

**CURRICULUM**

**FOR THE TRADE OF**

**REVERSE LOGISTICS EXECUTIVE**

**(E- Commerce)**

**UNDER**

**APPRENTICESHIP TRAINING SCHEME**



सत्यमेव जयते

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

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## 1. ACKNOWLEDGEMENT

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

1. Delhivery
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 apprentices and 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 22<sup>nd</sup> 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 an E-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 procurement 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 fulfillment 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 handle different 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 specifications of 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:**

Reverse logistics is operations related to the reuse of products and materials. It is "the process of moving goods from their typical final destination for the purpose of capturing value, or proper disposal. **Reverse logistics executive** is responsible for coordinating with customers to understand their grievances and need for pickup, scheduling pickups, prioritizing pickups to ensure timeliness, coordinating with carriers, couriers and other external and internal stakeholders for ensuring smooth operations, checking product for damages, tampering, replacement, etc., classifying product into different buckets and their storage.



## 5. LEARNING OUTCOMES

### A. GENERIC OUTCOME

- ❖ 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. SPECIFIC OUTCOME

- ❖ Prepare different types of documentation as per industrial need using different methods of recording information.
- ❖ 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.
- ❖ Explain the various activities in reverse logistics processes
- ❖ Coordinating with customers, carriers for timely pickup and quality feedback from customers.
- ❖ Handling customer in terms of collecting feedback, ensuring high customer satisfaction.
- ❖ Carryout the reverse logistics activities like identifying carrier, making pickup plans and schedule, collecting customer feedback, checking return product, marking and stocking return product.
- ❖ Developing daily and weekly reports

- ❖ Carrying out Cross verification with the system numbers.
- ❖ Classifying and demarcating the products for re-use, re-manufacturing, recycling etc. based on product verification
- ❖ 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 : **Reverse Logistics Executive (E- Commerce)**
2. Duration of Apprenticeship Training : **15 Months**
  - (i) Basic Training : 03 Months
  - (ii) Practical Training : 12 Months
3. Entry Qualification : Passed 12<sup>th</sup> 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<br>(in months)                       | 1-3      | 4-15       |
|---|----------|------------|
| Basic Training                            | Block- I | -----      |
| Practical Training<br>(On - job training) | ----     | Block – II |

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

## 8. SYLLABUS

### 8.1 BASIC TRAINING (BLOCK – I)

DURATION: 03 MONTHS

#### GENERAL INFORMATION

1. Name of the Trade : **Reverse Logistics 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 Mechanical Engineering from recognized university/Board with one/two year post qualification experience in the relevant field.
  7. Tools, Equipment's & Machinery required : - As per Annexure – I

## BASIC TRAINING (BLOCK – I)

### Trade:Reverse Logistics executive(E-Commerce)

#### 8.1.1 DETAIL SYLLABUS OF PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

| Sl. No. | Professional Skills<br>(Trade Practical): 270 hrs   | Professional Knowledge<br>(Trade Theory) :120 hrs   |
|---------|---|---|
| 1.      | Identify different type of dangerous goods and associated risks and handle  | <b>Safety rules and procedures</b><br>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.<br>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.<br><br>Use PPE properly and avoid wrong usage.                       | Company safety policy to be observed inside the company premises<br><br>Proper usage of PPE and its usage.<br>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.  | <p><b>Understanding of Supply chain logistics</b></p> <p>Understand Logistics in a manufacturing setup.</p>  | <p><b>Understanding of Supply chain logistics</b></p> <p>Introduction to Logistics in a manufacturing setup.</p>   |
| 9.  | <p>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.</p>   | <p>Introduction to supply chain logistics in warehousing, 3PL and 4PL setup – key concepts, key activities to be performed – inbound, warehousing, outbound, delivery management, etc.<br/>Key roles and associated responsibilities</p>   |
| 10. | <p>Watch Video demonstrating various activities in a supply chain setup and follow.</p>  | <p>Video demonstrating various activities in a supply chain setup.</p>   |
| 11. | <p><b>Basics of E-commerce logistics</b></p> <p>Perform the activity of E-commerce logistics which includes delivery and pickup models and the overall logistic setup.</p> <p>Watch the Video demonstrating how a reverse logistics activity is conducted and Interview videos of leading companies on reverse logistics.</p> <p>Perform the activities of reverse logistics and play different roles required in the reverse logistics chain.</p> | <p><b>Basics of E-commerce logistics</b></p> <p>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.</p> <p>Different roles required in the reverse logistics chain.</p> |
| 12. | <p><b>Basic of reverse logistics and scheduling of pickups</b></p> <p>Watch Video demonstrating how a reverse pickup activity is conducted.</p> <p>Follow the concept of reverse logistics and carry out the key activities involved in terms of</p>   | <p><b>Basic of reverse logistics and</b></p> <p>Video demonstrating how a reverse pickup activity is conducted.</p> <p>The concept of reverse logistics.<br/>The key activities involved in terms of identifying daily pickups, scheduling pickup for the day, coordinating with carriers, route map optimization,</p> |

|     |   |   |
|-----|---|---|
|     | <p>identifying daily pickups, scheduling pickup for the day, coordinating with carriers, route map optimization, collecting pickup feedback</p> <p>Perform all types of reverse logistics (Return from customer, return by carrier, return of damaged product, etc).</p> <p>Play different roles and responsibilities associated with reverse logistics</p> <p>Watch Videos demonstrating global best practices and</p> <p>Carry out global best practices and statistics associated with reverse logistics</p>               | <p>collecting pickup and feedback.</p> <p>Different types of reverse logistics – return from customer, return by carrier, return of damaged product, etc.<br/>Different roles and responsibilities associated with reverse logistics.</p> <p>Global best practices and statistics associated with reverse logistics.</p> <p>Videos demonstrating global best practices</p>  |
| 13. | <p><b>customer relations and understanding need of the customer</b></p> <p>Work in Team</p> <p>Identify the basics of customer and buyer behaviour</p> <p>Interact with the customer in terms of soft skills.<br/>Respond to the customer and taking his requests for reverse pickup in polite manner.</p> <p>Perform the different activities that can help build relations like going the extra mile, timeliness of collection, listening to the customers' grievances, catering to his requirements while pickup, etc.</p> | <p><b>Customer relations and understanding need of the customer</b></p> <p>Basics of customer and buyer behaviour.</p> <p>Procedure to interact with the customer in terms of soft skills.</p> <p>Method of Responding to the customer and taking his requests for reverse pickup in polite manner.</p> <p>Explaining the different activities that can help build relations like going the extra mile, timeliness of collection, listening to the customers' grievances, catering to his requirements while pickup, etc.</p> |



|     |   |   |
|-----|---|---|
| 14. | <p><b>Product check – reverse logistics and classification</b></p> <p>conduct basic quality checks on packages that a reverse logistics executive has to perform (in terms of quantity match, product match, check for tampering, physical damage to product, etc)</p> <p>classify the products based on the preliminary check into different buckets - re-circulation for distribution, re-manufacturing, recycling, etc.</p> <p>Watch the Video highlighting common issues identified</p>   | <p><b>Product check – reverse logistics and classification</b></p> <p>The basic checks that a reverse logistics executive has to perform in terms of quantity match, product match, check for tampering, physical damage to product, etc</p> <p>Explaining how to classify the products based on the preliminary check into different buckets - re-circulation for distribution, re-manufacturing, recycling, etc.</p> <p>Video highlighting common issues identified</p> |
| 15  | <p><b>Generating reverse logistics tickets and taking stock</b></p> <p>Watch Video of reverse logistics at a warehouse operation and follow.</p> <p>Work in Team and conduct various checks and procedures for reverse logistics stock taking</p> <p>Generate a ticket online for taking stock of reverse logistics in the warehouse.</p> <p>Explain various checks to be performed prior to taking stock</p> <p>Classify the products and stock. Demarcate those separately.</p> <p>Follow good practices associated with stocking and classification like 5S.</p> | <p><b>Generating reverse logistics tickets and taking stock</b></p> <p>Process of generating a ticket online for taking stock of reverse logistics in the warehouse.</p> <p>Various checks to be performed prior to taking stock</p> <p>Different classification of products and how to stock and demarcate those separately</p> <p>Various good practices associated with stocking and classification like 5S.</p>   |
| 16  | <p><b>Planning and scheduling</b></p> <p>Practical on generating plans and schedules on computer</p> <p>Make a Visit to organisation and understand how a schedule is</p>   | <p><b>Planning and scheduling</b></p> <p>Key concepts of planning and scheduling and how to weigh various associated factors</p>  |

|    |   |  |
|----|---|--|
|    | <p>monitored and adhered to.</p> <p>Follow the Key concepts of planning and scheduling and weigh various associated factors.</p> <p>Develop plans on Microsoft excel and MIS</p> <p>Monitoring operations for adherence to the schedule</p> <p>Follow up with carriers in case of delays</p>  | <p>Explain how to develop plans on Microsoft excel and MIS</p> <p>Monitoring operations for adherence to the schedule</p> <p>Following up with carriers in case of delays</p> <p>Visit to organisation to show how a schedule is monitored and adhered to</p>  |
| 17 | <p><b>Reporting</b></p> <p>Develop reports. Apply filters, Look up, pivot tables, etc.</p> <p>Prepare all types of reports related to reverse logistics and warehousing</p> <p>Use MIS for reporting purposes</p> <p>Generate daily report of reverse logistics operation within the MIS.</p> <p>Follow/adopt various good practices associated with reporting activities and their benefits.</p> | <p><b>Reporting</b></p> <p>Different types of reports related to reverse logistics and warehousing</p> <p>Common MIS used for reporting purposes</p> <p>Procedure to generate daily report of reverse logistics and operation within the MIS.</p> <p>Various good practices associated with reporting activities and their benefits.</p> |
| 18 | <b>Revision &amp; Internal Assessment</b>   |  |

**BASIC TRAINING (BLOCK – I)**  
**8.1.2 EMPLOYABILITY SKILLS**

**GENERAL INFORMATION**

1. Name of the Trade : **Reverse Logistics 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.**

**And**

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

**OR**

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

## BASIC TRAINING (BLOCK – I)

### 8.1.2.1 DETAIL SYLLABUS OF EMPLOYABILITY SKILLS

| Topic No. | Topic   | Duration (in hours) |
|-----------|---|---------------------|
|           | <b>English Literacy</b>   | <b>15</b>           |
| <b>1</b>  | <b>Pronunciation :</b><br>Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)  |                     |
| <b>2</b>  | <b>Functional Grammar</b><br>Transformation of sentences, Voice change, Change of tense, Spellings.   |                     |
| <b>3</b>  | <b>Reading</b><br>Reading and understanding simple sentences about self, work and environment   |                     |
| <b>4</b>  | <b>Writing</b><br>Construction of simple sentences Writing simple English   |                     |
| <b>5</b>  | <b>Speaking / Spoken English</b><br>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. |                     |
|           | <b>I.T. Literacy</b>  | <b>15</b>           |
| <b>1</b>  | <b>Basics of Computer</b><br>Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.  |                     |
| <b>2</b>  | <b>Computer Operating System</b><br>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.  |                     |
| <b>3</b>  | <b>Word processing and Worksheet</b><br>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.<br>Basics of Excel worksheet, understanding basic commands, creating   |                     |

|           |   |           |
|-----------|---|-----------|
|           | simple worksheets, understanding sample worksheets, use of simple formulas and functions, Printing of simple excel sheets   |           |
| <b>4.</b> | <p><b>Computer Networking and INTERNET</b></p> <p>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.</p> <p>Information Security and antivirus tools, Do's and Don'ts in Information Security, Awareness of IT - ACT, types of cyber-crimes.</p> |           |
|           | <b>Communication Skill</b>  | <b>25</b> |
| <b>1</b>  | <p><b>Introduction to Communication Skills</b></p> <p>Communication and its importance<br/>Principles of Effective communication<br/>Types of communication - verbal, non-verbal, written, email, talking on phone.<br/>Nonverbal communication -characteristics, components-Para-language<br/>Body - language<br/>Barriers to communication and dealing with barriers.<br/>Handling nervousness/ discomfort.<br/>Case study/Exercise</p>   |           |
| <b>2</b>  | <p><b>Listening Skills</b></p> <p>Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening.<br/>Triple- A Listening - Attitude, Attention &amp; Adjustment.<br/>Active Listening Skills.</p>  |           |
| <b>3</b>  | <p><b>Motivational Training</b></p> <p>Characteristics Essential to Achieving Success<br/>The Power of Positive Attitude<br/>Self-awareness<br/>Importance of Commitment<br/>Ethics and Values<br/>Ways to Motivate Oneself<br/>Personal Goal setting and Employability Planning.<br/>Case study/Exercise</p>   |           |
| <b>4</b>  | <p><b>Facing Interviews</b></p> <p>Manners, Etiquettes, Dress code for an interview</p>   |           |

|   |   |           |
|---|---|-----------|
|   | Do's & Don'ts for an interview  |           |
| 5 | <b>Behavioral Skills</b><br><b>Organizational Behavior</b><br>Problem Solving<br>Confidence Building<br>Attitude<br>Decision making<br>Case study/Exercise  |           |
|   | <b>Entrepreneurship skill</b>   | <b>15</b> |
| 1 | <b>Concept of Entrepreneurship</b><br><b>Entrepreneurship-</b> Entrepreneurship - Enterprises:-Conceptual issue<br>Entrepreneurship vs. Management, Entrepreneurial motivation.<br>Performance & Record, Role & Function of entrepreneurs in relation to<br>the enterprise & relation to the economy, Source of business ideas,<br>Entrepreneurial opportunities, The process of setting up a business. |           |
| 2 | <b>Project Preparation &amp; Marketing analysis</b><br>Qualities of a good Entrepreneur, SWOT and Risk Analysis. Concept &<br>application of Product Life Cycle (PLC), Sales & distribution<br>Management. Different Between Small Scale & Large Scale Business,<br>Market Survey, Method of marketing, Publicity and advertisement,<br>Marketing Mix.  |           |
| 3 | <b>Institutions Support</b><br>Preparation of Project. Role of Various Schemes and Institutes for self-<br>employment i.e. DIC, SIDA, SISI, NSIC, SIDO, Idea for financing/ non<br>financing support agencies to familiarizes with the Policies /Programs&<br>procedure & the available scheme.   |           |
| 4 | <b>Investment Procurement</b><br>Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation<br>& Costing, Investment procedure - Loan procurement - Banking<br>Processes.   |           |
|   | <b>Productivity</b>   | <b>10</b> |
| 1 | <b>Productivity</b><br>Definition, Necessity, Meaning of GDP.   |           |
| 2 | <b>Affecting Factors</b><br>Skills, Working Aids, Automation, Environment, Motivation<br>How improves or slows down.  |           |
| 3 | <b>Comparison with developed countries</b><br>Comparative productivity in developed countries (viz. Germany, Japan<br>and Australia) in selected industries e.g. Manufacturing, Steel, Mining,<br>Construction etc. Living standards of those countries, wages.   |           |

|    |   |           |
|----|---|-----------|
| 4  | <b>Personal Finance Management</b><br>Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.   |           |
|    | <b>Occupational Safety, Health &amp; Environment Education</b>  | <b>15</b> |
| 1  | <b>Safety &amp; Health</b><br>Introduction to Occupational Safety and Health importance of safety and health at workplace.  |           |
| 2  | <b>Occupational Hazards</b><br>Basic Hazards, Chemical Hazards, Vibro-acoustic Hazards, Mechanical Hazards, Electrical Hazards, Thermal Hazards. Occupational health, Occupational hygienic, Occupational Diseases/ Disorders & its prevention. |           |
| 3  | <b>Accident &amp; safety</b><br>Basic principles for protective equipment.<br>Accident Prevention techniques - control of accidents and safety measures.  |           |
| 4  | <b>First Aid</b><br>Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person   |           |
| 5  | <b>Basic Provisions</b><br>Idea of basic provision of safety, health, welfare under legislation of India.   |           |
| 6  | <b>Ecosystem</b><br>Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.   |           |
| 7  | <b>Pollution</b><br>Pollution and pollutants including liquid, gaseous, solid and hazardous waste.  |           |
| 8  | <b>Energy Conservation</b><br>Conservation of Energy, re-use and recycle.   |           |
| 9  | <b>Global warming</b><br>Global warming, climate change and Ozone layer depletion.  |           |
| 10 | <b>Ground Water</b><br>Hydrological cycle, ground and surface water, Conservation and Harvesting of water   |           |
| 11 | <b>Environment</b><br>Right attitude towards environment, Maintenance of in -house environment  |           |
|    | <b>Labour Welfare Legislation</b>   | <b>5</b>  |
| 1  | <b>Welfare Acts</b><br>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.   |           |
|   | <b>Quality Tools</b>   | <b>10</b> |
| 1 | <b>Quality Consciousness :</b><br>Meaning of quality, Quality Characteristic   |           |
| 2 | <b>Quality Circles :</b><br>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 | <b>Quality Management System :</b><br>Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.  |           |
| 4 | <b>House Keeping :</b><br>Purpose of Housekeeping, Practice of good Housekeeping.  |           |
| 5 | <b>Quality Tools</b><br>Basic quality tools with a few examples  |           |



## **8.2 PRACTICAL TRAINING (ON-JOB TRAINING)**

**DURATION: 12 MONTHS**

### **GENERAL INFORMATION**

1. Name of the Trade : **Reverse Logistics executive  
(E-Commerce)**
  
2. Duration of On-Job Training :12 months
  
3. Instructor Qualification
  - i) Degree/Diploma in Engineering. 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.
  
4. Infrastructure for On-Job Training : As per Annexure – II

### **8.2.1 Syllabus for Practical Training/ On the Job Training 12 Months**

**Duration –**

1. Familiarization with the industry. Health, Safety & Environment
2. Introduction to safety Equipment's and their uses.
3. Demonstration of 5S Concept on shop floor. Use of Personal Protective Equipment's (PPE).
4. Identify different activities to be performed in reverse logistics in a sequential order.
5. Prepare different types of documentation as per industrial need using different methods of recording information.
6. Develop good appearance and behaviour, practice, tasks as per industry standard and express good communication skill.
7. Prepare and maintain work area and maintain health and safety at the work place.
8. Coordinate with customers, carriers for timely pickup and ensuring high satisfaction of the customer.
9. Carryout the basic checks on products returned via reverse logistics like product match, quantity match, tampering check, physical damage check, etc.
10. Carryout the scheduling activities like identifying carrier, making pickup plan and schedule, collecting customer feedback.
11. Develop daily and weekly reports
12. Classify and demarcate the products for re-use, re-manufacturing, recycling etc. based on product verification.
13. Count the goods physically, accurately and track the reverse logistics shipments received on a daily basis
14. Plan and organize assigned work
15. Detect & resolve issues during execution demonstrate possible solutions and agree tasks within the team.
16. Communicate with required clarity and understand technical English.
17. 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 above 75%- 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 gainfully employed in the following industries:

1. Customs Bonded Warehouses.
2. Inland Container Depo / Container Freight Station.
3. Ports / Airports / Land Ports.
4. Customs Brokers Agency.
5. Surveyor Agency.
6. Forwarding Companies.
7. Shipping Lines / Airlines.
8. Transporters.
9. Courier Companies.
10. Importers / Exporters.

**TOOLS & EQUIPMENTS FOR BASIC TRAINING**

**INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE**

**TRADE: Reverse Logistics 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) |
|         | <b>Equipment</b>              |                                  |
| 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: Reverse Logistics 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 to cover up the short fall.

**GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS**

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.



**ANNEXURE - IV**

| <b>List of Basic Training providers recommended by LSC</b> |   |                            |
|--|---|----------------------------|
| <b>S.No</b>  | <b>Name of Basic Training Providers</b>                           | <b>Location</b>            |
| 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                |

**ANNEXURE - V**

| <b>List of Assessment Agency for basic training recommended by LSC</b> |   |                 |
|--|---|-----------------|
| <b>SL.NO.</b>  | <b>Name of Assessment Agency</b>                    | <b>Location</b> |
| 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                         |                 |