

CURRICULUM

FOR THE TRADE OF

OUTBOUND & GATEWAY OPERATIONS

EXECUTIVE

(Courier)

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. GATI
2. TVS Logistics
3. Godrej
4. Purple Transport
5. DTDC

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 four categories of apprentices namely; **tradeapprentice, graduate, technician and technician (vocational) apprentices.**

Qualifications and period of apprenticeship training of **trade apprentices** vary from trade to trade. The apprenticeship training for trade apprentices 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 only in the Courier outbound and gateway activities. It requires knowledge of shipment types being handled, special characteristics and handling requirements of shipment, if any and airway bills. Knowledge of local and global geography, use of the GPS and other tracking/navigation devices and handheld devices to capture proof of delivery are important. Various types of activities to be performed include collection from local courier office, delivery to customer door step, collect proof of delivery, pre-clearing documentation, create bill of lading / shipping bill and coordinate with customer brokers.

The greater degree of relevance of the training with latest advancements of the industry will enhance the employability opportunities.

1. Ability to use latest tool& equipment's and their different techniques.
2. Acquire knowledge of consignment shipment schedules, inbound customs clearance procedures, terminal locations, relevant documentation.
3. Ability to understand terms of delivery to create bill of lading or shipping bill for export consignments.
4. Ability to understand terms of delivery to verify bill of lading or shipping bill for import consignments.
5. Ability to read and understand consignment handling requirements for safe delivery to cargo terminal.
6. Ability to use the company software to manage and update logs.
7. Exposure to gatewayterminal procedures for better performance of export / import operations.
8. Prioritize the queries obtained and plan for the day.
9. Resolve the query within the target turnaround time (TAT).
10. Ability to concentrate on task at hand and complete it without errors.
11. Ability to understand the system information and location information of consignments and maintain delivery status.

12. Identify and Resolve the query when any conflict in data.
13. Exposure to regulations, use of work equipment, maintenance, control of substances hazardous to health with respect to Safety and Security aspects.
14. Exposure to Validate the relevant data obtained by cross-verification
15. Assess what is to be done to resolve the issue.
16. Ability to understand the additional information required and contact details of the relevant personal in the department.
17. Ability to manage client expectations.
18. Able to communicate and behave in a professional manner when dealing with customers, colleagues and supervisors.
19. Knowledge of Risk and impact of not following defined procedures/work instructions.
20. Able to understand clearly and gaining extensive knowledge of the company, services offered, and related solutions to problems.
21. Exposure to Reporting and documentation.
22. Ability to carry out basic organizational procedures in resolving the query and updating the unsolved query.
23. Ability to understand and maintain health, safety and security standards during inbound and outbound operations.

4. JOB ROLE

Brief description of Job role:

Express courier business success depends on the timely and accurate service levels. The key for success is customer support, timely delivery and transit visibility. Making clientele understand the courier companies capabilities and quick response to queries on booking and status are important for success.

Outbound & Gateway Executive, in this role need to load consignments from hub / branch, deliver to cargo terminal and generate bill of lading / shipping bill. Also, for import and export of consignments the individual have to coordinate with customs broker and customers. Their responsibilities include shipment to air cargo terminal, customs clearance and preparing detailed reports for the management.

This job requires the individual to have a detailed understanding of the different items to be shipped, keen observation skills to identify important details as per regulations and collect required documentation at the time export / import shipments. The individual should also be skilled in understanding incoterms, customs clearance procedures, transit durations, carrier schedules, tracking and tracing consignments.

Plan and organize assigned work and detect & resolve issues during execution. Demonstrate possible solutions and agree tasks within the team. Communicate with required clarity and understand technical English. Sensitive to environment, self-learning and productivity.

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

- ❖ Collect from branch,schedule shipment to air cargo terminal, collect shipment delivery receipt from the terminal.
- ❖ Generate bill of lading / shipping bill for export consignments
- ❖ Coordinate with customs broker for customs clearance of inbound consignments
- ❖ Verify packing and documentation of consignments upon import customs clearance

- ❖ Identify damaged packages and follow standard operating procedure
- ❖ Coordinate with customer service team for resolving customer queries / complaints
- ❖ Identify any problems shipment to terminal, customs clearance operations, and take the appropriate action to deal with them
- ❖ Record work according to organisational procedures
- ❖ Comply with the organisation's procedures and all relevant legal, safety and operating requirements

6. GENERAL INFORMATION

1. Name of the Trade: **Outbound & Gateway Operations Executive (Courier)**
2. Duration of Apprenticeship Training: **15 Months**
 - (i) Basic Training : 03 Months
 - (ii) Practical Training : 12 Months
3. Duration of Basic Training : 03 months
4. Duration of Practical Training : 12 Months
5. Entry Qualification : Passed 12th class examination
Under 10+2 system of education or
Its equivalent

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

8. 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

DURATION: 03 MONTHS

GENERAL INFORMATION

1. Name of the Trade : **Outbound & Gateway Operations Executive
(Courier)**

2. Name of the subject: **Professional Skills and Professional
Knowledge
(Trade Theory and Trade\Practical)**

3. Hours of Instruction : 390 Hrs

4. Batch size : 30

5. Power Norms : 4 KW

6. Space Norms : 25 Sq. m

7. Examination : i) The internal assessment will be held on completion of the Block.

8. Instructor Qualification :

- **Degree/Diploma in Engineering or Masters from recognized university/Board with one/two year post qualification experience respectively in the relevant field.**

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

BASIC TRAINING (BLOCK – I)
Trade:Outbound & Gateway Operations Executive
(Courier)

**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.	Understanding of the Safety rules and Procedures and taking precautions in the workplace.	The safety rules and` Procedures to be observed by Outbound & Gateway Operations Executive
2.	Selection and use of different safety equipment's.	The safety rules and` Procedures to be observed by Outbound & Gateway Operations Executive
3.	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 Field Executive - Custom Clearance
4.	Follow the safety & security requirements of the consignment, Traffic rules, entry and exit needs of air cargo terminal premises. Avoid damages and accidents. Carry out the safe shipments.	Details of consignment safety & security requirements and Traffic rules . Air cargo terminal premises entry and exit needs. Avoiding damages and accidents

5.	Make a visit to courier branch, hub and air cargo terminal and take an overview of courier branch / hub activities, air cargo terminal operations and Role of customs in international courier.	Overview of courier branch / hub activities Introduction to air cargo terminal operations Role of customs in international courier Video on courier branch, hub and air cargo terminal
6.	Collect shipment bags from dispatch Verify shipment manifest Obtain gate pass and attend inspection process. Prepare daily shipment plan	Procedure for Collection of shipment bags from dispatch, Verification of shipment manifest ,Obtaining gate pass and inspection process
7.	Coordinate with customs broker, Follow the Import regulations, Prepare documents for release of consignments., Update tracking system after customs clearance and carry out import consignment customs clearance.	Process of Coordination with customs broker. Import regulations. Important documents for release of consignments Method of updating tracking system after customs clearance
8.	Follow HS codes for classification, check for bill of lading / shipping bill ,Packaging and labelling requirements and accept the export consignments	HS codes for classification Importance of bill of lading / shipping bill Packaging and labelling requirements
9.	Coordinate with customs broker, Follow the Export regulations, Prepare documents for clearance of export consignments	Process of Coordination with customs broker. Export regulations Important documents for clearance of

	Update tracking system after customs clearance and carry out export consignment customs clearance	export consignments Method of Updating tracking system after customs clearance
10.	Identify common errors in HS code classification, Export & import documentation errors and rectify all errors	Common errors in HS code classification Export & import documentation errors Error rectification approaches
11.	communicate with the consignee. Follow the Procedure and handover consignment to other than consignee. Explain process of return to collection centre and return to origin. Handle consignments with incorrect address, door locks and damaged consignments	Methods of communicating with the consignee Procedure for handing over consignment to other than consignee Process of return to collection centre, return to origin. process of Handling damaged consignments
12.	Revision & Internal Assessment	

8.1 BASIC TRAINING

DURATION: 03 MONTHS

8.1.2 EMPLOYABILITY SKILLS

GENERAL INFORMATION

Name of the Trade :Outbound & Gateway Operations Executive
(Courier)

Name of the subject :EMPLOYABILITY SKILLS

Applicability :ATS- Mandatory for fresher only

Hours of Instruction : 110 Hrs.

Examination :The examination will be held at the end of two years Training by NCVT.

Instructor Qualification :

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

And

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

OR

iii) Existing Social Study Instructor duly trained in Employability Skill 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.	<p>Computer Networking and INTERNET</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),</p> <p>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>	
	Communication Skill	25
1	<p>Introduction to Communication Skills</p> <p>Communication and its importance</p> <p>Principles of Effective communication</p> <p>Types of communication - verbal, non-verbal, written, email, talking on phone.</p> <p>Nonverbal communication -characteristics, components-Para-language</p> <p>Body - language</p> <p>Barriers to communication and dealing with barriers.</p> <p>Handling nervousness/ discomfort.</p> <p>Case study/Exercise</p>	
2	<p>Listening Skills</p> <p>Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening.</p> <p>Triple- A Listening - Attitude, Attention & Adjustment.</p> <p>Active Listening Skills.</p>	
3	<p>Motivational Training</p> <p>Characteristics Essential to Achieving Success</p> <p>The Power of Positive Attitude</p> <p>Self-awareness</p> <p>Importance of Commitment</p> <p>Ethics and Values</p>	

	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 : **Outbound & Gateway Operations Executive**

(Courier)

Duration of On-Job Training :As per Apprentices Act amended time to time.

Examination : i) The internal assessment will be held on completion of the block

ii) NCVT exam will be conducted at the end of Apprenticeship Training

Instructors Qualification:

i) Degree/Diploma in Commerce or Management or Engineering from recognized university/Board With one/two year post qualification experience in the relevant field.

OR

ii) LSC approved Warehouse Executive 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

- ❖ Familiarization with the industry. Introduction to safety Equipment's and their uses.
- ❖ Demonstration of 5S Concept on shop floor. Use of Personal protective Equipment's (PPE).
- ❖ 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 courier activities like receiving, sorting, packing, dispatch, gateway terminal and delivery and quality parameters.
- ❖ Explain various types of consignments for shipment.
- ❖ Explain information on labels and handling instructions.
- ❖ Understand the risks involved in handling items that are fragile or with any special instructions.
- ❖ Develop knowledge on the air cargo terminal area, consignee locations, consignments and destinations.
- ❖ Carry out various activities in consignment shipment operations such as loading, scheduling and documentation
- ❖ Understand the inspection process on the suspicious outbound consignments. Follow standard operating procedures to screen and receive declaration from customers.
- ❖ Safe handling fragile and consignments with special instructions.
- ❖ Verify customer declarations and consignment package. Clarify with customers in case of any discrepancies noticed.
- ❖ Generate bill of lading / shipping bill for export consignments.
- ❖ Coordinate with customs brokers and consignors for import/export consignments clearance.

- ❖ Identify any errors in documentation and coordinate with customs brokers and consignees for rectification.
- ❖ Update courier office computer system after customs clearance.
- ❖ Generate daily report and update shipments status in the computer system.
- ❖ Follow procedure to process rejected consignments to the branch / hub. Update computer system with reasons for return and communicate with consignees.
- ❖ Generate daily/weekly/monthly/quarterly report of export consignments status.
- ❖ Locate the missing items and preparedetailed reports for the management.
- ❖ Coordinate with air cargo carrieron status of deliveries.
- ❖ Plan and organize assigned work
- ❖ Inform customer about the regulations and documentation requirements. Follow quality assurance procedures.
- ❖ Detect & resolve issues during execution, demonstrate possible solutions and agree tasks within the team.
- ❖ Communicate with required clarity and understand technical English.
- ❖ Maintain safety and security at all times in office and field.
- ❖ Verify proper personal protection equipment is used during work and field visits.
- ❖ Report any incidents and near-misses noticed during field visits.
- ❖ Identify the various risk options, accidents and get prepared to stay away.
- ❖ Build on effective communication with inter departments, sub-ordinates and super-ordinates for smooth operations and safety procedures.

9. ASSESSMENT STANDARD

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 scrap/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 shipment accuracy and documentation
- 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 accuracy and documentation
- 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

- Very Good skill levels in the shipment accuracy and documentation
- Meeting exact tolerances while undertaking different work are in line with those demanded by the component/job
- A fairly very good level of neatness and consistency in the error free documentation
- Rare 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:

- Very good skill levels in the shipment accuracy and documentation
- Meeting and exceeding tolerances level expectations while undertaking different work are in line with those demanded by the component/job.
- A high level of neatness and consistency in the error free documentation
- Minimal or No Rare support in completing the project/job.

10. FURTHER LEARNING PATHWAYS

Employment opportunities:

On successful completion of this course, the candidates may be gainfully employed in the following industries:

1. Courier consolidation Centres
2. Transportation Companies

ANNEXURE – I

TOOLS & EQUIPMENTS FOR BASIC TRAINING

INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE

TRADE: Outbound & Gateway Operations Executive (Courier)

TRAINEES 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 vehicle type)
10.	Material Safety Data Sheet	20
11.	DO's and Don'ts Sheet	1x 5 sets (1 each vehicle Type)
	Equipments	
1	Hand held devices and GPS navigators	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: Outbound & Gateway Operations Executive (Courier)

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 cluster mode/ 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

List of Basic Training providers recommended by LSC		
S.No	Name of Basic Training Providers	Location
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

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	