CURRICULUM

FOR THE TRADE OF

ORDER PROCESSING EXECUTIVE

(E- Commerce)

UNDER

APPRENTICESHIP TRAINING SCHEME

GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT& ENTREPRENEURSHIP
DIRECTORATE GENERAL OF TRAINING

CONTENTS

1. ACKNOWLEDGEMENT

Logistics Sector Skill Council (LSC) sincerely acknowledges with thanks the contribution and cooperation extended by the Industry, State Directorate, Trade Experts and all others to bring out this curriculum for the trade of **Order Processing executive for E-commerce sector** under Apprenticeship Training Scheme.

Special acknowledgement is expended to the following industries/organizations who have contributed valuable inputs in bringing out this curriculum through their expert members:

1. Delhi very
2. Myntra
3. Vulcan
4. Swiggy
5. Amazon
6. Shopclues

2. BACKGROUND

2.1 Apprenticeship Training Scheme under Apprentice Act 1961

The Apprentices Act, 1961 was enacted with the objective of regulating the programme of training of apprentices in the industry by utilizing the facilities available therein for imparting on-the-job training. The Act makes it obligatory for employers in specified industries to engage apprentices in designated trades to impart Apprenticeship Training on the job in industry to school leavers and person having National Trade Certificate (ITI pass-outs) issued by National Council for Vocational Training (NCVT) to develop skilled manpower for the industry. There are five categories of apprentices namely; **trade apprentice, optional trade apprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of trade apprenticesand optional trade apprentices vary from trade to trade. The apprenticeship training consists of basic training followed by practical training. At the end of the training, the apprentices are required to appear in a trade test conducted by NCVT and those successful in the trade tests are awarded the National Apprenticeship Certificate.

The period of apprenticeship training for graduate (engineers), technician (diploma holders and technician (vocational) apprentices is one year. Certificates are awarded on completion of training by the Department of Education, Ministry of Human Resource Development.

2.2   Changes in Industrial Scenario

Recently we have seen huge changes in the Indian industry. The Indian Industry registered an impressive growth during the last decade and half. The number of industries in India have increased manifold in the last fifteen years especially in services and manufacturing sectors. It has been realized that India would become a prosperous and a modern state by raising skill levels, including by engaging a larger proportion of apprentices, will be critical to success; as will stronger collaboration between industry and the trainees to ensure the supply of skilled workforce and drive development through employment. Various initiatives to build up an adequate infrastructure for rapid industrialization and improve the industrial scenario in India have been taken.

2.3   Reformation

The Apprentices Act, 1961 has been amended and brought into effect from 22nd December, 2014 to make it more responsive to industry and youth. Key amendments are as given below:

- Prescription of number of apprentices to be engaged at establishment level instead of trade-wise.

- Establishment can also engage apprentices in optional trades which are not designated, with the discretion of entry level qualification and syllabus.

- Scope has been extended also to non-engineering occupations.

- Establishments have been permitted to outsource basic training in an institute of their choice.

- The burden of compliance on industry has been reduced significantly.

3. RATIONALE

This candidate trained in this job role will be employed in anE-commerce warehousing and delivery setup. The knowledge and skills associated with understanding the customer requirements, coordinating with vendors, evaluating vendor proposals, following up for shipments, deliveries etc. would be crucial for order processing and delivery related activities while concept of order processing and tracking, ensuring timeliness in processing and delivery, scheduling and overwrapping processes will assist in the role of order fulfilment executive. There are different job titles in each of the different types of logistic activities and each has the different importance:

1. The greater degree of relevance of the training with latest advancements of the industry will enhance the employability opportunities.
2. Goods should be secure till it reaches the end user.
3. Able to learn how to handledifferent types of vendors and clients
4. Acquire knowledge of safely handling of products
5. Able to use the computer knowledge for electronic documentation of information and reporting as well as analysing vendor profiles and bids
6. Able to read and use the labelling and packaging instructions in detail on the primary packaging materials for ensuring correct and timely delivery.
7. Schedule and Prioritize plans every day without any delays on both procurement and delivery ends.
8. Able to provide suggestion for logistics and on vendors which shall be improve productivity.
9. Able to understand the technical specificationsof products, that helps procurement and delivery of high quality goods.
10. Exposure to regulations, use of work equipment, maintenance, control of substances hazardous to health with respect to Safety and Security aspects.

11. Exposure to Validate the relevant data obtained by cross-verification
12. Assess what is to be done to resolve the issue.
13. Ability to understand the additional information required and contact details of the relevant personal in the department.
14. Ability to manage expectations.
15. Able to communicate and behave in a professional manner when dealing with customers, colleagues and supervisors.
16. Knowledge of Risk and impact of not following defined procedures/work instructions.
17. Able to understand clearly and gaining extensive knowledge of the company, services offered and related solutions to problems.
18. Exposure to Reporting and documentation.
19. Ability to carry out basic organizational procedures in resolving the query and updating the unsolved query to suit requirements.
20. Ability to understand and maintain health, safety and security standards during delivery management

4. JOB ROLE

Brief description of Job role:

Order processing is backend operations in E-commerce that takes place to ensure timely and correct delivery once the order is placed by the customer. It includes identifying the product and its stock, co-ordinating with vendor if required, providing instructions for its packaging, and shipment timelines, making it entries into the MIS, etc. An order processing executive is responsible for co-ordinating with stores and vendors on stock availability, ensuring timely pickup and scheduling its delivery.

5. LEARNING OUTCOMES

A. <u>GENERIC OUTCOME</u>

- ❖ Recognize & comply safe working practices, environment regulation and housekeeping.
- ❖ Work in a team, understand and practice soft skills, technical English to communicate with required clarity.
- ❖ Understand and explain the concept in quality tools and labour welfare legislation and apply such in day to day work to improve productivity & quality.
- ❖ Explain energy conservation, global warming and pollution and contribute in day to day work by optimally using available resources.
- ❖ Explain personnel finance, entrepreneurship and manage/organize related task in day to day work for personal & societal growth.
- ❖ Understand and apply basic computer working, basic operating system and uses internet services to get accustomed & take benefit of IT developments in the industry.

B. <u>SPECIFIC OUTCOME</u>

- ❖ Prepare different types of documentation as per industrial need using different methods of recording information.
- ❖ Understanding different activities to be performed in order processing in a sequential order.
- ❖ Develop good appearance and behaviour, practice, tasks as per industry standard and express good communication skill.
- ❖ Prepare and maintain work area and maintain health and safety at the work place.
- ❖ Coordinating with IT team, order request team, Accounts team, Inventory manager, vendors and delivery managers for different activities along the order processing.
- ❖ Carryout the basic checks on products like product match, quantity match, tampering check, physical damage check, etc. prior to order processing
- ❖ Developing daily and weekly reports
- ❖ Plan and organize assigned work
- ❖ Prepare and maintain work area and maintain health and safety at the work place.

- ❖ Explain the various activities in order processing processes
- ❖ Count of physical goods accurately and tracking the reverse logistics shipments received on a daily basis
- ❖ Understanding of the different items stored in the warehouse.
- ❖ Plan and organize assigned work
- ❖ Detect & resolve issues during execution demonstrate possible solutions and agree tasks within the team.
- ❖ Communicate with required clarity and understand technical English.
- ❖ Identify the discrepancy and update the system after getting approvals from the supervisor and explore the risks.

6. GENERAL INFORMATION

1.   Name of the Trade   :   **Order processing Executive (E- Commerce)**

2.   Duration of Apprenticeship Training :   **15 Months**

    (i)   Basic Training   :   03 Months

    (ii)   Practical Training   :   12 Months

3.   Entry Qualification   :Passed 12th class examination under 10+2 system of education or its equivalent.

4.   Selection of Apprentices   :   The apprentices will be selected as per the Apprentices Act amended time to time

5.   Rebate: Trainee pass-outs from PMKVY or MES-SDI

or

Any central Government/state government approved scheme in

              course/trade/module relevant to the proposed optional trade.

Note: *Industry may impart training as per above time schedule, however this is not fixed. The industry may adjust the duration of training considering the fact that all the components under the syllabus must be covered. However the flexibility should be given keeping in view that no safety aspect is compromised and duration of industry training to be remains as 1 year.*

7. COURSE STRUCTURE

Training duration details: -

Time (in months)	1-3	4-15
Basic Training	Block– I	-----
Practical Training (On - job training)	----	Block – II

Components of Training	Duration of Training in Months ➡														
⬇	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Basic Training Block - I															
Practical Training Block - II															

8. SYLLABUS
8.1 BASIC TRAINING (BLOCK – I)
DURATION: 03 MONTHS

GENERAL INFORMATION

1.	Name of the Trade	:	**Order processing Executive**
	(E- Commerce)		

2.   Duration of Basic training   :   03 months/500 hours

Breakup of Basic Training

	a) Theory and Practical	:	390 Hrs
	b) Employability skills	:	110 hrs.

3.   Batch size   :   20

4.   Power Norms   :   4 KW

5.   Space Norms   :   25 Sq. m

6.   Instructor Qualification   :   Degree/Diploma in Engineering or Masters Degreefrom recognized university/Board with one/two-year post qualification experience respectively in relevant field.

7.   Tools, Equipment's & Machinery required   : - As per Annexure – I

BASIC TRAINING (BLOCK – I)

Trade:**Order processing Executive**

(E- Commerce)

8.1.1   DETAIL SYLLABUS OF PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

Sl. No.	Professional Skills (Trade Practical) - 270 hrs	Professional Knowledge (Trade Theory)-120 hrs
1.	**Safety rules and procedures** Identify different type of dangerous goods and associated risks and handle	**Safety rules and procedures** Different type of dangerous goods and associated risks and ways of handling.
2.	Follow the Safety rules and Procedures and Basic of OSHA.	The safety rules and` Procedures to be observed by EOP Executive. Basic of OSHA
3	Follow SOP and the handling procedure in case of mis-happenings.	SOP and the handling procedure in case of mis-happenings
4	Observe Company safety policy inside the company premises. Use PPE properly and avoid wrong usage.	Company safety policy to be observed inside the company premises Proper usage of PPE and its usage. Consequences of wrong usages.
5	Implement 5S	5S and its implementation process
6	Follow healthy /safe work practices and maintain Health, Safety and Security measures While carrying out maintenance activities	Health, Safety and Security measures to be observed while carrying out the maintenance activities by EOP Executive
7.	Watch Video showing demonstration of handling different accidents and follow.	Video showing demonstration of handling different accidents
8	**Understanding of Supply chain logistics** Understand Logistics in a manufacturing setup.	**Understanding of Supply chain logistics** Introduction to Logistics in a manufacturing setup

9.	Make a visit to warehouse and understand supply chain logistics in warehousing, 3PL and 4PL setup – key concepts, key activities to be performed – inbound, warehousing, outbound, delivery management, etc. Perform key roles and associated responsibilities.	Introduction to supply chain logistics in warehousing, 3PL and 4PL setup – key concepts, key activities to be performed – inbound, warehousing, outbound, delivery management, etc. Key roles and associated responsibilities
8.	Watch Video demonstrating various activities in a supply chain setup and follow.	Video demonstrating various activities in a supply chain setup.
9.	**Basics of E-commerce logistics** Perform the activity of E-commerce logistics which includes delivery and pickup models and the overall logistic setup. Watch the Video demonstrating how a reverse logistics activity is conducted and Interview videos of leading companies on reverse logistics. Perform the activities of reverse logistics and play different roles required in the reverse logistics chain.	**Basics of E-commerce logistics** Explain the activity of E-commerce logistics including delivery and pickup models and the overall logistic setup. Reverse logistics, the importance of reverse logistics and the rise of the same. Different roles required in the reverse logistics chain.
10.	Perform the activities associated with order processing. (Identify order request from MIS. Create customer account for new customers. Identify the order requirements and place a processing request in MIS. Notify the customers through system. Update the delivery requirements. Checking with stock. Co-ordinating with vendor.) Carry out various types of order processing. Play different roles and responsibilities associated with order processing	Explaining different activities associated with order processing like identifying order request from MIS, creating customer account for new customers, identifying the order requirements and placing a processing request in MIS, notifying customers through system ,updating the delivery requirements, checking with stock, co-ordinating with vendor, etc. Various types of order processing Different roles and responsibilities associated with order processing

11.	create customer account and generate a ticket online for order processing in the MIS – OMS and WMSselect an existing customer account and generate a ticket online for order processing in the MIS – OMS and WMS Update delivery requirements and payment methods as per customer's order request. Notify the customer regarding the order processing through the system. Update status of various activities once they are conducted	process of creating the customer account ,selection of an existing customer account and generating a ticket online for order processing in the MIS – OMS and WMS. Procedure for updating of delivery requirements and payment methods as per customer's order request. Procedure for Notifying the customer regarding the order and processing through the system and Updating status of various activities once they are conducted
12.	Build relations with vendors. Ensure timely and quality output . Interact with vendors in terms of soft skills. Pass instructions and information to warehouse or vendors regarding shipment and product loading and delivery details. Read the status on MIS - either OMS or WMS. Coordinate with vendors and warehouse regarding order fulfilment time, delays, bottlenecks, etc. Generate internal tickets in case of delays, damages, etc. Update the status in MIS and notify the customer regarding the status.	Basics of vendor behaviour. Explaining the different activities that can help build relations with vendors. Methods to Ensure timely and quality output with timely payments, etc. Explaining ways to interact with vendors in terms of soft skills. instructions and information to warehouse or vendors regarding shipment and product loading and delivery details. Method of Reading the status on MIS - either OMS or WMS Ways of Coordinating with vendors and warehousing regarding order fulfilment time, delays, bottlenecks, etc. Process of generating internal tickets in case of delays, damages, etc. Procedure to Update the status in MIS and notify the customer regarding the status

13.	Carry out required checks prior to processing order. (Whether the payment has been complete and the order request is complete, etc.)	Different checks to be done prior to processing order. (whether the payment has been complete and the order request is complete, etc.)
	Coordinate with accounts and IT teams and ensure the fulfilment of prerequisite for order processing	Steps to coordinate with accounts and IT teams for ensuring the same
	Follow SOP perform order processing in a prescribed manner	Step by step manner to perform order processing Following SOP
	Coordinate with delivery ensure the fulfilment of prerequisite for order processing	Procedure to coordinate with delivery (what information to share, what feedback to collect, etc.)
	Watch the Video demonstrating the various backend activities associated with order processing and follow	Video demonstrating the various backend activities associated with order processing
	Watch the Video of MIS for order processing and follow	Video of MIS for order processing
14.	Watch Video of order processing for e-commerce and follow	Explain different types of reports related to order processing
	Carry out order processing on a dummy MIS system.	Understanding of common MIS used for reporting purpose
	Watch Video on key deadlocks faced and follow good practises to overcome deadlocks.	Procedure to generate daily report of order processing within the MIS.
	Generate different types of reports related to order processing. Use MIS.	Various good practices associated with reporting activities and their benefits.
		Video of order processing for e-commerce
		Dummy MIS system.
		Video on key deadlocks faced

15.	Perform Team activity and individual exercises to understand customer behaviour Watch Video showing entire order processing activity and follow Watch Video showing updating the MIS and follow.	Explain Team activity and customer Behaviour Video showing entire order processing activity Video showing updating the MIS
16	Generate plans and schedules on computer Visit organisation performing entire order processing activity and carry out the entire order processing activity	Procedures for generating plans and schedules on computer Visit to organisation to show entire order processing activity
17	Develop reports, apply filters, look up, pivot tables, etc.	Procedures on developing reports, applying filters, Look up, pivot tables, etc.
	Revision & Internal assessment	**Revision &Internal Assessment**

8.1.2 <u>EMPLOYABILITY SKILLS</u>

<u>GENERAL INFORMATION</u>

1.   Name of the Trade   :**Order Processing Executive (E- Commerce)**

2.   Name of the subject   :   **Employability Skills**

3.   Applicability   :   ATS - Mandatory for fresher only

4.   Hours of Instruction   :   110 Hrs.

5.   Instructor Qualification   :

    i)   MBA/BBA with two years' experience or graduate in sociology/social welfare/Economics with two years' experience and trained in Employability skills from DGT Institute.

<div align="center">And</div>

    Must have studied in English/Communication Skill and Basic Computer at 12th / diploma level

<div align="center">OR</div>

    ii)   Existing Social Study Instructor duly trained in Employability Skills from DGT Institute.

8.1.2.1 DETAIL SYLLABUS OF EMPLOYABILITY SKILLS

Topic No.	Topic	Duration (in hours)
	English Literacy	15
1	**Pronunciation :** Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
2	**Functional Grammar** Transformation of sentences, Voice change, Change of tense, Spellings.	
3	**Reading** Reading and understanding simple sentences about self, work and environment	
4	**Writing** Construction of simple sentences Writing simple English	
5	**Speaking / Spoken English** Speaking with preparation on self, on family, on friends/ classmates, on know, picture reading gain confidence through role-playing and discussions on current happening job description, asking about someone's job habitual actions. Cardinal (fundamental) numbers ordinal numbers. Taking messages, passing messages on and filling in message forms Greeting and introductions office hospitality, Resumes or curriculum vita essential parts, letters of application reference to previous communication.	
	I.T. Literacy	15
1	**Basics of Computer** Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.	
2	**Computer Operating System** Basics of Operating System, WINDOWS, The user interface of Windows OS, Create, Copy, Move and delete Files and Folders, Use of External memory like pen drive, CD, DVD etc., Use of Common applications.	
3	**Word processing and Worksheet** Basic operating of Word Processing, Creating, opening and closing Documents, use of shortcuts, Creating and Editing of Text, Formatting the Text, Insertion & creation of Tables. Printing document. Basics of Excel worksheet, understanding basic commands, creating simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets	

4.	**Computer Networking and INTERNET** Basic of computer Networks (using real life examples), Definitions of Local Area Network (LAN), Wide Area Network (WAN), Internet, Concept of Internet (Network of Networks), Meaning of World Wide Web (WWW), Web Browser, Web Site, Web page and Search Engines. Accessing the Internet using Web Browser, Downloading and Printing Web Pages, Opening an email account and use of email. Social media sites and its implication. Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber-crimes.	
	Communication Skill	**25**
1	**Introduction to Communication Skills** Communication and its importance Principles of Effective communication Types of communication - verbal, non-verbal, written, email, talking on phone. Nonverbal communication -characteristics, components-Para-language Body - language Barriers to communication and dealing with barriers. Handling nervousness/ discomfort. Case study/Exercise	
2	**Listening Skills** Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.	
3	**Motivational Training** Characteristics Essential to Achieving Success The Power of Positive Attitude Self-awareness Importance of Commitment Ethics and Values Ways to Motivate Oneself Personal Goal setting and Employability Planning. Case study/Exercise	
4	**Facing Interviews** Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview	
5	**Behavioral Skills** **Organizational Behavior** Problem Solving Confidence Building Attitude Decision making Case study/Exercise	

		Entrepreneurship skill	15
1		**Concept of Entrepreneurship** **Entrepreneurship**- Entrepreneurship - Enterprises:-Conceptual issue Entrepreneurship vs. Management, Entrepreneurial motivation. Performance & Record, Role & Function of entrepreneurs in relation to the enterprise & relation to the economy, Source of business ideas, Entrepreneurial opportunities, The process of setting up a business.	
2		**Project Preparation & Marketing analysis** Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept & application of Product Life Cycle (PLC), Sales & distribution Management. Different Between Small Scale & Large Scale Business, Market Survey, Method of marketing, Publicity and advertisement, Marketing Mix.	
3		**Institutions Support** Preparation of Project. Role of Various Schemes and Institutes for self-employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non financing support agencies to familiarizes with the Policies /Programs& procedure & the available scheme.	
4		**Investment Procurement** Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
		Productivity	10
1		**Productivity** Definition, Necessity, Meaning of GDP.	
2		**Affecting Factors** Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.	
3		**Comparison with developed countries** Comparative productivity in developed countries (viz. Germany, Japan and Australia) in selected industries e.g. Manufacturing, Steel, Mining, Construction etc. Living standards of those countries, wages.	
4		**Personal Finance Management** Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	
		Occupational Safety, Health & Environment Education	15
1		**Safety & Health** Introduction to Occupational Safety and Health importance of safety and health at workplace.	
2		**Occupational Hazards** Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention.	

3	**Accident & safety** Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
4	**First Aid** Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person	
5	**Basic Provisions** Idea of basic provision of safety, health, welfare under legislation of India.	
6	**Ecosystem** Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
7	**Pollution** Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	
8	**Energy Conservation** Conservation of Energy, re-use and recycle.	
9	**Global warming** Global warming, climate change and Ozone layer depletion.	
10	**Ground Water** Hydrological cycle, ground and surface water, Conservation and Harvesting of water	
11	**Environment** Right attitude towards environment, Maintenance of in -house environment	
	Labour Welfare Legislation	**5**
1	**Welfare Acts** Benefits guaranteed under various acts- Factories Act, Apprenticeship Act, Employees State Insurance Act (ESI), Payment Wages Act, Employees Provident Fund Act, The Workmen's compensation Act.	
	Quality Tools	**10**
1	**Quality Consciousness :** Meaning of quality, Quality Characteristic	
2	**Quality Circles :** Definition, Advantage of small group activity, objectives of quality Circle, Roles and function of Quality Circles in Organization, Operation of Quality circle. Approaches to starting Quality Circles, Steps for continuation Quality Circles.	
3	**Quality Management System :** Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
4	**House Keeping :** Purpose of Housekeeping, Practice of good Housekeeping.	
5	**Quality Tools** Basic quality tools with a few examples	

8.2 PRACTICAL TRAINING (ON-JOB TRAINING)
DURATION: 12 MONTHS

GENERAL INFORMATION

Name of the Trade : **Order processing executive (E-commerce)**

Duration of On-Job Training : 12 months

Instructor Qualification :

i) Degree/Diploma in Engineering or masters from recognized university/Board with one/two-year post qualification experience in the relevant field.

OR

ii) LSC approved E-commerce logistics with three-year post qualification experience in the relevant field.

Infrastructure for On-Job Training: As per Annexure – II

8.2.1 Syllabus for Practical Training/ On the Job Training   Duration – 12 Months

1. Familiarization with the industry. Health, Safety & Environment: Introduction to safety Equipment's and their uses. Demonstration of 5S Concept on shop floor. Use of Personal Protective Equipment's (PPE).

2. Understanding different activities to be performed in order processing in a sequential order.

3. Prepare different types of documentation as per industrial need using different methods of recording information.

4. Develop good appearance and behaviour, practice, tasks as per industry standard and express good communication skill.

5. Prepare and maintain work area and maintain health and safety at the work place.

6. Reading various MIS – OMS, WMS and TMS to check

7. Generating customer accounts and creating order requests in the MIS as well as updating the same

8. Coordinating with IT team, order request team, Accounts team, Inventory manager, vendors and delivery managers for different activities along the order processing.

9. Carryout the basic checks on products like product match, quantity match, tampering check, physical damage check, etc. prior to order processing

10. Developing daily and weekly reports

11. Plan and organize assigned work

12. Detect & resolve issues during execution demonstrate possible solutions and agree tasks within the team.

13. Communicate with required clarity and understand technical English.

14. Identify the discrepancy and update the system after getting approvals from the supervisor and explore the risks.

9. ASSESSMENT STANDARD

9.1 Assessment Guideline:

Appropriate arrangements should be made to ensure that there will be no artificial barriers to assessment. The nature of special needs should be taken into account while undertaking assessment. Due consideration to be given while assessing for team work, avoidance/reduction of scrape/wastage and disposal of scarp/wastage as per procedure, behavioral attitude and regularity in training.

The following marking pattern to be adopted while assessing:

a) Weightage in the range of 60-75% to be allotted during assessment under following performance level:

For this grade, the candidate with occasional guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of an acceptable standard of craftsmanship.

In this work there is evidence of:

- Good skill levels in the use of hand tools, machine tools and workshop equipment
- Many tolerances while undertaking different work are in line with those demanded by the component/job.
- A fairly good level of neatness and consistency in the finish
- Occasional support in completing the project/job.

b) Weightage in the range of above75%- 90% to be allotted during assessment under following performance level:

For this grade, the candidate, with little guidance and showing due regard for safety procedures and practices, has produced work which demonstrates attainment of a reasonable standard of craftsmanship.

In this work there is evidence of:

- good skill levels in the use of hand tools, machine tools and workshop equipment
- The majority of tolerances while undertaking different work are in line with those demanded by the component/job.
- a good level of neatness and consistency in the finish
- little support in completing the project/job

c)   Weightage in the range of above 90% to be allotted during assessment under following performance level:

For performance in this grade, the candidate, with minimal or no support in organization and execution and with due regard for safety procedures and practices, has produced work which demonstrates attainment of a high standard of craftsmanship.

In this work there is evidence of:

- High skill levels in the use of hand tools, machine tools and workshop equipment
- Tolerances while undertaking different work being substantially in line with those demanded by the component/job.
- A high level of neatness and consistency in the finish.
- Minimal or no support in completing the project

10. FURTHER LEARNING PATHWAYS

Employment opportunities:

On successful completion of this course, the candidates shall be gainfullyemployed in the following industries:

1. Warehouses / Stores / Distribution centres / Fulfilment Centre / Mother Hub of E-commerce

2. Courier consolidation Centres

3. Transportation Companies

TOOLS & EQUIPMENTS FOR BASIC TRAINING

INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE

Trade: Order Processing executive(E-commerce)

APPRENTICES TOOL KIT: -

Sl. No.	Name of the items	Quantity (indicative)
1.	Safety Shoes	20 pairs
2.	Safety Helmet	20
3.	Gloves	20 pairs
4.	Reflector Jackets	20
5.	Ear Plugs	20 pairs
6.	Industrial Goggles	20
7.	SOP Charts	20
8.	Safety Norms Handbook	20
9.	Technical specification Sheet	1x 5sets (1 each per MHES type)
10.	Material Safety Data Sheet	20
11.	DO's and Don'ts Sheet	1x 5 sets (1 each per MHES Type)
	Equipment	
1	BAR Scanners and RFID GUNs	05
2	Computers	05
3	Software	05 users

Note: In case of basic training setup by the industry the tools, equipment and machinery available in the industry may also be used for imparting basic training.

INFRASTRUCTURE FOR ON-JOB TRAINING

Trade: Order Processing executive (E-commerce)

Actual training will depend on the existing facilities available in the establishments. However, the industry should ensure that the broad skills defined against On-Job Training part (i.e. 12 months) are imparted. In case of any shortfall, the concerned industry may impart the training in any other industry.

<u>GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS</u>

1. Due care to be taken for proper & inclusive delivery among the batch. Some of the following method of delivery may be adopted:

   A) LECTURE

   B) LESSON

   C) DEMONSTRATION

   D) PRACTICE

   E) GROUP DISCUSSION

   F) DISCUSSION WITH PEER GROUP

   G) PROJECT WORK

   H) INDUSTRIAL VISIT

2. Maximum utilization of latest form of training viz., audio visual aids, integration of IT, etc. may be adopted.

3. The total hours to be devoted against each topic may be decided with due diligence to safety & with prioritizing transfer of required skills.

S.No	Name of Basic Training Providers	Location
	List of Basic Training providers recommended by LSC	
1	Allcargo Logistics Limited	Tamil Nadu/Maharashtra
2	Alliance Institute of Advanced Pharmaceutical and Health Sciences	Telangana/Andhra Pradesh
3	Artem institute of logistics and transports	Tamil Nadu
4	Confederation of indian industry(CII) INSTITUTE OF LOGISTICS	PAN India
5	Daksya Academy Pvt Ltd	PAN India
6	Darcl Parable	Haryana
7	De Unique Educational Society (Softdot Institute)	PAN India
8	Degain Group	Maharashtra
9	Express Industry Council of India	PAN India
10	Green Earth Logistics Pvt. Ltd.	Tamil Nadu
11	INNOVISION LIMITED	PAN India
12	JBS Academy Pvt Ltd.	Gujarat
13	Nidan Technologies Private Limited	Maharashtra/Madhya Pradesh
14	People XL(Jobs connect hr solutions Pvt. Ltd)	South India
15	Premier Center for Competency Training	Tamil Nadu
16	Safeducate Learning Pvt. Ltd.	PAN India
17	Shri Technologies	PAN India
18	ST.BRITTO'S COLLEGE	Tamil Nadu
19	SynchroServe Global Solutions Private Limited	Telangana/Andhra Pradesh
20	Telangana Jagruthi	Telangana
21	TVS Training & Services Private Limited	Tamil Nadu
22	UPDATER SERVICES PVT LTD	South India

List of Assessment Agency for basic training recommended by LSC		
SL.NO.	**Name of Assessment Agency**	**Location**
1	Hemsen EXIM LLP	PAN India
2	Eduworld Consultants Pvt. Ltd,	
3	CII (Confederation of Indian Industry)	
4	Induslynk Training Services Private Limited (Mettl)	
5	Manipal City & Guilds Pvt Ltd	
6	GreenArrows Safety Management (P) Ltd	
7	I-Vintage solutions Pvt. Ltd.	
8	CoCubes Technologies Pvt Ltd	
9	Samhit Assessments & research foundation	
10	Formac Software Services	
11	Unison Academy	
12	Prima Competencies Pvt. Ltd	
13	Brisk Mind Pvt Ltd	
14	Edu Vantage Pvt. Ltd.	
15	Lead Assessment	
16	C & K Management Limited	
17	Krish Networks	
18	Society for education and Environmental training	
19	D'Pariksha	
20	Anagha Solutions	
21	Ashvi Consulting	
22	Shri Guru Hargovind Society	