2	6	-	-
<i>Prepare for delivery</i>	17	51	-	-
PC5. collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.	2	6	-	-
PC6. perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip	2	6	-	-
PC7. ensure sufficient availability of missed delivery notes and other stationery	2	6	-	-
PC8. collect all the packages to be delivered during the day's trip	2	6	-	-
PC9. check to ensure that packages are in good condition and whether the package is to be delivered nearby.	2	6	-	-
PC10. report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.	2	6	-	-
PC11. load packages onto vehicle.	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. arrange shipments in an optimized manner in the vehicle to save space	1	3	-	-
PC13. shipments that are to be delivered first are to be arranged closest to the door	1	3	-	-
PC14. shipments should be arranged in a manner that they are not damaged	1	3	-	-
PC15. ensure availability to take instructions from supervisor and be flexible to change the day's plan	1	3	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3001
NOS Name	Prepare for Shipment Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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LSC/N3002: Perform Delivery

Description

This unit is about performing delivery

Elements and Performance Criteria

Situations when the customer is available

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

- PC1.** arrive at the destination
- PC2.** greet customer politely and confirm the shipment that had been ordered
- PC3.** if the package is important or of high value, request customer for a government issued id card as proof of identity
- PC4.** verify and note down the details of the id proof shown
- PC5.** hand over package to customer
- PC6.** receive and store cash safely, if the customer had opted for cash on delivery option
- PC7.** get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.
- PC8.** thank the customer and leave premises.

Situations when the customer is not available

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

- PC9.** if the customer is not available, contact the customer by telephone and politely explain the situation
- PC10.** if the package has been paid for and it does not required id proof verification, hand over package to the person specified by the customer (receiver).
- PC11.** get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.
- PC12.** thank the receiver and leave premises
- PC13.** if the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer
- PC14.** if the customer could not be contacted, leave behind a missed delivery note with contact details.
- PC15.** change the day plan accordingly to accommodate missed deliveries at the requested times.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment

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- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package.
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms.
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met.
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager.
- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Situations when the customer is available</i>	11	44	-	-
PC1. arrive at the destination	1	4	-	-
PC2. greet customer politely and confirm the shipment that had been ordered	1	4	-	-
PC3. if the package is important or of high value, request customer for a government issued id card as proof of identity	2	8	-	-
PC4. verify and note down the details of the id proof shown	2	8	-	-
PC5. hand over package to customer	1	4	-	-
PC6. receive and store cash safely, if the customer had opted for cash on delivery option	1	4	-	-
PC7. get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	2	8	-	-
PC8. thank the customer and leave premises.	1	4	-	-
<i>Situations when the customer is not available</i>	9	36	-	-
PC9. if the customer is not available, contact the customer by telephone and politely explain the situation	2	8	-	-
PC10. if the package has been paid for and it does not required id proof verification, hand over package to the person specified by the customer (receiver).	1	4	-	-
PC11. get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	1	4	-	-
PC12. thank the receiver and leave premises	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. if the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer	2	8	-	-
PC14. if the customer could not be contacted, leave behind a missed delivery note with contact details.	1	4	-	-
PC15. change the day plan accordingly to accommodate missed deliveries at the requested times.	1	4	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3002
NOS Name	Perform Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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LSC/N3003: Perform Post Delivery activities

Description

This unit is about performing post-delivery activities

Elements and Performance Criteria

Return to office and complete handover to the counter staff

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

- PC1.** bring any undelivered packages back to office.
- PC2.** document appropriate reason for undelivered package
- PC3.** park vehicle and carry out a safety inspection
- PC4.** unload packages and hand them over for storage
- PC5.** return gps, tracking devices and any unused stationery
- PC6.** handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.

Reporting to management

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

- PC7.** notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan
- PC8.** report any damages to packages that had occurred during transit.
- PC9.** provide feedback regarding delays, damages, loss if any etc
- PC10.** account for the money that has been collected from the customers and handed over to the cashier
- PC11.** provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.
- PC12.** report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.
- PC13.** complete any forms as required by management 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.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package.
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures

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- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package.
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices.
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details.
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Return to office and complete handover to the counter staff</i>	10	30	-	-
PC1. bring any undelivered packages back to office.	2	6	-	-
PC2. document appropriate reason for undelivered package	2	6	-	-
PC3. park vehicle and carry out a safety inspection	1	3	-	-
PC4. unload packages and hand them over for storage	2	6	-	-
PC5. return gps, tracking devices and any unused stationery	1	3	-	-
PC6. handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.	2	6	-	-
<i>Reporting to management</i>	15	45	-	-
PC7. notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan	2	6	-	-
PC8. report any damages to packages that had occurred during transit.	3	9	-	-
PC9. provide feedback regarding delays, damages, loss if any etc	2	6	-	-
PC10. account for the money that has been collected from the customers and handed over to the cashier	2	6	-	-
PC11. provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.	1	3	-	-
PC12. report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.	2	6	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.	3	9	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3003
NOS Name	Perform Post Delivery activities
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

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LSC/N3042: Maintain Health, Safety and Security measures during shipment delivery

Description

This unit is about maintaining health, safety and security standards during shipment delivery

Elements and Performance Criteria

Maintain health, safety and security standards during shipment delivery

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

- PC1.** maintain clean and hygienic vehicle
- PC2.** take all the necessary precautions when handling packages.
- PC3.** follow organization procedures with respect to security, materials handling and accidents
- PC4.** keep the bag with oneself while delivering the documents
- PC5.** do not leave the documents with security or any 3rd party
- PC6.** follow traffic rules when driving on the road.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package
- KU15.** knowledge of the local areas and routes
- KU16.** knowledge of how to use the gps and other tracking/navigation devices.
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms.
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health, safety and security standards during shipment delivery</i>	20	80	-	-
PC1. maintain clean and hygienic vehicle	2	8	-	-
PC2. take all the necessary precautions when handling packages.	6	24	-	-
PC3. follow organization procedures with respect to security, materials handling and accidents	6	24	-	-
PC4. keep the bag with oneself while delivering the documents	2	8	-	-
PC5. do not leave the documents with security or any 3rd party	2	8	-	-
PC6. follow traffic rules when driving on the road.	2	8	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3042
NOS Name	Maintain Health, Safety and Security measures during shipment delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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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.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3001.Prepare for Shipment Delivery	25	75	-	-	100	25
LSC/N3002.Perform Delivery	20	80	-	-	100	25
LSC/N3003.Perform Post Delivery activities	25	75	-	-	100	25
LSC/N3042.Maintain Health, Safety and Security measures during shipment delivery	20	80	-	-	100	25
Total	90	310	-	-	400	100



Qualification Pack

Acronyms

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

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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.

Qualification Pack



Courier Delivery Executive

QP Code: LSC/Q3023

Version: 2.0

NSQF Level: 3

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam
Chennai - 600035

Qualification Pack

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Qualification Pack

LSC/Q3023: Courier Delivery Executive

Brief Job Description

Courier Delivery Executives are also known as Delivery Executives or Couriers. Individuals in this role are on-the-road staff who are responsible for collecting packages from the local office and delivering them to the customers at their doorstep. They are also responsible for verifying customer ID, collecting payment, if applicable and obtaining customer signature. They are a critical part of courier operations as shipment delivery is a crucial activity.

Personal Attributes

This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N3001: Prepare for Shipment Delivery](#)
2. [LSC/N3002: Perform Delivery](#)
3. [LSC/N3003: Perform Post Delivery activities](#)
4. [LSC/N3042: Maintain Health, Safety and Security measures during shipment delivery](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operations (Delivery and Pickup)
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2004/9151.70

Qualification Pack

Minimum Educational Qualification & Experience	10th Class OR 8th Class (+ 2 years of ITI) OR 8th Class (+ 1 year of ITI) with 1 Year of experience relevant experience OR Certificate-NSQF (Mail Handler - level 2) with 2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Trained in driving vehicles
Minimum Job Entry Age	18 Years
Last Reviewed On	25/11/2021
Next Review Date	25/11/2024
Deactivation Date	25/11/2024
NSQC Approval Date	25/11/2021
Version	2.0
Reference code on NQR	2021/TLW/LSC/04688
NQR Version	1

Qualification Pack

LSC/N3001: Prepare for Shipment Delivery

Description

This unit is about preparing for shipment delivery

Elements and Performance Criteria

Obtain requisite information for delivery

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

- PC1.** obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.
- PC2.** determine whether payment has been made or whether cash has to be collected on delivery.
- PC3.** understand priorities among orders and deadlines if any from coordinator
- PC4.** obtain the optimal routing sequence from the coordinator.

Prepare for delivery

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

- PC5.** collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.
- PC6.** perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip
- PC7.** ensure sufficient availability of missed delivery notes and other stationery
- PC8.** collect all the packages to be delivered during the day's trip
- PC9.** check to ensure that packages are in good condition and whether the package is to be delivered nearby.
- PC10.** report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.
- PC11.** load packages onto vehicle.
- PC12.** arrange shipments in an optimized manner in the vehicle to save space
- PC13.** shipments that are to be delivered first are to be arranged closest to the door
- PC14.** shipments should be arranged in a manner that they are not damaged
- PC15.** ensure availability to take instructions from supervisor and be flexible to change the day's plan

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions

Qualification Pack

- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details.
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain requisite information for delivery</i>	8	24	-	-
PC1. obtain daily schedule and list of deliveries to be made with customer details such as name, address, contact details, shipment ordered, etc. from the coordinator.	2	6	-	-
PC2. determine whether payment has been made or whether cash has to be collected on delivery.	2	6	-	-
PC3. understand priorities among orders and deadlines if any from coordinator	2	6	-	-
PC4. obtain the optimal routing sequence from the coordinator.	2	6	-	-
<i>Prepare for delivery</i>	17	51	-	-
PC5. collect necessary equipment such as global positioning system (gps), tracking devices, money pouch to carry money safely, etc.	2	6	-	-
PC6. perform a quick inspection of the vehicle to ensure that it is in suitable condition and ready for the day's trip	2	6	-	-
PC7. ensure sufficient availability of missed delivery notes and other stationery	2	6	-	-
PC8. collect all the packages to be delivered during the day's trip	2	6	-	-
PC9. check to ensure that packages are in good condition and whether the package is to be delivered nearby.	2	6	-	-
PC10. report to coordinator regarding any damage or errors with respect to the package not being delivered to the area being visited and resolve issues.	2	6	-	-
PC11. load packages onto vehicle.	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. arrange shipments in an optimized manner in the vehicle to save space	1	3	-	-
PC13. shipments that are to be delivered first are to be arranged closest to the door	1	3	-	-
PC14. shipments should be arranged in a manner that they are not damaged	1	3	-	-
PC15. ensure availability to take instructions from supervisor and be flexible to change the day's plan	1	3	-	-
NOS Total	25	75	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3001
NOS Name	Prepare for Shipment Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Qualification Pack

LSC/N3002: Perform Delivery

Description

This unit is about performing delivery

Elements and Performance Criteria

Situations when the customer is available

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

- PC1.** arrive at the destination
- PC2.** greet customer politely and confirm the shipment that had been ordered
- PC3.** if the package is important or of high value, request customer for a government issued id card as proof of identity
- PC4.** verify and note down the details of the id proof shown
- PC5.** hand over package to customer
- PC6.** receive and store cash safely, if the customer had opted for cash on delivery option
- PC7.** get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.
- PC8.** thank the customer and leave premises.

Situations when the customer is not available

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

- PC9.** if the customer is not available, contact the customer by telephone and politely explain the situation
- PC10.** if the package has been paid for and it does not required id proof verification, hand over package to the person specified by the customer (receiver).
- PC11.** get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.
- PC12.** thank the receiver and leave premises
- PC13.** if the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer
- PC14.** if the customer could not be contacted, leave behind a missed delivery note with contact details.
- PC15.** change the day plan accordingly to accommodate missed deliveries at the requested times.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment

Qualification Pack

- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package.
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms.
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met.
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager.
- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Situations when the customer is available</i>	11	44	-	-
PC1. arrive at the destination	1	4	-	-
PC2. greet customer politely and confirm the shipment that had been ordered	1	4	-	-
PC3. if the package is important or of high value, request customer for a government issued id card as proof of identity	2	8	-	-
PC4. verify and note down the details of the id proof shown	2	8	-	-
PC5. hand over package to customer	1	4	-	-
PC6. receive and store cash safely, if the customer had opted for cash on delivery option	1	4	-	-
PC7. get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	2	8	-	-
PC8. thank the customer and leave premises.	1	4	-	-
<i>Situations when the customer is not available</i>	9	36	-	-
PC9. if the customer is not available, contact the customer by telephone and politely explain the situation	2	8	-	-
PC10. if the package has been paid for and it does not required id proof verification, hand over package to the person specified by the customer (receiver).	1	4	-	-
PC11. get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.	1	4	-	-
PC12. thank the receiver and leave premises	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. if the package has not been paid for or if it has to be delivered in person to the customer, fix up a convenient time to deliver the package with the customer	2	8	-	-
PC14. if the customer could not be contacted, leave behind a missed delivery note with contact details.	1	4	-	-
PC15. change the day plan accordingly to accommodate missed deliveries at the requested times.	1	4	-	-
NOS Total	20	80	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3002
NOS Name	Perform Delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Qualification Pack

LSC/N3003: Perform Post Delivery activities

Description

This unit is about performing post-delivery activities

Elements and Performance Criteria

Return to office and complete handover to the counter staff

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

- PC1.** bring any undelivered packages back to office.
- PC2.** document appropriate reason for undelivered package
- PC3.** park vehicle and carry out a safety inspection
- PC4.** unload packages and hand them over for storage
- PC5.** return gps, tracking devices and any unused stationery
- PC6.** handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.

Reporting to management

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

- PC7.** notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan
- PC8.** report any damages to packages that had occurred during transit.
- PC9.** provide feedback regarding delays, damages, loss if any etc
- PC10.** account for the money that has been collected from the customers and handed over to the cashier
- PC11.** provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.
- PC12.** report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.
- PC13.** complete any forms as required by management 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.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package.
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures

Qualification Pack

- KU8.** knowledge of coding system followed to label packages.
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package.
- KU15.** knowledge of the local areas and routes.
- KU16.** knowledge of how to use the gps and other tracking/navigation devices.
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

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

- GS1.** ability to fill out customer forms and reimbursement forms
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details.
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Return to office and complete handover to the counter staff</i>	10	30	-	-
PC1. bring any undelivered packages back to office.	2	6	-	-
PC2. document appropriate reason for undelivered package	2	6	-	-
PC3. park vehicle and carry out a safety inspection	1	3	-	-
PC4. unload packages and hand them over for storage	2	6	-	-
PC5. return gps, tracking devices and any unused stationery	1	3	-	-
PC6. handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.	2	6	-	-
<i>Reporting to management</i>	15	45	-	-
PC7. notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan	2	6	-	-
PC8. report any damages to packages that had occurred during transit.	3	9	-	-
PC9. provide feedback regarding delays, damages, loss if any etc	2	6	-	-
PC10. account for the money that has been collected from the customers and handed over to the cashier	2	6	-	-
PC11. provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.	1	3	-	-
PC12. report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.	2	6	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.	3	9	-	-
NOS Total	25	75	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3003
NOS Name	Perform Post Delivery activities
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Qualification Pack

LSC/N3042: Maintain Health, Safety and Security measures during shipment delivery

Description

This unit is about maintaining health, safety and security standards during shipment delivery

Elements and Performance Criteria

Maintain health, safety and security standards during shipment delivery

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

- PC1.** maintain clean and hygienic vehicle
- PC2.** take all the necessary precautions when handling packages.
- PC3.** follow organization procedures with respect to security, materials handling and accidents
- PC4.** keep the bag with oneself while delivering the documents
- PC5.** do not leave the documents with security or any 3rd party
- PC6.** follow traffic rules when driving on the road.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork to be completed when delivering a package
- KU3.** knowledge of organization's products/services and their pricing
- KU4.** procedures for dealing with loss or damage to shipment
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** knowledge of clients and their products being handled
- KU7.** knowledge of all relevant safety and security procedures
- KU8.** knowledge of coding system followed to label packages
- KU9.** knowledge of types of shipment being handled
- KU10.** knowledge of operating a computer
- KU11.** knowledge of special characteristics and handling requirements of shipment, if any.
- KU12.** knowledge of air waybills
- KU13.** excellent local and global geographical knowledge
- KU14.** ability to read labels and understand delivery details of the package
- KU15.** knowledge of the local areas and routes
- KU16.** knowledge of how to use the gps and other tracking/navigation devices.
- KU17.** knowledge of traffic rules that need to be followed.

Generic Skills (GS)

Qualification Pack

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

- GS1.** ability to fill out customer forms and reimbursement forms.
- GS2.** fill out any complaint/insurance related forms for damaged shipment
- GS3.** read labels and understand the labelling codes as per company procedures
- GS4.** read and understand customer and package details
- GS5.** read and understand traffic signage.
- GS6.** communicate clearly with customers, supervisors and peers
- GS7.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS8.** share best practices with peers and juniors
- GS9.** ability to make a decision when customers are not available
- GS10.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** ability to concentrate on task at hand and complete it without errors
- GS12.** be a team player and achieve joint goals
- GS13.** understand the customer timelines and ensure that they are met
- GS14.** have a well-mannered and pleasant personality and dress-up
- GS15.** be aware of how to deal with the cultural sensitivity and delivering in case of women receivers
- GS16.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS17.** ability to rapidly identify and correct errors.
- GS18.** suggest methods to streamline the delivery process.
- GS19.** notice common accidents and suggest safety measures to prevent the same
- GS20.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health, safety and security standards during shipment delivery</i>	20	80	-	-
PC1. maintain clean and hygienic vehicle	2	8	-	-
PC2. take all the necessary precautions when handling packages.	6	24	-	-
PC3. follow organization procedures with respect to security, materials handling and accidents	6	24	-	-
PC4. keep the bag with oneself while delivering the documents	2	8	-	-
PC5. do not leave the documents with security or any 3rd party	2	8	-	-
PC6. follow traffic rules when driving on the road.	2	8	-	-
NOS Total	20	80	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3042
NOS Name	Maintain Health, Safety and Security measures during shipment delivery
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Ground Operation
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	25/11/2021
Next Review Date	25/11/2024
NSQC Clearance Date	25/11/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions validated and approved 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 these criteria.
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 reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

Qualification Pack

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3001.Prepare for Shipment Delivery	25	75	-	-	100	25
LSC/N3002.Perform Delivery	20	80	-	-	100	25
LSC/N3003.Perform Post Delivery activities	25	75	-	-	100	25
LSC/N3042.Maintain Health, Safety and Security measures during shipment delivery	20	80	-	-	100	25
Total	90	310	-	-	400	100



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.

Qualification Pack

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.