



Model Curriculum

QP Name: Courier Delivery Executive

QP Code: LSC/Q3023

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 2.0

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Training 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
Minimum Educational Qualification and Experience	Class X or Class VIII + 2 years of ITI or Class VIII + 1 year of ITI + 1 Year of relevant experience or Certificate-NSQF (Mail Handler - level 2) with 2 Years of relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	10/04/2015
Next Review Date	24/09/2021
NSQC Approval Date	19/02/2016
QP Version	2.0
Model Curriculum Creation Date	14/07/2021
Model Curriculum Valid Up to Date	14/07/2024
Model Curriculum Version	2.0
Minimum Duration of the Course	300 hrs
Maximum Duration of the Course	300 hrs

Program Overview

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

Training Outcomes

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

- Describe the basic structure and function of supply chain
- Identify various activities in Courier and Mail services
- Detail the various tasks to be performed while preparing for shipment delivery
- Describe the inspection process of vehicles
- Perform delivery as per standard operating procedure
- Perform the necessary tasks post delivery
- Demonstrate health, safety and security measures during shipment delivery

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	20:00	10:00	00:00	00:00	30:00
Module 1: Introduction to Courier Delivery Executive	20:00	10:00	00:00	00:00	30:00
LSC/N3001: Prepare for Shipment Delivery NOS Version 1.0 NSQF Level 3	20:00	50:00	10:00	00:00	80:00
Module 2: Preparation for Shipment Delivery	20:00	50:00	10:00	00:00	80:00
LSC/N3002: Perform Delivery NOS Version 1.0 NSQF Level 3	15:00	50:00	10:00	00:00	75:00

Module 3: Delivery	15:00	50:00	10:00	00:00	75:00
LSC/N3003: Perform Post Delivery activities NOS Version 1.0 NSQF Level 3	15:00	40:00	10:00	00:00	65:00
Module 4: Post Delivery Activities	15:00	40:00	10:00	00:00	65:00
LSC/N3042: Maintain Health, Safety and Security Measures during Shipment Delivery NOS Version 1.0 NSQF Level 3	10:00	40:00	00:00	00:00	50:00
Module 5: Compliance to Health, Safety and Security Measures during Shipment Delivery	10:00	40:00	00:00	00:00	50:00
Total Duration	80:00	190:00	30:00	00:00	300:00

Module Details

Module 1: Introduction to Courier Delivery Executive

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Courier Delivery Executive

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe Supply Chain and Logistics Management • Detail the various sub-sectors and the opportunities in them • Explain courier industry and opportunities in it • Explain the activities and importance of Courier services • Describe the organizational structure in courier industry • Detail your job role as Courier Delivery Executive and its interface with other job roles • Discuss the employment opportunities in the courier industry • Distinguish between traditional mail service and modern courier system • Explain courier movement and e-commerce material movement 	<ul style="list-style-type: none"> • Identify various activities in courier and mail services • Identify various sub-sectors and the opportunities in them • Perform your job role as Courier Delivery Executive • Identify the employment opportunities in the courier industry • Identify the difference between traditional mail service and modern courier system • Demonstrate courier movement and e-commerce material movement
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Video player or TV	

Module 2: Preparation for Shipment Delivery

Mapped to LSC/N3001, v1.0

Terminal Outcomes:

- Detail the various tasks to be performed while preparing for shipment delivery

Duration: 20:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the various tasks to be performed before preparing for shipment delivery • List the steps for shipment delivery • Explain the run sheet • List the stationery requirements for shipment delivery • Describe the meaning of route plan • Discuss the handheld devices used for shipment delivery • Detail the loading procedure • Explain the process of preparing the delivery • Describe system preparation of daily scheduling • Explain the process involved in physical inspection of packages to identify damages • Describe the inspection process of vehicles • Illustrate the usage of Material handling equipment 	<ul style="list-style-type: none"> • Perform various tasks before preparing for shipment delivery • Identify the stationery requirements for shipment delivery • Demonstrate the handheld devices used for shipment delivery • Demonstrate the loading procedure • Prepare the delivery as per SOP • Demonstrate system preparation of daily scheduling • Inspect packages to identify damages • Demonstrate the inspection process of vehicles • Examine loading processes of vehicles • Identify the usage of Material handling equipment
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Barcode scanner, Corrugated cardboard boxes, Storage Bins, Sample list, Hand held device, palmtops, Labels & Signages, Printers & Scanners, Packaging symbols & standards	

Module 3: Delivery

Mapped to LSC/N3002, v1.0

Terminal Outcomes:

- Demonstrate shipment delivery as per SOP
- Perform the necessary steps for delivery

Duration: 15:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain how to reach customer destination • Discuss how to identify the customer to whom the delivery has to be done • Describe the COD process • Detail the action plan as how to react when customer is not available • List the necessary steps for delivery • Explain accurate parking of vehicles through symbols • Detail cash collection activities • Describe additional charges involved during the process • Explain all terms and conditions related to customer payments • Detail the process involved in proper handing over of packages to customers 	<ul style="list-style-type: none"> • Identify how to reach customer destination • Discover the customer to whom the delivery has to be done • Demonstrate the COD process • Identify the action plan as how to react when customer is not available • Perform the necessary steps for delivery • Demonstrate accurate parking of vehicles through symbols • Demonstrate cash collection activities • Analyze all terms and conditions related to customer payments • Demonstrate the process involved in proper handing over of packages to customers
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Sample reports & documents like tracking sheet, Reporting forms, Incident reports etc, Caution boards, Do's and Don'ts charts	

Module 4: Post Delivery Activities

Mapped to LSC/N3003, v1.0

Terminal Outcomes:

- Discuss the various tasks to be performed post delivery
- Explain the process to be followed once the packages are given to supervisor

Duration: 15:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the steps involved in performing post-delivery activities • Discuss the process to be followed with undelivered packages • Explain the process to be followed once the packages are given to supervisor • List the reports and bills to be done with supervisor • Detail the tracking process and risks of handling loss and damages • Explain the process of surrendering cash • Describe the activities after unloading packages • Describe the vehicle parking process • Illustrate the process involved in handing over of stationery and cash • Describe the overall inspection process 	<ul style="list-style-type: none"> • Perform the various steps involved in post-delivery activities • Identify what process to be followed with undelivered packages • Demonstrate the process to be followed once the packages are given to supervisor • Identify the reports and bills to be done with supervisor • Demonstrate the tracking process and risks of handling loss and damages • Demonstrate the process of surrendering cash • Perform the activities after unloading packages • Demonstrate the vehicle parking process • Identify the process involved in handing over of stationery and cash • Demonstrate the overall inspection process
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Sample reports & documents like Pick-up Schedule sheet, Reporting forms, Incident reports etc. Do's and Don'ts charts	

Module 5: Compliance to Health, Safety and Security Measures during Shipment Delivery

Mapped to LSC/N3042, v1.0

Terminal Outcomes:

- Demonstrate health, safety and security measures during shipment delivery

Duration: 10:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail health, safety and security procedures during shipment delivery • Discuss the concept of 5S at workplace • Explain the driver safety • Describe the procedures for Evacuation in work environment • List the safety requirements in the work environment • Explain vehicle parking procedures • Discuss the standard protocol in case of emergency situations, accidents, and breach of safety • Discover the importance of road signs and rules • Explain escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Demonstrate health and safety procedures during shipment delivery • Implement 5S at workplace • Demonstrate the evacuation procedure in work environment • Identify the safety requirements in the work environment • Demonstrate the importance of road signs and rules • Report deviations as per escalation matrix
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Workshop Safety: Fire extinguishers, First Aid kits, Safety signs, SOP Charts on safety norms and drills, Charts of Do's and Don'ts in work area	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Pass		2		1		Specialized in courier and mail services

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Courier Delivery Executive” mapped to QP: “LSC/Q3023, v2.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601” with minimum score of 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th pass		2		1		Specialized in courier and mail services

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Courier Delivery Executive” mapped to QP: “LSC/Q3023, v2.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2701” with minimum score of 80%.

Assessment Strategy

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

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

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

The following tools would be used for final assessment:

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

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

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

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

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

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

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts "Training of Assessors" program from time to time for each job role and sensitize

assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

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

References

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

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