

Model Curriculum

6. Courier Delivery Executive

SECTOR : LOGISTICS
SUB-SECTOR : COURIER AND MAIL SERVICES
OCCUPATION : GROUND OPERATIONS
REF.ID : LSC/ Q3023, VERSION 1.0
NSQF LEVEL : 3



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

LOGISTIC SECTOR SKILL COUNCIL OF INDIA

for the

MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Courier Delivery Executive'** QP No. **'LSC/ Q3023 NSQF Level 3'**

Date of Issuance: May 1st, 2016

Valid up to: April 30th, 2017

**Valid up to the next review date of the Qualification Pack*


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Authorised Signatory
(Logistic Sector Skill Council of India)

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Courier Delivery Executive

Curriculum / Syllabus

This program is aimed at training candidates for the job of a “Courier Delivery Executive”, in the “Logistics” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name		Courier Delivery Executive	
Qualification Pack Name & Reference ID. ID		LSC/ Q3023, version 1.0	
Version No.	1.0	Version Update Date	15-04-2016
Pre-requisites to Training		Minimum qualification – Class X (preferable) Diploma/ Graduate (Engineering, Arts, Commerce, Science). No experience is required.	
Training Outcomes		<p>After completing this Programme, participants will be able to:</p> <p>Obtain Knowledge on Courier Delivery activities: General introduction to courier activities, and operations involved in the delivery process such as preparing for the delivery, checks to be performed during delivery operations, performing delivery and post-delivery operations to be carried out</p> <p>Get Familiar with Courier Delivery process: Awareness on various problems /issues while handling courier delivery, handling customers in their presence and off their presence, planning the routes and maintaining the timelines</p> <p>Understand usage of handheld devices & handle packages: To ensure that the communication between peers is done right and conditions in handling packages during loading, transit, delivering to customer and process during unloading</p> <p>Culture himself / herself at workplace: Build on effective communication with customers, inter departments, sub-ordinates and super-ordinates for smooth running of courier activities, team building and time management</p> <p>Acquaint with Environmental/ Occupational Health & Safety: Get well versed with health and safety measures practiced in courier delivery, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety and general maintenance on Vehicle</p>	

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Courier Delivery Executive” Qualification Pack issued by “SSC: Logistics Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code Bridge Module	At the end of the module, the learner will be able to: <ul style="list-style-type: none"> Describe Supply Chain and Logistics Management Understand courier industry and opportunities in it Define job roles and responsibilities Understand the activities in courier services Explain the importance of Courier service Describe the organizational structure in courier industry Describe about the employment opportunities in the courier industry Identify the difference between traditional mail service and modern courier system Explain courier movement Describe e- commerce material movement Understand Roles of courier delivery executive Describe the functions involved Know the pre requisites of joining the industry 	Teaching board Computer Projector Video player or TV
2	Prepare for Shipment Delivery Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N 3001	At the end of the module, the learner will be able to: <ul style="list-style-type: none"> Understand the run sheet Identify the stationery requirements Discover what is route plan Describe about the handheld devices Distinguish the loading procedure Prepare the delivery List out steps for shipment delivery Explain system preparation of daily scheduling Understand process involved in physical inspection of packages to identify damages Describe inspection process of vehicles Examine loading processes of vehicles Understand usage of Material handling equipment 	Teaching board Computer Projector Barcode scanner Corrugated cardboard boxes Storage Bins Sample list Hand held device, palmtops Labels & Signages Printers & Scanners Packaging symbols & standards

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	Perform Delivery Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N 3002	At the end of the module, the learner will be able to: <ul style="list-style-type: none"> Identify as how to reach customer destination Discover the customer to whom the delivery has to be done Describe the COD process Identify the action plan as how to react when customer is not available Understand steps for delivery performance Explain accurate parking of vehicles through symbols Narrate cash collection activities Describe additional charges involved during the process Explain all terms and conditions related to customer payments Understand process involved in proper handing over of packages to customers 	Teaching board Computer Projector Sample reports & documents like tracking sheet, Reporting forms, Incident reports etc Caution boards Do's and Don'ts charts
4	Perform post-delivery activities Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 40:00 Corresponding NOS Code LSC/N 3003	At the end of the module, the learner will be able to: <ul style="list-style-type: none"> Identify what process to be followed with undelivered packages Explain the process to be followed once the packages are given to supervisor Understand the reports and bills to be done with supervisor Understand the tracking process and risks of handling loss and damages Understand the process of surrendering cash Realize activities after unloading packages Understand steps involved in performing post delivery activities Describe vehicle parking process Identify process involved in handing over of stationery and cash Describe overall inspection process 	Teaching board Computer Projector Sample reports & documents like Pick-up Schedule sheet, Reporting forms, Incident reports etc Do's and Don'ts charts

Sr. No.	Module	Key Learning Outcomes	Equipment Required
5	<p>Maintain Health, Safety and Security measures during shipment delivery</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 40:00</p> <p>Corresponding NOS Code LSC/N 3042</p>	<p>At the end of the module, the learner will be able to:</p> <ul style="list-style-type: none"> Identify the safety procedure's Understand the driver safety Gain knowledge on skills to be developed Learn the procedures for Evacuation in work environment Understand the safety requirements in the work environment Gain knowledge on vehicle parking procedure's Evaluate the safety requirements Understand the skills that are to be developed for safe operations Discover the importance of road signs and rules 	<p>Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit</p> <p>Workshop Safety: Fire extinguishers</p> <p>First Aid kits</p> <p>Safety signs</p> <p>SOP Charts on safety norms and drills.</p> <p>Charts of Do's and Don'ts in work area</p>
	<p>Total Duration</p> <p>Theory Duration : 80:00</p> <p>Practical Duration: 190:00</p>	<p>Unique Equipment Required:</p> <ul style="list-style-type: none"> Barcode scanner Corrugated cardboard boxes Storage Bags Sample list Hand held device palmtops Labels & Signage's Printers & Scanners Packaging symbols & standards Sample reports & documents Reporting forms, Incident reports, Air way Bills, etc Caution boards, Driving Signs & Signals Do's and Don'ts charts Sample reports & documents like Pick-up / Delivery Schedule sheet, Reporting forms, Incident reports etc <p>Personal Protection Equipment:</p> <ul style="list-style-type: none"> Gloves Safety Shoes goggles ear plugs boiler suit <p>Workshop Safety:</p> <ul style="list-style-type: none"> Fire extinguishers First Aid kits Safety signs SOP Charts on safety norms and drills. Charts of Do's and Don'ts in work area 	

Grand Total Course Duration: 270: 00 Hours

(This syllabus/ curriculum has been approved by SSC: Logistics Skill Council)

Trainer Prerequisites for Job role: “Courier Delivery Executive” mapped to Qualification Pack: “LSC/Q3023”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “LSC/Q3023”.
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the Courier services vertical.
3	Minimum Educational Qualifications	Preferably Class X, Diploma / Degree (Any, Engineering, Arts, Commerce) or equivalent
4a	Domain Certification	Certified for Job Role: “Courier Delivery Executive” mapped to QP: “LSC/Q 3023”. Minimum accepted score of 40%.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/ Q 1402”. Minimum accepted score of 85%.
5	Experience	Minimum 2 years’ Experience with Certification of Courier Delivery Executive or Minimum 3 years’ experience with-out certification from Sector

Annexure: Assessment Criteria

Assessment Criteria for Courier Delivery Executive	
Job Role	Courier Delivery Executive
Qualification Pack	LSC/Q3023
Sector Skill Council	Logistic Sector Skill Council of India

Sr. No.	Guidelines for Assessment
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4	To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5	In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment Outcome	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
LSC/N3001 (Prepare for Shipment Delivery)	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.	100	8	2	6
	PC2. Determine whether payment has been made or whether cash has to be collected on delivery.		8	2	6
	PC3. Understand priorities among orders and deadlines if any from coordinator.		8	2	6
	PC4. Obtain the optimal routing sequence from the coordinator.		8	2	6
	PC5. Collect necessary equipment such as Global Positioning System (GPS), tracking devices, money pouch to carry money safely, etc.		8	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.		8	2	6
	PC7. Ensure sufficient availability of missed delivery notes and other stationery.		8	2	6
	PC8. Collect all the packages to be delivered during the day's trip.		8	2	6
	PC9. Check to ensure that packages are in good condition and whether the package is to be delivered nearby.		8	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.		8	2	6
	PC11. Load packages onto vehicle.		4	1	3
	PC12. Arrange shipments in an optimized manner in the vehicle to save space		4	1	3
	PC13. Shipments that are to be delivered first are to be arranged closest to the door		4	1	3
	PC14. Shipments should be arranged in a manner that they are not damaged		4	1	3
	PC15. Ensure availability to take instructions from supervisor and be flexible to change the day's plan		4	1	3
	Total	100	25	75	
LSC/N3002 (Perform Delivery)	PC1. Arrive at the destination		5	1	4
	PC2. Greet customer politely and confirm the shipment that had been ordered.		5	1	4
	PC3. If the package is important or of high value, request customer for a government issued ID card as proof of identity.		10	2	8
	PC4. Verify and note down the details of the ID proof shown.		10	2	8

Assessment Outcome	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC5. Hand over package to customer.	100	5	1	4
	PC6. Receive and store cash safely, if the customer had opted for cash on delivery option.		5	1	4
	PC7. Get the customer's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.		10	2	8
	PC8. Thank the customer and leave premises.		5	1	4
	PC9. If the customer is not available, contact the customer by telephone and politely explain the situation.		10	2	8
	PC10. If the package has been paid for and it does not require ID proof verification, hand over package to the person specified by the customer (receiver).		5	1	4
	PC11. Get the receiver's signature (digitally or on paper) as acknowledgement that the shipment had been received in good condition.		5	1	4
	PC12. Thank the receiver and leave premises.		5	1	4
	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		10	2	8
	PC14. If the customer could not be contacted, leave behind a missed delivery note with contact details.		5	1	4
	PC15. Change the day plan accordingly to accommodate missed deliveries at the requested times.		5	1	4
			Total	100	20
LSC/N3003 (Perform Post Delivery activities)	PC1. Bring any undelivered packages back to office.	100	8	2	6
	PC2. Document appropriate reason for undelivered package		8	2	6
	PC3. Park vehicle and carry out a safety inspection.		4	1	3
	PC4. Unload packages and hand them over for storage.		8	2	6
	PC5. Return GPS, tracking devices and any unused stationery.		4	1	3
	PC6. Handover the money collected from customers to the cashier and collect a receipt of acknowledgement of the handover.		8	2	6
	PC7. Notify coordinator on the number of missed deliveries and their locations so that it could be included in the next day's plan.		8	2	6
	PC8. Report any damages to packages that had occurred during transit.		12	3	9
	PC9. Provide feedback regarding delays, damages, loss if any etc		8	2	6

Assessment Outcome	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC10. Account for the money that has been collected from the customers and handed over to the cashier.		8	2	6
	PC11. Provide bills for reimbursement as per company policy (if any) out of pocket expenses have been incurred.		4	1	3
	PC12. Report on the condition of the tracking devices, delivery vehicle and any maintenance or replacement that might be required.		8	2	6
	PC13. Complete any forms as required by management such as insurance forms for damaged shipment, reimbursement forms, etc.		12	3	9
		Total	100	25	75
LSC/N3042 (Maintain health, safety and security standards during shipment delivery)	PC1. Maintain clean and hygienic vehicle	100	10	2	8
	PC2. Take all the necessary precautions when handling packages.		30	6	24
	PC3. Follow organization procedures with respect to security, materials handling and accidents		30	6	24
	PC4. Keep the bag with oneself while delivering the documents		10	2	8
	PC5. Do not leave the documents with security or any 3rd party		10	2	8
	PC6. Follow traffic rules when driving on the road.		10	2	8
		Total	100	20	80



Logistic Sector Skill Council of India

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