

QUALIFICATION FILE - Claims Coordinator - Warehouse

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

☒ Upskilling ☐ Dual/Flexi Qualification ☐ For ToT ☐ For ToA

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

NCrF/NSQF Level: 4

Submitted By:

Logistics Sector Skill Council

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

Submitting Body Contact Details:

Name: Ms. Reena Murray

Position in the Organization: Head - Standards & Quality Assurance

Address if different from the above: Same as above

Tel Number: 044 4851 4607

E-mail Address: reena@lsc-india.com

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Section 1: Basic Details

1.	Qualification Name	Claims Coordinator - Warehouse													
2.	Sector/s	Logistics													
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of the previous qualification: 2022/TLW/LSC/06873 & V3.0	Qualification Name of the previous version: Warehouse claims coordinator												
4.	a. OEM Name b. Qualification Name (Wherever applicable)	Claims Coordinator - Warehouse													
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-04-TW-03635-2025-V2-LSC & V4.0	6. NCrf/NSQF Level: 4												
7.	Award (Certificate/Diploma/ Advanced Diploma/ Any Other) (Wherever applicable specify multiple entry/exits also & provide details in annexure)	Certificate													
8.	Brief Description of the Qualification	Claims Coordinator - Warehouse is also known as Warehouse Claims Processor. Individuals in this role are responsible for receiving claims, assessing the goods concerned to ensure the claim is genuine and estimating the reimbursable amount. They are also required to verify all the documents, send the claims to the insurance companies and provide detailed reports to the management.													
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Relevant Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Completed 3-year diploma (in logistics/supply chain) after 10th</td> <td></td> </tr> <tr> <td>2</td> <td>12th grade pass</td> <td>1 Year of relevant experience in warehousing.</td> </tr> <tr> <td>3</td> <td>10th grade pass</td> <td>3 Years of relevant experience in warehousing.</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)	1	Completed 3-year diploma (in logistics/supply chain) after 10th		2	12 th grade pass	1 Year of relevant experience in warehousing.	3	10 th grade pass	3 Years of relevant experience in warehousing.
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)													
1	Completed 3-year diploma (in logistics/supply chain) after 10th														
2	12 th grade pass	1 Year of relevant experience in warehousing.													
3	10 th grade pass	3 Years of relevant experience in warehousing.													

		4	Previous relevant Qualification of NSQF Level (3)	3 years of relevant experience in warehousing.																				
		b. Age: 18 years																						
10.	Credits Assigned to this Qualification (as per National Credit Framework (NCrF))	14				11. Common Cost Norm Category (I/II/III) (wherever applicable): III																		
12.	Any Licensing Requirements for Undertaking Training on This Qualification (wherever applicable)	NA																						
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	☒ Offline Only ☐ Online Only ☐ Blended																						
		<table border="1"> <thead> <tr> <th>Training Delivery Modes</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th>OJT Mandatory (Hours)</th><th>OJT Recommended (Hours)</th><th>Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td>135</td><td>255</td><td>30</td><td></td><td>420</td></tr> <tr> <td>Online</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>				Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	135	255	30		420	Online						
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																			
Classroom (offline)	135	255	30		420																			
Online																								
		(Refer Blended Learning Annexure for details)																						
14.	Aligned to NCO/ISCO Code/s (if code is not available, then mention the same)	NCO-2015/3315.9900																						
15.	Progression Path After Attaining the Qualification (Please show Professional and Academic progression) (wherever applicable)	Warehouse supervisor																						
16.	Other Indian Languages in which the Qualification & Model Curriculum are being Submitted	Hindi																						
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	☐ Yes ☒ No URLs of similar Qualifications:																						
18.	Is the Job Role Amenable to Persons with Disability	☐ Yes ☒ No If "Yes", specify applicable type of Disability:																						
19.	How participation of women will be encouraged?	The Job Role is gender neutral and can be performed by women in equality to men.																						
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it), wherever applicable	☐ Yes ☒ No																						

21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools ☐ Yes ☒ No Colleges ☒ Yes ☐ No
22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Ms. Reena Murray Email: reena@lsc-india.com Contact No.: 044 4851 4607 Website: www.lsc-india.com
23.	Final Approval Date by NSQC: 18/02/2025	24. Validity Duration: 3 years 25. Next Review Date: 18/02/2028

Section 2: Module Summary

NOS of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS:

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

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

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Introduction to Claims Coordinator - Warehouse	Bridge module	Non-core	4	1	20	10	-	-	30	0	0	-	0	0	0
2	Prepare for claims processing	LSC/N0324 & V1.0	Core	4	2	20	30	10	-	60	30	60	-	10	100	20
3	Inspect goods and validate claims	LSC/N0325 & V1.0	Core	4	3	20	60	10	-	90	30	60	-	10	100	20
4	Process claim requests	LSC/N0326 & V1.0	Core	4	3	20	60	10	-	90	30	60	-	10	100	20

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
5	Compliance and Record Keeping	LSC/N0327 & V1.0	Core	4	2	20	40	-	-	60	30	60	-	10	100	20
6	Follow health, safety, and security procedures and maintain integrity and ethics at the workplace	LSC/N9911 & V1.0	Core	4	2	20	40	-	-	60	30	60	-	10	100	10
7	Employability Skills (30 Hours)	DGT/VSQ/N 0101 & 1.0	Non-Core	4	1	15	15	-	-	30	20	30	-	-	50	10
	Duration (in Hours) / Total Marks				14	135	255	30	-	420	170	330	-	50	550	100

Elective NOS: NA

Assessment - Minimum Qualifying Percentage

Please specify any one of the following:

Minimum Pass Percentage – Aggregate at qualification level: 70% (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

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

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Any degree + 2 years of relevant industrial experience specifically in warehousing services Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0". Minimum accepted score is 80%
2.	Master Trainer's Qualification and experience in the relevant sector (in years) <i>(as per NCVET guidelines)</i>	Any degree + minimum 5 years of experience in the logistics industry, specifically in warehousing services. Certified for Job Role: "Claims Coordinator - Warehouse" mapped to QP: "LSC/Q2217, v4.0". Minimum accepted score is 80%
3.	Tools and Equipment Required for the Training	☒ Yes ☐ No <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Any degree + 2 years of relevant industrial experience Recommended that the Assessor is certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 2 years of relevant industrial experience Certified for Job Role: "Claims Coordinator - Warehouse" mapped to QP: "LSC/Q2217, v40". Minimum accepted score is 80%
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 5 years of relevant industrial experience + 1 year assessment experience Recommended that the Assessor is certified for the Job Role: "Lead Assessor", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%

4.	Assessment Mode <i>(Specify the assessment mode)</i>	Online and Offline
5.	Tools and Equipment Required for Assessment	☒ Same as for training ☐ Yes ☐ No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 5: Evidence of Need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): Yes
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: As per Annexure: Training and Employment Details
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Awaiting

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors <i>(Mandatory)</i>	Yes
2.	Annexure: List of tools and equipment relevant for qualification <i>(Mandatory, except in case of online course)</i>	Yes

3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	Assessment of the Candidates on completion of the Training is a very important activity that is monitored by Logistics Sector Skill Council (LSC). It ensures sustained quality of training delivery. It also indicates to the LSC the need for any changes in training content. LSC has developed policies related to affiliation of assessment agencies and assessment process to enhance the quality of assessments and they are outlined in succeeding paragraphs. 1) Guidelines on affiliation of assessment agencies: As per NSDC guidelines on affiliation of assessment agency, we are adhering the following: a) Application evaluation b) Affiliation certificate c) SME profile validation d) Question bank validation e) TOA process f) Link through SIP 2) Assessment process: 1) The assessment process would begin by developing the correct qualitative questions for theory/practical and viva. Questions papers are submitted by Assessment Bodies (AB) to LSC for approval. 2) AB submits Assessor's details, their experience and credentials to LSC for approval. 3) Third step in the process would be allocation of batches by LSC to AB for which LSC has shifted from a manual allocation system to automated allocation on the basis of grading system on the below mentioned parameters. i. Quality of the assessors submitted by the assessment agency. ii. Certification of the assessor by LSC basis the training of assessor's program conducted by LSC. iii. Adherence to schedule of assessments by the assessment agencies.
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		iv. Integrity of the assessor in conducting quality assessments. v. Quality of the question papers submitted by the assessment agencies to LSC. vi. Submission of quality documents of the assessments conducted as insisted by LSC. vii. Time of submission of the required assessment related documents to LSC for approval viii. Time of submission of results in SDMS system post approval by LSC Basis the above grading metrics the system would allocate the batches to the assessment agencies, which has brought transparency in the system of who are allocated how many batches and it is made very clear to the ecosystem that performance matters a lot. This has in turn also helped to improve the quality of the trainings as the check list of documents advised by LSC to be submitted by the assessment agencies speaks on the quality of trainings happening.
4.	Annexure: Assessment Strategy (Mandatory)	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 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 centre (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre 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 re-assessment on the Qualification Pack.

5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is Blended Learning</i>)	No
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	No
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Yes
8.	Supporting Document: Model Curriculum (<i>Mandatory - Public view</i>)	Yes
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Yes
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Yes
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	https://drive.google.com/file/d/1G3lXYAboNyUNjTb6nHRY6fuK3HQkEsLu/view?usp=sharing
12.	Any other document you wish to submit:	NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	The individual in the job is required to: • make situations of clear choice on equipment required to perform the test • Coordinate with the insurance company to get the claim settled if it's genuine and settle down the issue.	The process is based on the list of claims, individual claim forms, claims processing checklist and inspection checklist and any pending claims from the warehouse manager. S/he has to make situations of clear choice on equipment required to perform the test and reading to be recorded as a substantial proof to process the claims. Verify the claims by having a detailed interview with the concerned personnel involved in the process and get expert opinion to arrive for a logical conclusion. Claim forms have to be filled appropriate to the claim submitted which is	4

		predictable and routine in nature. Coordinate with the insurance company to get the claim settled if it's genuine and settle down the issue.	
Professional and Technical Skills/ Expertise/ Professional Knowledge	S/he would have knowledge of • various materials / goods / components and its technical specification • all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing	The job holder has to be aware about various materials / goods / components and its technical specification with cost incurrence handled in the warehouse. S/he has to know the claims process, identify false claims, usage on testing equipment used to test the quarantined goods and to note down readings. S/he has to have the knowledge on carrying out visual inspection, determine if further testing is required and possible difficulties in claims processing. S/he has to possess the knowledge to verify that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) in the claims processing. S/he has to know safety and security procedures followed in the organization.	4
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Recall and demonstrate the ability to • investigate, dive deep and analyse before processing each claim • use the quality concepts in using the testing equipment	The job holder has to have the ability to investigate, dive deep and analyze before processing each claim. S/he has to plan and prioritize the claims to be processed within the time limit. S/he has to solve problems within the scope of limit by identifying trends / common causes for errors and suggest possible solutions to the supervisor. Claims received on damaged parts during the transit or while transporting within the warehouse is routine and repetitive in narrow range of application. S/he can use the quality concepts in using the testing equipment for verifying on the claims to test the quarantined goods and to prepare the detailed report on claims.	4

Broad Learning Outcomes/Core Skill	• communicate effectively with manager, peers and other employees • read and understand manuals, claim forms • basic understanding on arithmetics	The job holder communicates and seeks instruction from the manager and to coordinate with peers. S/he has to read manuals, claim forms and to understand the characteristics of different products and various claims. S/he has to able to note down the readings from the testing equipment, fill out inspection checklists and maintain records of claims investigated and prepare detailed reports for management for every claim submitted. S/he has to be aware of basic arithmetic to apply in calculating the cost effect on damage repercussions and its claims.	4
Responsibility	The individual is responsible for: • receive claims, assess the goods concerned to ensure the claim is genuine and estimate the reimbursable amount. • performing visual inspection by using the testing equipment	The job holder has the responsibility for his/her own work such as to receive claims, assess the goods concerned to ensure the claim is genuine and estimate the reimbursable amount. S/he has to verify all the documents, send the claims to the insurance companies and provide detailed reports to the management. S/he will receive all types of claim forms, prioritize as per timelines and gather required equipment such as camera, Vernier callipers, etc. and perform visual inspection by using the testing equipment to verify the accuracy of claim and in case of any discrepancy refer it to the Quality assurance team. S/he has to conduct interviews, get expert opinion, segregate false claims, fill out forms and forward to insurance companies for genuine claims under warehouse manager's supervision.	4

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	Computers with MS office	Standard Make	15
2.	Sample forms, documents	Standard Make	5
3.	Camera	Standard Make	2
4.	Testing equipment (vernier calipers, screw gauges, densimeters, etc.)	Standard Make	1 each
5.	PPE	Standard Make	5
6.	MHE	Standard Make	1
7.	Instructional material	Standard Make	5
8.	Safety guidelines	Standard Make	5
9.	Safety signs	Standard Make	5
10.	LLMS (Learning version)	LLMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council.	15 logins per center
11.	WMS (Learning version)	WMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council.	15 logins per center

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Training Kit (Trainer Guide, Presentations)
2. Charts, Models, Video presentation, Flip Chart
3. Whiteboard/Smart Board, Marker, Board eraser

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	Cargomen Logistics India Private Limited	Kamal Jain	Director	1-10-98/33 My Project Kamdhenu ,Dwarakadas colony , Begumpet Hyderabad-500016			
2.	Om Logistics Ltd	Chirag Sehgal	HRD _ Manager	130, Transport Center, Punjabi Bagh, New Delhi - 110035			
3.	EPT Global Logistics Private Limited	Dr. Darshan Mashroo	Director	G - 509, Titanium City Centre, Satellite, Ahmedabad - 380015			
4.	St. John Freight Systems Ltd.	P Suresh Kumar	Senior District Manager	No.480, Anna Salai, Khiviraj Building Complex II, 7th Floor, Nandanam, Chennai - 600 035			
5.	Flyjac Logistics Pvt. Ltd.	Madhava Priyan.M.P	VP - HR & OD	No: 25-32, Readymade Garment Complex, SIDCO Industrial Estate, Guindy, Chennai - 600032			
6.	DTDC Express Limited	Gopikrishna	AM HR	DTDC Express Limited, DTDC Corporate Office, House No 3, Sri Thyagi M Palanivelu Road, Victoria Layout, Bengaluru, Karnataka 560047			
7.	Dexpro Logistics Pvt. Ltd	Sandeep Dobriyal	GM - Project & Heavy Lift	B024, ATS Bouquet, Sector 132, Noida – 201304 (Delhi/NCR)			

8.	Sattva Hitech & Conware Pvt Ltd.	S. Padmanabhan	Director	Door No: new 153, 4th Floor, Hight Gate Building, Santhome High Rd, MRC Nagar, Raja Annamalai Puram, Chennai- 600 028			
9.	AGX India Logistics Pvt. Ltd.	Magesh	Founder & Business Head	New NO. 36, Old No. 73, West Madha Church Road, Royapuram, Chennai-600 013.			
10.	Allcargo Logistics Limited	Chandrakant Patil	Sr. Manager CSR	6th Floor, Allcargo House, CST Road, Santacruz (E), Mumbai - 400098.			
11.	S2V Sakman India Services	Sai Kumar	Managing Director	D-804 Dheeraj Hill View Tower, Siddharth Nagar, Borivali E, Mumbai 400 066			
12.	Jasvant B. Shah	Samir J. Shah	Partner	Ambica Chamber, B/h. Old High Court, Navrangpura, Ahmedabad – 380009			
13.	Star freight private limited	Samir J. Shah	Director	Ambica Chamber, B/h. Old High Court, Navrangpura, Ahmedabad – 380009.			
14.	Denken Global supply chain	Shyamsundar CK	Director	5, Avvaiyar Street, Meenambakkam, Chennai 600023,			
15.	Mahindra Express services	Pravin Francis	Senior Manager	Mahindra Towers, P. K. Kurne Chowk, Worli Mumbai.			
16.	Gaerish Logistics Pvt Ltd	Wesley Prasad	Manager - HR	60 (Old No. 5), Thomas Nagar Little Mount, Chennai - 600 015			
17.	Apeksha Logistics Pvt Ltd	Geetha Bhaskar	Director - HR and Finance	# 1,5, Country Nest, 4th Cross, BSF STS Road, Kattigenahalli, Bangalore 64			

18.	Inflamed life	K Karthikeya	Director	9-147, Opposite Siddartha Public School, Vissannapeta, District Krishna, State Andhra Pradesh, PIN code 521215			
19.	INDELOX SERVICES PVT. LTD.	Swetha N	HR Manager	No.9, Malik's Embassy, "A" Block, 1st Floor, Union Street, Off Infantry Road, Bengaluru 560001			
20.	FM India Supply Chain Pvt Ltd	Sunil Deshmukh	AGM - HR	Amar Business Zone, C1501-4, Swati Park, Veerbhadra Nagar, Baner, Pune, Maharashtra 411045			
21.	Tripath Logistics Pvt Ltd	S. Balasubramanian	Director	Hare Krishna Tower" 1st Floor, Plot No. 5-10, 3rd Cross, Balaji Layout, Dasarahalli Main Road, H A Farm Post, Near Rachenahalli Lake, Bengaluru - 560 024			

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2025-26	300	275	120	100		
2026-27	350	325	140	130		
2027-28	400	370	160	150		

Data to be provided year-wise for next 3 years

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

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
3.0	2021-22	62	48	43									
3.0	2022-23	280	262 (163 candidates failed)	99									
3.0	2023-24	52	47	20									

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

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

1. PMKVY
- 2.

Content availability for previous versions of qualifications:

☒ Participant Handbook ☒ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available: Hindi, English, Bengali and Telugu

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

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

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

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐ Theory/ Lectures - Imparting theoretical and conceptual knowledge		

2	☐ Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	☐ Showing Practical Demonstrations to the learners		
4	☐ Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	☐ Tutorials/ Assignments/ Drill/ Practice		
6	☐ Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☐ On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure: Detailed Assessment Criteria

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

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare for claims processing	PC1. Receive the work schedule for the day from the manager.	3	5	-	1
	PC2. Obtain the list of claims, individual claim forms, claims processing, and inspection checklists for the day from the Warehouse manager.	3	5	-	1
	PC3. Analyse any pending claims and check how they are included in the schedule.	3	5	-	1
	PC4. Review all the claims received and identify priorities (if any) among claims.	3	5	-	1
	PC5. Categorise the claims received according to the incident, criticality, priority, location, value, etc.	3	5	-	1
	PC6. Acquire all the documents submitted along with the claims, such as invoices, transportation receipts, dispatch lists, etc.	3	5	-	1

	PC7. Collect and wear all the necessary Personal Protective Equipment (PPE) as required by the product or the environment.	3	6	-	1
	PC8. Gather the camera and testing equipment required, such as vernier callipers, screw gauges, densimeters, etc.	3	6	-	-
	PC9. Inspect the camera and testing equipment to ensure that they are in good working condition	3	6	-	1
	PC10. Perform a trial run and make configuration adjustments to ensure the testing equipment is ready.	2	6	-	1
	PC11. Check for any existing CCTV footage captured during the incident and collect it from relevant security personnel/department.	1	6	-	1
	NOS Total	30	60	-	10
Inspect goods and validate claims	PC1. Check the reason in the claim form and visually inspect the quarantined goods.	1	4	-	1
	PC2. Use the testing equipment to verify the accuracy of the claim or refer it to the quality assurance team if required.	2	4	-	-
	PC3. Note down the results of the tests and fill out inspection checklists.	1	3	--	1
	PC4. Analyse the claim in detail and perform Root cause analysis as required.	2	4	-	-
	PC5. Form a hypothesis on the reason for the damage and the accuracy of the claim and estimate the reimbursable amount.	1	3	-	1
	PC6. Take photographs to use as evidence.	2	3	-	1
	PC7. Interview the claimants, witnesses (if any), clients, suppliers or insurance companies to check the genuineness and the reason for the claim.	2	3	-	-
	PC8. Validate the documents received against the claims.	2	4	-	-
	PC9. Follow up with relevant stakeholders/ departments if any additional documents, such as shipping documents or inventory logs, are required.	2	3	-	1

	PC10. Discuss the cause of damage with workers who are experienced in the area or industry/subject matter experts to validate the hypothesis.	1	3		1
	PC11. Check whether the claims were filed within the allowable period and are not outdated.	2	3	-	-
	PC12. Refer to earlier cases and previous similar claims.	1	3	-	-
	PC13. Investigate each claim based on the documentation, interviews conducted and testing results.	2	3	-	
	PC14. Segregate genuine claims from false claims based on rationale.	1	3	-	1
	PC15. Escalate false or outdated claims to the manager along with the supporting documentation.	1	3	-	1
	PC16. Update the client/claimant on the claim status throughout the claim's analysis process.	1	3	-	-
	PC17. Return any PPE and the testing equipment used to the respective storage rack.	2	3	-	-
	PC18. Have the housekeeping staff dispose of quarantined goods and clean up any spills or breakages while testing.	2	3	-	1
	PC19. Inspect the quarantine area to ensure it is clean and safe.	2	3	-	1
	NOS Total	30	60	-	10
Process claim requests	PC1. Ensure that all the documents required (assessment certificate, invoice/bill, claims and insurance forms, etc.) are in the claims processing checklist.	3	5	-	1
	PC2. Verify the genuineness of the documents received from external sources.	3	5	-	-
	PC3. Confirm that the claim amounts are within the maximum legally permitted range.	3	5	-	1
	PC4. Inform the claimant whether the claim will be processed or not, explain the maximum permissible claim amounts and resolve any other issues.	3	5	-	-

	PC5. Process the claim forms and forward them to the concerned insurance companies, along with evidence and recommendations.	3	5	-	1
	PC6. Prepare detailed reports about the inspection results, claim amounts, etc.	3	5	-	1
	PC7. Prepare a report with reasons why certain claims were considered false.	2	5	-	1
	PC8. Update the stakeholders on difficulties or delays due to formalities or interaction with claimants, government departments, or other agencies.	2	5	-	1
	PC9. Coordinate with the insurance companies with the list of claims still being processed and the reasons for the delay.	2	5	-	1
	PC10. Resolve any clarifications or issues the insurance company raises.	2	5	-	1
	PC11. Escalate the pending cases to the manager if required.	2	5	-	1
	PC12. Follow up with the insurance companies till the claims are settled.	2	5	-	1
	NOS Total	30	60	-	10
Compliance and Record Keeping	PC1. Keep copies of all claim submissions, including claimant details, incident date, and item descriptions.	3	6	-	1
	PC2. Organise all supporting documents such as photographs, shipping records, inventory logs, and purchase orders.	3	6	-	1
	PC3. Retain emails and communication records for each claim, including interactions with claimants, insurance companies and management.	3	6	-	1
	PC4. Store physical records securely, ideally indexed in labelled folders or files, readily accessible for audits and future reference.	3	6	-	1
	PC5. Ensure the documents are organised and readily available for audits and future reference.	3	6	-	1
	PC6. Prepare regular reports summarising claims activity, trends, and outcomes to provide insights for management.	3	6	-	1

	PC7. Analyse data from processed claims to identify patterns or recurring issues.	3	6	-	1
	PC8. Suggest improvements to warehouse practices/operations, inventory management, or training to reduce future claims.	3	6	-	1
	PC9. Adhere to regulatory laws and policies governing insurance claims, such as consumer protection laws, industry standards, and data privacy regulations (e.g., GDPR or General Data Protection Regulation).	3	6	-	1
	PC10. Comply with internal policies for claims processing, including criteria for claim validity, required documentation, and timelines for processing.	3	6	-	1
	PC11. Ensure policy enforcement among internal stakeholders to maintain consistency and fairness in claims handling.	-	-	-	-
	PC12. Prepare reports summarising compliance issues in claims processing and share them with management for oversight.	-	-	-	-
	PC13. Conduct regular reviews of the claims processed to ensure ongoing compliance with policies and regulations, adjusting as necessary.	-	-	-	-
	NOS Total	30	60	-	10
Follow health, safety and security procedures and maintain integrity and ethics at workplace	PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
	PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	1	2	-	-
	PC3. Follow organisation procedures concerning documentation.	1	2	-	-
	PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	1	2	-	1
	PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
	PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	2	2	-	-

	PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	-
	PC8. Undertake periodical preventive health checkups.	1	3	-	1
	PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	1
	PC10. Act immediately during emergencies and move to safety.	2	3	-	-
	PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	2	3	-	1
	PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
	PC13. Follow procedures to rescue victims of fire without endangering self.	2	3	-	1
	PC14. Refrain from indulging in corrupt practices.	2	3	-	-
	PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	2	3	-	1
	PC16. Protect data and information related to business or commercial decisions.	2	3	-	-
	PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	3	-	1
	PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	1	3	-	1
	PC19. Consult senior management when in an ethical dilemma.	1	3	-	-
	PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	1
	PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	1	3	-	-
	PC22. Report any issues with regulatory compliance.	1	3	-	-
	NOS Total	30	60	-	10
Employability Skills	Introduction to Employability Skills	1	1	-	-

(30 Hours)	PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
	Becoming a Professional in the 21st Century	1	3	-	-
	PC3. explain 21st Century Skills such as Self- Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
	Basic English Skills	2	3	-	-
	PC4. speak with others using some basic English phrases or sentences	-	-	-	-
	Communication Skills	1	1	-	-
	PC5. follow good manners while communicating with others	-	-	-	-
	PC6. work with others in a team	-	-	-	-
	Diversity & Inclusion	1	1	-	-
	PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC8. report any issues related to sexual harassment	-	-	-	-
	Financial and Legal Literacy	3	4	-	-
	PC9. use various financial products and services safely and securely	-	-	-	-
	PC10. calculate income, expenses, savings etc.	-	-	-	-
	PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
	Essential Digital Skills	4	6	-	-
	PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
	PC13. use internet and social media platforms securely and safely	-	-	-	-

	Entrepreneurship	3	5	-	-
	PC14. identify and assess opportunities for potential business	-	-	-	-
	PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
	Customer Service	2	2	-	-
	PC16. identify different types of customers	-	-	-	-
	PC17. identify customer needs and address them appropriately	-	-	-	-
	PC18. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & Jobs	1	3	-	-
	PC19. create a basic biodata	-	-	-	-
	PC20. search for suitable jobs and apply	-	-	-	-
	PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
	Grand Total	170	330	-	50

Annexure: Assessment Strategy

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

1. Assessment System Overview:

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

2. Testing Environment:

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

3. Assessment Quality Assurance levels/Framework:

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

4. Types of evidence or evidence-gathering protocol:

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

5. Method of verification or validation:

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

6. Method for assessment documentation, archiving, and access

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

On the Job (OJT assessment applicable):

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

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

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