

CURRICULUM

FOR THE TRADE OF

HUB – BRANCH OPERATIONS EXECUTIVE

(Courier)

UNDER

APPRENTICESHIP TRAINING SCHEME



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 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 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 hubs / branches. It requires knowledge of courier packages and basic numerical ability. Various types of activities to be performed include mail handling, sorting and shipment bagging/debugging. Each employee in a hub / branch has a specific job.

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 inbound mails handling, sorting, scanning labels, shipment bagging, delivery centres and destinations.
3. Ability to use the computer for electronic documentation of information and understand instructions to complete inbound activities.
4. Ability to use the company software to manage and update logs.
5. Exposure to sorting procedure for better performance of shipments.
6. Prioritize the inbound and outbound operations schedules obtained and plan for the day.
7. Ability to perform sorting mails based on destination and delivery centres.
8. Ability to perform shipment bagging / de-bagging operations.
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 consignment available and maintain accuracy.
12. Ability to coordinate with outbound transport to meet shipment schedule.
13. Identify and Resolve the query when any conflict in data.
14. Exposure to regulations, use of work equipment, maintenance, control of substances hazardous to health with respect to Safety and Security aspects.
15. Exposure to validate the relevant data obtained by cross-verification.

16. Assess what is to be done to resolve the issue.
17. Ability to understand the additional information required and contact details of the relevant personal in the department.
18. Ability to manage client expectations.
19. Able to communicate and behave in a professional manner when dealing with customers, colleagues and supervisors.
20. Knowledge of Risk and impact of not following defined procedures/work instructions.
21. Able to understand clearly and gaining extensive knowledge of the company, services offered, and related solutions to problems.
22. Exposure to Reporting and documentation.
23. Ability to carry out basic organizational procedures in resolving the query and updating the unsolved query to suit requirements.
24. Ability to understand and maintain health, safety and security standards during courier operations.

4. JOB ROLE

Brief description of Job role:

Express courier business success depends on the service market volumes. The key for success is timely delivery, accuracy and transit visibility. Efficient operations capabilities and quality of service area important for success.

Hub-Branch Executive, in this role need to receive inbound mails, arrange them based on locations, ensure shipmen bagging and labelling accuracy and prepare outbound shipments. Also, it is important to prioritise the work based on the peak and low periods in business, arrange shipment bags for reuse and focus on sorting accuracy. Their responsibilities include hub-branch operations planning, scheduling, sorting, meeting productivity targets and preparing detailed reports for the management.

This job requires the individual to have a detailed understanding of the different items accepted for courier, keen observation skills to identify important details as per regulations and quarantine suspicious consignments / packages with incomplete information. The individual should also be skilled in understanding inspection, 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

- ❖ Inspect the quality and quantity of the consignments being received or shipped
- ❖ Organise equipment required to receive or ship the consignments
- ❖ Identify appropriate areas to receive or ship the consignments
- ❖ Organise the equipment for movement or transfer of consignments to assist receiving or shipment
- ❖ Prepare team effectively to monitor the sorting of consignments
- ❖ Provide information on the consignments and their requirements to all relevant people using appropriate communication methods
- ❖ Identify health, safety and security issues relating to monitoring of the material
- ❖ Identify any problems in receiving, sorting or shipment bagging 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 relating to monitor the receipt or dispatch of material

6. GENERAL INFORMATION

1. Name of the Trade : **Hub-Branch Operations Executive
(Courier)**
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

GENERAL INFORMATION

1. Name of the Trade : **Hub-Branch Operations Executive
(Courier)**
 2. Duration of Basic training : 03 months/500 hours
Breakup of Basic Training
 - 1) Theory and Practical : 390 Hrs
 - 2) 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 from recognized university/ Board with one or two year post qualification experience respectively in the relevant field.
4. Tools, Equipment's & Machinery required: - As per Annexure – I

8.1.1 DETAIL SYLLABUS OF PROFESSIONAL SKILLS & PROFESSIONAL KNOWLEDGE

| Sr. 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 Field Executive -Custom Clearance |
| 2. | Selection and use of different safety equipment's. | The safety rules and` Procedures to be observed by Field Executive -Custom Clearance |
| 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. | Visit courier branch office or hub and observe the courier branch / hub activities | Overview of courier branch / hub activities |
| 5 | Understand inbound / outbound transport operations and perform | Introduction to inbound / outbound transport operations |
| 6 | Understand layout of hub and sorting process and carryout the process | Layout of hub and sorting process |
| 7 | Understand the inbound transport schedule and perform | Inbound transport schedule.Procedure for arranging material handling |
| 8. | Arrange material handling equipment Count inbound shipment bags | equipmentand Counting of inbound shipment bags. |

| | | |
|-----|---|--|
| 9. | <p>Understand the outbound transport schedule and perform</p> <p>Arrange for material handling equipment</p> <p>Count outbound shipment bags</p> <p>Provide required documentation for outbound shipment</p> | <p>The outbound transport schedule</p> <p>Procedure for arranging material handling equipment and Counting of outbound shipmentbags</p> <p>Documentation required for outbound shipment</p> |
| 10. | <p>Prepare list of destination locations and delivery centres locations</p> <p>Read and carry out sorting using pin codes</p> <p>Arrange for special and priority consignments for shipment / delivery</p> <p>Update status of consignment after sorting in computer system</p> | <p>Importance of destination locations and delivery centres locations</p> <p>Procedure for Reading and sorting using pin codes</p> <p>Procedure for arranging special and priority consignments for shipment / delivery</p> <p>Procedure for Updating status of consignment after sorting in computer system</p> |
| 11 | <p>Practice on errors identify and rectify</p> <p>Common errors in HS code classification,</p> <p>And documentation errors,</p> <p>Follow Error rectification approaches and rectify if any</p> | <p>Common errors in HS code classification</p> <p>Types of errors</p> <p>Documentation errors</p> <p>Error rectification approaches</p> |
| 12 | <p>Carry out Sorting using the equipments such as buckets, conveyors, etc</p> <p>Understand role of pallets& forklifts and use for loading and unloading operations</p> <p>Carryout Safe operations of MHE in hub-branch operations</p> | <p>Equipment used for sorting such as buckets, conveyors, etc</p> <p>Role of pallets and forklifts in loading and unloading operations</p> <p>Safe operations of MHE in hub-branch operations</p> <p>Video on using material handling equipment / sorting equipment</p> |
| 13 | <p>Identify special consignments – by size, priority, handling needs and Handle</p> <p>Understand the handling requirements and prepare MHE .</p> <p>Provide guidelines/ instructions to loading / unloading team</p> | <p>special consignments – by size, priority, handling needs</p> <p>Requirements of MHE and its preparation</p> <p>Procedure to provide guidelines/ instructions to loading / unloading team</p> |

| | | |
|-----|--|--|
| 14 | <p>Use computer systems and various devices for operations such as barcode printers, readers, computer system.</p> <p>Use barcode printers and print labels</p> <p>Use barcode readers and read labels</p> <p>Use various screens to update status of inbound, sorted and outbound shipments</p> | <p>Various devices used in operations such as barcode printers, readers, computer system</p> <p>Method of using barcode printers to print labels ,barcode readers for reading labels</p> <p>Method of using various screens to update status of inbound, sorted and outbound shipments</p> |
| 15. | <p>Handle Quarantine suspicious consignments or consignments with incomplete information, return and damaged consignments .</p> <p>Communicate with the consignee.</p> <p>Follow the process of return to collection centre, return to origin .</p> | <p>Methods of communicating with the consignee.</p> <p>Quarantine suspicious consignments or consignments with incomplete information .</p> <p>Process of return to collection centre, return to origin.</p> <p>Methods of Handling damaged consignments</p> |
| 16. | <p style="text-align: center;">Revision & Internal Assessment</p> | |

8.1 BASIC TRAINING

8.1.2 EMPLOYABILITY SKILLS

GENERAL INFORMATION

1. **Name of the Trade** : **Hub-Branch Operations Executive
(Courier)**
2. **Name of the subject** : **Employability Skills**
3. **Applicability** : **ATS- Mandatory for fresher only**
4. **Hours of Instruction** : **110 Hrs.**

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. | 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 | |
| 1 | Productivity Definition, Necessity, Meaning of GDP. | 10 |
| 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)

GENERAL INFORMATION

1. Name of the Trade : **Hub-Branch Operations Executive (Courier)**

2. Duration of On-Job Training : 12 months

3. InstructorsQualification:

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.

4. 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 behavior, 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.
- ❖ Carryout the warehouse activities like receiving, sorting, loading, unloading, bagging, debuggng, dispatch, and quality parameters.
- ❖ Use different types of material handling equipment's that is being available inside the organization.
- ❖ Understand various types of consignments coming in the hub-branch and destinations.
- ❖ Develop knowledge on the layout of the hub-branch and explore the various areas to receive, sort and inspect.
- ❖ Carry out various documentation activities in hub-branch operations.
- ❖ Understand the inspection process of inbound sorted and outbound consignments. Identify destinations and priorities associated with various consignments.
- ❖ Carryout sorting operations
- ❖ Carry out mail handling operations
- ❖ Locate the missing items for reconciliation and preparation of detailed reports for the management.
- ❖ Check for the document requirements associated with each consignment.
- ❖ Plan and organize assigned work
- ❖ Carryout shipment bagging and outbound operations
- ❖ Follow quality assurance procedures.

- ❖ Quarantine suspicious consignments and update computer systems.
- ❖ Verify damaged consignments and generate a report for action.
- ❖ Check of consignments with incomplete information / documentation and take necessary steps.
- ❖ Arrange for material handling equipment.
- ❖ Verify for special instructions during handling.
- ❖ Initiate action to arrange for missing items in the outbound shipments.
Take necessary action in case incorrect sorting.
- ❖ Provide verified manifest to the transport coordinator to initiate loading
- ❖ Check if proper handling and bagging equipment is being used
- ❖ Update computer system to release dispatch list to transport coordinator
- ❖ 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 received and ready for dispatch
- ❖ Verify proper personal protection equipment is used during receiving and dispatch operations
- ❖ Report any incidents and near-misses noticed during receipt and dispatch operations
- ❖ 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 scrap/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 mail handling, sorting, shipment bagging/ debagging 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

- Good skill levels in the mail handling, sorting, shipment bagging/ debuggng 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 accuracy and 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:

- Good skill levels in the mail handling, sorting, shipment bagging/ debuggng 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 accuracy and 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. Mother Hub
2. Courier consolidation Centres
3. Courier branches

TOOLS & EQUIPMENTS FOR BASIC TRAINING**INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE****TRADE: Hub-Branch Operations Executive (Courier)****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 5 sets (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) |
| | Equipments | |
| 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: Hub-Branch OperationsExecutive (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 any other industry

GUIDELINES FOR INSTRUCTORS AND PAPER SETTERS

1. Due care to be taken for proper & inclusive delivery among the batch. Some of the following some 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 | Safeduate 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 | |