

QUALIFICATION FILE - Key Accounts Management Executive - Courier

☒ 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: 5

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	Key Accounts Management Executive - Courier										
2.	Sector/s	Logistics										
3.	Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options ☐ OEM	NQR Code & version of the previous qualification: 2022/TLW/LSC/06864 & V3.0	Qualification Name of the previous version: Key Consignor Executive									
4.	a. OEM Name b. Qualification Name (Wherever applicable)	Key Accounts Management Executive - Courier										
5.	National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-05-TW-03634-2025-V2-LSC & V4.0	6. NCQF/NSQF Level: 5									
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	Key Accounts Management Executive - Courier plays a crucial role in developing and nurturing relationships with key clients to drive business growth. They are also known as Key Account assistant managers or Key Consignor Executives. Individuals in this role who work closely with key clients are responsible for maintaining relationships with existing key clients and resolving their issues, identifying prospective key clients, and developing business opportunities with them. They are an integral part of the sales team and manage the relationships with several key clients of an organisation.										
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 UG degree</td> <td>1 Year of relevant experience in supply chain or sales.</td> </tr> <tr> <td>2</td> <td>Completed 2-year diploma after 12th</td> <td>2 Years of relevant experience in supply chain or sales.</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)	1	Completed UG degree	1 Year of relevant experience in supply chain or sales.	2	Completed 2-year diploma after 12th	2 Years of relevant experience in supply chain or sales.
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)										
1	Completed UG degree	1 Year of relevant experience in supply chain or sales.										
2	Completed 2-year diploma after 12th	2 Years of relevant experience in supply chain or sales.										

		<table border="1"> <tr> <td>3</td><td>Completed 3-year diploma after 10th</td><td>3 Years of relevant experience in supply chain or sales.</td></tr> <tr> <td>4</td><td>12th Grade pass</td><td>5 Years of relevant experience in supply chain or sales.</td></tr> <tr> <td>5</td><td>Previous relevant Qualification of NSQF Level 4.0</td><td>3 years of relevant experience in supply chain or sales.</td></tr> </table>	3	Completed 3-year diploma after 10th	3 Years of relevant experience in supply chain or sales.	4	12th Grade pass	5 Years of relevant experience in supply chain or sales.	5	Previous relevant Qualification of NSQF Level 4.0	3 years of relevant experience in supply chain or sales.										
3	Completed 3-year diploma after 10th	3 Years of relevant experience in supply chain or sales.																			
4	12th Grade pass	5 Years of relevant experience in supply chain or sales.																			
5	Previous relevant Qualification of NSQF Level 4.0	3 years of relevant experience in supply chain or sales.																			
		b. Age: 21 years																			
10.	Credits Assigned to this Qualification <i>(as per National Credit Framework (NCrF))</i>	19	11. Common Cost Norm Category (I/II/III) <i>(wherever applicable): II</i>																		
12.	Any Licensing Requirements for Undertaking Training on This Qualification <i>(wherever applicable)</i>	NA																			
13.	Training Duration by Modes of Training Delivery <i>(Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</i>	☒ 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>210</td><td>330</td><td>30</td><td></td><td>570</td></tr> <tr> <td>Online</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <i>(Refer Blended Learning Annexure for details)</i>		Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	210	330	30		570	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																
Classroom (offline)	210	330	30		570																
Online																					
14.	Aligned to NCO/ISCO Code/s <i>(if code is not available, then mention the same)</i>	NCO-2015/3322.0601																			
15.	Progression Path After Attaining the Qualification <i>(Please show Professional and Academic progression) (wherever applicable)</i>	Courier Manager																			
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: Locomotive 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 <i>(Specify the NOS/Module which covers it), wherever applicable</i>	☐ 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 <i>(In case of CS or MS, provide details of both Lead AB & Supporting ABs)</i>	Name: Ms. Reena Murray Email: reena@lsc-india.com Contact No.: 044 4851 4607 Website: www.lsc-india.com	
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 Key Accounts Management Executive - Courier	Bridge module	Non-core	5	1	20	10	-	-	30	0	0	-	0	0	0
2	Acquire new key account clients	LSC/N1502 & V1.0	Core	5	3	30	60	-	-	90	30	60	-	10	100	15

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)
3	Maintain key account client relationship	LSC/N1503 & V1.0	Core	5	3	30	50	10	-	90	30	60	-	10	100	15
4	Provide customer support and resolve complaints	LSC/N1504 & V1.0	Core	5	3	30	50	10	-	90	30	60	-	10	100	15
5	Manage key consignor sales activities	LSC/N1505 & V1.0	Core	5	2	20	30	10	-	60	30	60	-	10	100	15
6	Manage project cargo and exigencies	LSC/N1506 & V1.0	Core	5	3	30	60	-	-	90	30	60	-	10	100	20
7	Follow health, safety, and security procedures and maintain integrity and ethics at the workplace	LSC/N9911 & V1.0	Core	5	2	20	40	-	-	60	30	60	-	10	100	15
8	Employability Skills (60 Hours)	DGT/VSQ/N 0102 & 1.0	Non-Core	5	2	30	30	-	-	60	20	30	-	-	50	5
	Duration (in Hours) / Total Marks				19	210	330	30	-	570	200	390	-	60	650	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) (as per NCVET guidelines)	Any degree + 2 years of relevant industrial experience specifically in courier/ express 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) (as per NCVET guidelines)	Any degree + minimum 5 years of experience in the logistics industry, specifically in courier/ express services Certified for Job Role: "Key Accounts Management Executive - Courier" mapped to QP: "LSC/Q3035, v4.0". Minimum accepted score is 80%
3.	Tools and Equipment Required for the Training	☒ Yes ☐ No (If "Yes", details to be provided in Annexure)
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) (as per NCVET guidelines)	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) (as per NCVET guidelines) wherever applicable	Any degree + 2 years of relevant industrial experience Certified for Job Role: "Key Accounts Management Executive - Courier" mapped to QP: "LSC/Q3035, v4.0". Minimum accepted score is 80%

3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 5 years of 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) AA 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. 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 (<i>Mandatory</i>)	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: - generate sales plan and business development opportunities by obtaining relevant data/information - analyse lead characteristics and devise customized strategies for lead conversion on a timed manner	The process is based on generating sales plan and business development opportunities by obtaining relevant data/information from the organization's internal knowledge base to identify market trends. S/he has to allocate time for relationship building and business development activities by assessing daily / weekly targets. The job holder has to get the existing clients list from company's sales database and prioritize based on the previous relationship to meet client in person to explain new service offerings, benefits and also request feedback for current services offered. S/he has to generate sales through business development from the list of prospective clients available in company's sales database. S/he has to analyse lead characteristics and devise customized strategies for lead conversion on a timed manner. S/he has to contribute strategic information to the regional/national sales team.	5
Professional and Technical Skills/ Expertise/ Professional Knowledge	S/he would have knowledge of - the company and all services offered, types of documentation used in organization, nature of the marketing/sales products - Customer Relationship Management (CRM) software	The job holder has to have a clear understanding and extensive knowledge of the company and all services offered, types of documentation used in organization, nature of the marketing/sales products carried along for sales and promotional activities. S/he has to possess knowledge on to use the computer for electronic documentation of information, Customer Relationship Management (CRM) software to capture customer feedback	5

		and draw analysis. S/he has to be aware of processes and differences in processes across clients/products and advanced sales processes.	
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	Recall and demonstrate the ability to - plan and organize on the scheduled time limits - act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations while making decisions	The job holder has to cognitively plan and organize on the scheduled time limits to prioritize and execute tasks as well as flexible to re-assess schedule in case of delays/additional orders. S/he has to act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations while making decisions. S/he has to possess good customer service orientation, handle customers with patience, adaptability and persuasiveness. S/he has to identify trends / common causes for errors and suggest possible solutions to the regional / national sales manager. S/he has to be analytical to assess client business needs and priorities to build apt solutions.	5
Broad Learning Outcomes/Core Skill	- communication skills - writing skills	The job holder has to communicate effectively and politely with customers and strategically with sales team to improve on the business closures. S/he has to be more diplomatic and assertive as they will be face of the company in explaining the products, services offered and listening to the queries raised by the existing clients. S/he has to possess the ability of writing clear and effective mails in order to get more business from the clients and to develop promotional material as well as create documents for internal understanding/use for the sales team. S/he has to prepare detailed reports to the management by summarizing the meeting had with the various existing & new clients and strategical plan to retain the existing customers.	5

Responsibility	The individual is responsible for: - maintaining relationships with existing key clients, identifying prospective key clients, develop business opportunities with them - preparing for the sales meetings by assessing daily / weekly targets achieved by the sales team	The job holder are responsible for maintaining relationships with existing key clients, identifying prospective key clients, develop business opportunities with them. S/he has to generate sales plan and do business development opportunities for the organization from the existing clientele database. S/he has to prepare for the sales meetings by assessing daily / weekly targets achieved by the sales team. S/he has to build the relationship with the existing client by meeting them frequently to hear their feedback on the present services rendered and improvising on the same to acquire more business. S/he has to follow up with the prospective clients and build market intelligence to track sales process.	5
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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.	Printers	Standard Make	2
3.	Stationery	Standard Make	5
4.	PPE	Standard Make	2
5.	System tools	Standard Make	2
6.	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
7.	Demo videos of CRM software tools, shipment tracking portal, Videos about	Standard Make	NA

	Net Promoter Scores (NPS), effective negotiation.		
8.	Printouts of IATA HAZMAT codes, sample contracts, MOUs, SOPs, AWB and shipping documents	Standard Make	15
9.	Sample forms, Worksheets	Standard Make	15

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.	EPT Global Logistics Private Limited	Dr. Darshan Mashroo	Director	G - 509, Titanium City Centre, Satellite, Ahmedabad - 380015			
2.	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			
3.	Om Logistics Ltd	Chirag Sehgal	HRD _ Manager	130, Transport Center, Punjabi Bagh, New Delhi - 110035			
4.	Flyjac Logistics Pvt. Ltd.	Madhava Priyan.M.P	VP - HR & OD	No: 25-32, Readymade Garment Complex, SIDCO			

				Industrial Estate, Guindy, Chennai - 600032			
5.	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			
6.	AGX India Logistics Pvt. Ltd.	Magesh	Founder & Business Head	New NO. 36, Old No. 73, West Madha Church Road, Royapuram, Chennai-600 013.			
7.	Allcargo Logistics Limited	Chandrakant Patil	Sr. Manager CSR	6th Floor, Allcargo House, CST Road, Santacruz (E), Mumbai - 400098.			
8.	Jasvant B. Shah	Samir J.Shah	Partner	Ambica Chamber, B/h. Old High Court, Navrangpura, Ahmedabad – 380009			
9.	Star freight private limited	Samir J.Shah	Director	Ambica Chamber, B/h. Old High Court, Navrangpura, Ahmedabad – 380009.			
10.	Denken Global supply chain	Shyamsundar CK	Director	5, Avvaiyar Street, Meenambakkam, Chennai 600023,			
11.	S2V Sakman India Services	Sai Kumar	Managing Director	D-804 Dheeraj Hill View Tower, Siddharth Nagar, Borivali E, Mumbai 400 066			
12.	Mahindra Express services	Pravin Francis	Senior Manager	Mahindra Towers, P. K. Kurne Chowk, Worli Mumbai.			
13.	Gaerish Logistics Pvt Ltd	Wesley Prasad	Manager - HR	60 (Old No. 5), Thomas Nagar Little Mount, Chennai - 600 015			

14.	Apeksha Logistics Pvt Ltd	Geetha Bhaskar	Director - HR and Finance	# 1,5, Country Nest,4th Cross, BSF STS Road, Kattigenahalli, Bangalore 64			
15.	FM India Supply Chain Pvt Ltd	Sunil Deshmukh	AGM - HR	Amar Business Zone, C1501-4, Swati Park, Veerbhadra Nagar, Baner, Pune, Maharashtra 411045			
16.	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			
17.	Cargomen Logistics India Private Limited	Kamal Jain	Director	1-10-98/33 My Project Kamdhenu ,Dwarakadas colony , Begumpet Hyderabad-500016			
18.	Tulsidas Khimji Pvt Ltd	Pinakin Pandya	VP - Sales	Devnandan Mega Mall, Opp Sanyas Ashram, Ashram Road, Ahmedabad 380006			
19.	Even Livelihoods Pvt Ltd	Prerna Kaushik	People operations	656, Lane no 4, Westend Marg, Saket, New Delhi, Delhi - 110030			
20.	Snowman Logistics Ltd	Rajni Aarya	DGM - HR	4 th Floor, Prius Platinum, District centre Saket, New Delhi - 110017			
21.	Inflamed life	K Karthikeya	Director	9-147,Opposite Siddartha Public School, Vissannapeta, District Krishna, State Andhra Pradesh,PIN code 521215			

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	750	720	300	250	120	90
2026-27	780	745	350	300	150	120
2027-28	820	780	380	310	180	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	0	0	0									
3.0	2022-23	0	0	0									
3.0	2023-24	614	41	35									

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
Acquire new key account clients	PC1. Analyse the current trends, latest technologies or updates in the market by extracting key facts from formal and informal sources.	1	2	-	0.5
	PC2. Engage actively in forums and discussions to stay informed about any changes in industry practices and developments.	1	2	-	-
	PC3. Stay current with relevant laws and regulations that may affect the organisation.	1	2	-	0.5
	PC4. Compare the various elements with the current services provided by the organisation.	1	2	-	-
	PC5. Classify the value-added services that can be offered and propose them to management with details on how they can create an impact.	1	2	-	0.5
	PC6. Evaluate new market opportunities and determine how they can be leveraged for the organisation's benefit.	1	2	-	-
	PC7. Identify competitors, their key clients, and how their activities are evolving.	1	2	-	0.5
	PC8. Maintain constant familiarisation of service offerings and developments in the organisation and the industry.	1	2	-	-
	PC9. Develop a sales plan and other business development initiatives.	1	2	-	0.5
	PC10. Obtain relevant data/information from the organisation's internal knowledge base, CRM database, and other sources (social media, email, content marketing, etc.).	1	2	-	-
	PC11. Review the data and generate a list of prospective clients.	1	2	-	0.5
	PC12. Contact leads using appropriate modes of communication and at frequencies specified in the sales plan	1	2	-	0.5
	PC13. Analyse the lead characteristics and devise customised strategies for lead conversion	1	2	-	-
	PC14. Record new business development activities and lead responses on the CRM database	1	2	-	0.5

PC15. Contribute strategic information to the regional/national sales team, including key results from previous calls, updates on current target accounts and a review of the following week's key upcoming calls.	1	2	-	-
PC16. Keep track of daily sales development and relationship-building activities.	1	2	-	0.5
PC17. Prioritise the customers for contact based on the possibility of lead conversion.	1	2	-	0.5
PC18. Contact customers to fix up appointments for in-person meetings.	1	2	-	-
PC19. Give a brief explanation of the company and its offerings to the customer.	1	2	-	0.5
PC20. Enquire about customers' requirements and analyse the best courier service offering possible.	1	2	-	-
PC21. Recommend services with features and explain the benefits.	1	2	-	0.5
PC22. Provide data-driven insights like shipping trends, efficiency improvements, and cost savings.	1	2	-	-
PC23. Demonstrate technical advantages such as easy-to-use online booking systems, automated alerts, inventory management integration, API integration with their systems for real-time data flow, etc.	1	2	-	0.5
PC24. Highlight if any eco-friendly practices are offered, such as green logistics, electric vehicles, or carbon neutral deliveries.	1	2	-	0.5
PC25. Showcase success stories or testimonials from similar clients in their industry to build credibility	1	2	-	-
PC26. Propose customised courier services packages that align with customer needs and costs and send a formal proposal.	1	2	-	0.5
PC27. Consider offering discounted or free trials for certain services, such as express delivery, free pickup service, or real-time tracking for a limited time.	0.5	1	-	-

	PC28. Perform effective negotiation, if required, with terms such as Cost, Contract length, Payment terms, Contract volume, VAS, Delivery/implementation timing, etc.	0.5	1	-	0.5
	PC29. Request the customer to give adequate time to inquire with the Key Accounts sales manager about a revised service cost and payment terms if negotiation fails.	0.5	1	-	-
	PC30. Use persuasive techniques to encourage leads to make a purchase decision.	0.5	1	-	0.5
	PC31. Implement lead conversion strategy in a timed manner	0.5	1	-	0.5
	PC32. Perform contract management after the lead is converted.	0.5	1	-	-
	PC33. Collect payment details of customers/organisations.	0.5	1	-	0.5
	PC34. Follow up after the sale to ensure satisfaction, encourage repeat business, and ask for referrals.	0.5	1	-	-
	PC35. Record new business development activities and lead responses on the CRM database.	0.5	1	-	0.5
	NOS Total	30	60	-	10
Maintain key account client relationship	PC1. Obtain a list of existing clients assigned by the Key Account Manager.	1	3	-	1
	PC2. Prioritise the clients for contact based on the previous relationship-building calls made to each of them	2	4	-	-
	PC3. Meet with the clients in person and inquire about their goals, challenges, and feedback on current services offered.	1	4	-	1
	PC4. Irrespective of the outcome, take note of the client's feedback before leaving	2	4	-	-
	PC5. Stay in touch with clients regularly through calls, emails, or meetings and adapt to clients' schedules and preferred communication methods	1	3	-	1
	PC6. Appreciate customers' continued business through thank-you emails, special offers, or gestures like personalised gifts or loyalty rewards.	2	3	-	1

PC7. Suggest complementary services, upgrades, or new shipping solutions that could enhance the client's experience or help them achieve their goals.	2	3	-	-
PC8. Offer valuable insights into market trends, industry developments, or new technologies that may impact their business.	2	3	-	-
PC9. Regularly ask clients for feedback on your products, services, and overall performance.	2	3	-	1
PC10. Create loyalty programs or incentives for long-term clients to encourage repeat business and foster deeper relationships	1	3	-	1
PC11. Offer clients exclusive invites to webinars, product launches, or industry events where they can network and learn.	2	3	-	-
PC12. Use CRM tools to track client interactions, purchase history, preferences, and key milestones.	1	3	-	-
PC13. Measure and assess client satisfaction regularly using Net Promoter Scores (NPS), customer satisfaction surveys, customer retention rate, churn rate, or other metrics to gauge the relationship's health.	2	3	-	-
PC14. Offer training or resources to help the client utilise services.	1	3	-	1
PC15. Ensure that the existing contracts meet specific business needs, offering customised pricing, service levels, or delivery terms.	1	3	-	1
PC16. Address any change in scope or pricing through formal amendments to the contract.	1	3	-	-
PC17. Check the expiry of existing contracts and arrange for the renewal process.	2	3	-	-
PC18. Initiate negotiations, if applicable, well before the contract expires, review terms, adjust pricing, and update if any new elements.	2	3	-	1
PC19. Ensure the termination process is smooth if the contract is not renewed and the client receives any required final deliverables or support.	2	3	-	1

	NOS Total	30	60	-	10
Provide customer support and resolve complaints	PC1. Act as the customer's primary point of contact and value the client's preferences, needs, and goals.	2	3	-	0.5
	PC2. Offer 24/7 support for key clients through various means, such as real-time tracking notifications, proactive alerts, a helpline number, etc., especially those in industries with time-sensitive shipments (e.g., e commerce or healthcare).	2	3	-	0.5
	PC3. Check the consignment's current status using online tracking tools and ensure that it is updated regularly.	2	3	-	0.5
	PC4. Confirm whether the consignment is progressing and whether the event milestones have been reached as per schedule.	2	3	-	0.5
	PC5. Check the reason for the delayed consignment at a transit hub and when the shipment will move, and file a complaint if necessary.	2	3	-	0.5
	PC6. Confirm the updated last transit point and contact the concerned hub to find out the status in case of delay.	2	3	-	0.5
	PC7. Follow up regularly with the concerned transportation/ carrier/ handler/ delivery centre department regarding the shipment's current status and match that with the online tracking.	2	3	-	0.5
	PC8. Update the client regularly about the shipment status and provide additional information about any changes in the transit time, contingencies, etc.	2	3	-	0.5
	PC9. Identify and assess potential risks that could threaten the relationship, such as industry downturns, market changes, or internal issues at the client's end.	1	3	-	0.5
	PC10. Proactively look for potential issues affecting key clients' experiences (e.g., shipping volume spikes due to holiday seasons or product launches) and prepare in advance to handle the increased demand.	1	3	-	0.5
	PC11. Create contingency plans for delays, supply chain disruptions, or unexpected problems.	1	3	-	0.5

	PC12. Establish a clear escalation process for handling issues or disputes.	1	3	-	0.5
	PC13. Acknowledge the problem once raised by the customer and apologise for any inconvenience.	1	3	-	0.5
	PC14. Request Detailed Information, perform basic checks, and provide a timeline for resolution.	1	3	-	0.5
	PC15. Investigate the complaint and perform Root Cause analysis if required.	1	3	-	0.5
	PC16. Propose an Effective Solution tailored to the specific complaint and the client's expectations, e.g. Compensation or Reshipment for lost/ damaged goods.	1	3	-	0.5
	PC17. Offer alternative solutions such as discounts or credit if the client's preferred solution is impossible.	1	3	-	0.5
	PC18. Keep the client updated throughout the resolution process	1	3	-	0.5
	PC19. Ensure that the agreed-upon solution is documented and timely action is taken.	1	3	-	-
	PC20. Improve processes by implementing changes in procedures, whether that involves improving packaging standards, refining communication channels, or training staff in better handling practices.	1	1	-	0.5
	PC21. Confirm with the client once the issue has been resolved to ensure they are satisfied with the outcome and the resolution.	1	1	-	-
	PC22. Assist the client in processing an insurance claim for reimbursement if the shipment was insured.	1	1	-	0.5
	NOS Total	30	60	-	10
Manage key consignor sales activities	PC1. Gather the details of the shipment from the customer, including SLI (Shipper's Letter of Instruction), packing list, certificate of origin, commercial invoice, customs approval to export (let export) and other relevant documents where appropriate	2	3	-	1

PC2. Ensure that the shipment is permitted to be carried out without any restrictions or limitations and securely packed for carriage and destination norms.	2	3	-	1
PC3. Make a booking for pickup of consignments with appropriate codes, destination, shipment details, weight, dimensions, content, etc. and the requested timeslot in the booking software.	1	3	-	1
PC4. Communicate the expected pickup time, ETA, and any potential delays or factors that might affect the delivery schedule, customs clearance process at the origin and destination, etc.	1	3	-	1
PC5. Advise of any additional documentation required for customs purposes and issue an AWB (Airway Bill) copy to the customer once the shipment is picked up.	1	3	-	1
PC6. Analyse data on consignor sales volume, market trends, and seasonal demand fluctuations to forecast future sales and identify areas where improvements can be made (e.g., reducing return rates or increasing sales volume).	1	3	-	0.5
PC7. Identify areas where the consignor may need additional support or services, such as inventory management, logistics, customer service, or even marketing issues.	1	3	-	-
PC8. Categorise the customer needs based on volume, product types, or growth potential to offer more targeted cross-sell and up-sell opportunities.	1	3	-	0.5
PC9. Identify upselling opportunities and offer higher-value, premium versions of the consignor's current products. For example, if the consignor regularly consigns a certain volume of goods, suggest increasing their order size to receive better pricing or offer bulk deals on complementary products.	2	3	-	-
PC10. Offer demonstrations or samples during a new service or product trial period.	2	3	-	0.5

	PC11. Provide personalised consultations or business reviews to discuss other products or services that could benefit the consignor.	2	3	-	-
	PC12. Set up automated reporting for key data points (e.g., weekly sales, stock updates, pending payments) and relevant external systems that can be sent directly to consignors, internal teams, and managers. For up-to-date tracking and reporting, set up real-time syncing between the MIS and relevant external systems (such as third-party logistics providers or financial institutions).	2	3	-	0.5
	PC13. Implement features for analysing historical sales data and forecasting future demand, allowing the consignor to adjust inventory and marketing strategies accordingly.	2	4	-	0.5
	PC14. Ensure the MIS supports seamless order processing and tracking, from initial order creation through delivery and post-delivery returns.	2	4	-	0.5
	PC15. Set Up Automated Financial and Payment Tracking Alerts & Notifications based on consignment agreements, containing sales thresholds met, outstanding balances, payment due dates, etc.	2	4	-	0.5
	PC16. Train key stakeholders, including consignors, internal teams, and managers, to ensure they understand how to use the MIS effectively.	2	4	-	0.5
	PC17. Ensure the MIS system complies with relevant industry regulations (e.g., tax laws, trade regulations, or customs documentation).	2	4	-	0.5
	PC18. Implement strong data security measures, such as encryption, access control, and regular security audits, to protect sensitive information, like sales data, payment details, or inventory levels.	2	4	-	0.5
	NOS Total	30	60	-	10
Manage project cargo and exigencies	PC1. Analyse the client's project requirements and assess the specific cargo characteristics (size, weight, fragility, etc.).	1	2	-	0.5

	PC2. Collaborate with internal teams to identify the best transportation routes, modes of transport (road, rail, sea, air), and any special equipment needed (cranes, heavy-lift trailers, etc.).	1	2	-	-
	PC3. Create and manage detailed project timelines, ensuring all shipments are timely, including any time-sensitive deliveries or critical milestones.	1	2	-	0.5
	PC4. Maintain regular communication to update the client on the status of shipments, any issues, and progress toward deadlines.	1	2	-	-
	PC5. Quickly address any challenges (such as customs issues, delays, or unforeseen complications) and inform the client of solutions.	1	2	-	0.5
	PC6. Manage the transportation of goods closely with third-party logistics providers, freight forwarders, shipping lines, and handling companies.	1	2	-	-
	PC7. Ensure all relevant documentation (shipping manifests, customs paperwork, permits, etc.) is prepared, accurate, and complies with international trade regulations.	1	2	-	0.5
	PC8. Identify and mitigate potential risks of transporting high-value or sensitive cargo, including insurance, security, and handling concerns.	1	2	-	-
	PC9. Verify compliance with all international, national, and local regulations for importing and exporting goods, including customs clearance, permits, and tariffs.	1	2	-	0.5
	PC10. Confirm the necessary heavy-lift equipment, cranes, or special handling tools are available and coordinated for the cargo.	1	2	-	-
	PC11. Arrange temporary warehousing or storage solutions before shipment or upon arrival, if necessary.	1	2	-	0.5
	PC12. Continuously track shipments' progress from origin to the final destination in real-time and provide regular status reports	1	2	-	-

	to the client, highlighting key milestones, challenges, and solutions.				
	PC13. Ensure the project cargo is delivered to the correct location and seek client feedback to improve future project handling.	1	2	-	0.5
	PC14. Collect the photos and inform the relevant hub to examine the extent if a shipment is updated as damaged in transit.	1	2	-	-
	PC15. Inform the customer and get his consent to repack if the packaging is damaged and the shipment's contents are intact.	1	2	-	0.5
	PC16. If the shipper/ consignee is not fine with further connecting the repacked shipment, coordinate to have it returned to its origin or stored until further instruction.	1	2	-	-
	PC17. Coordinate with the customer for further instructions/ repair/ return/ scrap, etc., if the entire shipment, including its contents, is damaged.	1	2	-	0.5
	PC18. Follow the lost shipment process if the status is not updated for more than 24 hours.	1	2	-	-
	PC19. Initiate the searching process and check with the last updated hub for status updates.	1	2	-	0.5
	PC20. Check manually with the transit hubs for the shipment's status, and if the shipment has left a transit hub and has not reached the next hub/ station, track it with transport equipment identifiers (e.g., shipping container number/ULD/rail car IDs).	1	2	-	-
	PC21. Start the manual searching process if the shipment is still untraceable with the master tracking IDs, and coordinate with the ground-level staff, such as drivers, loaders, cargo handlers at transshipment hubs, etc.	1	2	-	0.5
	PC22. Check for CCTV footage, lost and found hub, unlabeled shipments, etc., as per the SOP set up with the carriers.	1	2	-	-
	PC23. Verify with the consignee whether the shipment is delivered or reached the destination without updating the tracking details.	1	2	-	0.5

PC24. If the shipment is declared lost, File for insurance or claim according to the SOP signed with the carrier and perform root cause analysis if required.	1	2	-	-
PC25. Consider a shipment under transit delay if it does not move as scheduled and eventually affects or postpones the ETA.	1	2	-	0.5
PC26. Investigate with the carrier why the shipment has not moved as planned and whether the reason is due to negligence by the carrier/ handler, e.g., lack of loaders/ MHE, space constraints due to failed bookings, infrastructure failures, etc.	1	2	-	-
PC27. Escalate the situation according to the SOP/ matrix received from the carrier and file for a claim if required.	1	2	-	0.5
PC28. Ensure that the shipment is connected through the next possible connection.	1	2	-	0.5
PC29. If the shipment is delayed due to uncontrollable scenarios from the customs end, like physical inspection, congestion at the port, change of officers, revision of acts, etc., keep the shipper, consignee, and other stakeholders informed.	1	2	-	0.5
PC30. Plan the next connection according to the anticipated clearance date and inform the next carrier.	1	2	-	0.5
PC31. Check with the transit hub/ handler for safe storage of the shipment and the cost for the same; if the transit is delayed due to unforeseen circumstances like natural disasters, War/ like operations, technical failures/ vehicle breakdowns/ epidemics, strikes, government directions or force majeure, etc.,	-	-	-	0.5
PC32. Coordinate with the shipper, consignee/ stakeholders, etc., regarding the next action plan if the delay is more than anticipated and the situation remains unclear.	-	-	-	0.5
PC33. If the shipment is delayed due to Accidents, road construction, inclement weather en route, road debris, rush hour congestion, etc., check with the carrier on the next plan for compensating the loss of transit time and update the stakeholders accordingly.	-	-	-	0.5
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.	2	3	-	1
	PC3. Follow organisation procedures concerning documentation.	1	2	-	-
	PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	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.	1	3	-	-
	PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
	PC8. Undertake periodical preventive health checkups.	1	3	-	1
	PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	
	PC10. Act immediately during emergencies and move to safety.	2	2	-	1
	PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-
	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.	1	2	-	1
	PC14. Refrain from indulging in corrupt practices.	2	3	-	-
	PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
	PC16. Protect data and information related to business or commercial decisions.	1	3	-	-

	PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
	PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
	PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
	PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
	PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
	PC22. Report any issues with regulatory compliance.	2	4	-	1
	NOS Total	30	60	-	10
Employability Skills (60 Hours)	Introduction to Employability Skills	1	1	-	-
	PC1. identify employability skills required for jobs in various industries	-	-	-	-
	PC2. identify and explore learning and employability portals				
	Constitutional values – Citizenship	1	1	-	-
	PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. follow environmentally sustainable practices				
	Becoming a Professional in the 21st Century	2	4	-	-
	PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
	PC6. practice the 21st Century Skills such as Self-Awareness, Behavioral Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-

Basic English Skills	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal setting	1	2	-	-
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-

	PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
	PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
	Entrepreneurship	2	3	-	-
	PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research				
	PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
	Customer Service	1	2	-	-
	PC26. identify different types of customers	-	-	-	-
	PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	PC28. follow appropriate hygiene and grooming standards	-	-	-	-
	Getting ready for apprenticeship & Jobs	2	3	-	-
	PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
	PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
	PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
	PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
	PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
	NOS Total	20	30	-	-
	Grand Total	200	390	0	60

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