

**CURRICULUM**

**FOR THE TRADE OF**

**DOCUMENTATION & CLAIMS MANAGEMENT**

**EXECUTIVE**

**(Warehouse, Land Transportation & 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. FFFAI
2. ACHHA
3. ACAAI
4. CAI
5. ASAA

## 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 warehouse, transportation and courier companies. It requires knowledge of product handled in the warehouse, courier and basic numerical ability. The various types of activities to be performed include counting of material, verification of key documents, coordination with insurance companies, transporters, material handlers, tabulation of data and reconciliation. Each type of claim has its unique causes and individuals need to have a good understanding of organizations contractual obligations.

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 warehouse, courier hub-branch and transport operations.
3. Acquire knowledge of insurance policies, transport related regulations and contractual obligations.
4. Ability to use the computer for electronic documentation of information and understand reasons for quarantined consignments and begin the survey to validate claims.
5. Ability to use the company software to manage and update logs.
6. Exposure to warehouse, transport and courier procedures for better claims management.
7. Ability to interview people and seek expert opinion to arrive at logical conclusions.
8. Ability to use various equipment to perform visual inspection.
9. Prioritize the claims obtained and plan for the day.
10. Resolve the query within the target turnaround time (TAT)
11. Ability to concentrate on task at hand and complete it without errors
12. Ability to understand the system information and location information of goods quarantined and maintain accuracy.

13. Ability to generate various transit documents associated with consignment as per regulations.
14. Identify and Resolve the query when any conflict in data.
15. Exposure to regulations, use of work equipment, maintenance, control of substances hazardous to health with respect to Safety and Security aspects.
16. Exposure to validate the relevant data obtained by cross-verification
17. Assess what is to be done to resolve the issue.
18. Ability to understand the additional information required and contact details of the relevant personal in the department.
19. Ability to service customers as per organizational procedures.
20. Knowledge of insurance forms for initiating claims processing.
21. Ability to coordinate with insurance company to settle claims.
22. Able to communicate and behave in a professional manner when dealing with customers, colleagues and supervisors.
23. Knowledge of Risk and impact of not following defined procedures/work instructions.
24. Able to understand clearly and gaining extensive knowledge of the company, services offered, and related solutions to problems.
25. Exposure to Reporting and documentation.
26. Ability to carry out basic organizational procedures in resolving the query and updating the unsolved query to suit requirements.
27. Ability to understand and maintain health, safety and security standards during inbound and outbound operations.

## 4. JOB ROLE

### **Brief description of Job role:**

Damages, losses and missing consignments are risks associated with logistics. They can result in warehouse, courier hub-branch or in transit or in customer premises. Lack of proper operating procedure to identify, quarantine, ascertain the exact reasons to determine the custodian of the consignment is important to resolve claims.

Documentation & Claims Management Executive, in this role need to have the ability to investigate, dive deep and analyse before processing each claims. The individual has to solve problems within the scope of limit by identifying trends / common causes for errors and suggest possible solutions to the supervisor. Also, prepare the forms related to inbound / outbound consignments and filling out the insurance related forms are routine and repetitive in narrow range of application. Their responsibilities include preparing routine transport documentation, receiving claims, conducting visual inspection, coordinating with insurance companies and preparing detailed reports for the management.

This job requires the individual to have a detailed understanding of the different items stored in the warehouse, keen observation skills to identify root causes using quality concepts and determine claims validity before coordinating with insurance companies. The individual should also be skilled in transport related regulations, insurance claims processing procedures and quality assurance.

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**

- ❖ Prepare necessary documentation for transport needs such as permits, lorry receipts, insurance, etc.
- ❖ Verify claims received and prioritise based on organizational rules.
- ❖ Organize equipment such as measurement instruments, cameras, etc for validating claims
- ❖ Conduct visual inspection of consignments in quarantined areas or on incident site as mentioned in claim document.
- ❖ Determine validity of claims after consulting with experts and insurance companies.
- ❖ Prepare necessary insurance forms for validated claims.
- ❖ Coordinate with insurance companies for claims processing.
- ❖ Provide information on the claims and their requirements to all relevant people using appropriate communication methods.

- ❖ Identify health, safety and security issues related to claims.
- ❖ Identify any problems in receiving or processing claims 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 validating claims.

## 6. GENERAL INFORMATION

1. Name of the Trade : **Documentation Claims Management Executive  
(Warehouse, Land transportation & 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 12<sup>th</sup> class examination  
under 10+2 system of  
education or its equivalent
6. Selection of Apprentices : The apprentices will be selected  
as per the Apprentices Act  
amended time to time
7. 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 : **Documentation & Claims Management Executive (warehouse, Land transportation & 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/two year post qualification experience respectively in the relevant field.
  
7. 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)	Professional Knowledge (Trade Theory)
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.	Identify Hazardous cargo  Read safety data sheet  Follow instructions to handle hazardous cargo	Procedure to identify Hazardous cargo  Describe safety data sheet  State the instructions to handle hazardous cargo  Video on hazardous cargo operations
5.	Site visit to warehouse  Identify broad functions of a warehouse and  understand warehouse layout related to functions and discuss role of quarantined area.	Broad functions in a warehouse  Describe warehouse layout related to functions  Discuss role of quarantined area  Reasons for claims

6.	Follow safety procedures . Give priority to warehouse security Asses the damages & theft in transit if any	Explain need for safety procedures Importance of warehouse security Damages & theft in transit Video on cargo safety and security
7.	Prepare transport documents and transit documents such as lorry receipt, permit, insurance policy, declarations, etc	The importance of transport documents .  Types of transit documents such as lorry receipt, permit, insurance policy, declarations, etc. and method of preparation of above documents
8.	Prepare tools and equipment for visual inspection Perform visual inspection Perform interviews with workers, claimants , experts and ascertain causes  Record results and estimate reimbursement amount	Quarantine goods and their reasons Tools and equipments used for visual inspection  Perform visual inspection Kind of interviews with workers, claimants and experts to ascertain causes Estimation of reimbursement amount
9.	Verify documents associated with claims Complete claim forms and follow up with insurance companies Provide clarifications to insurance companies and escalate unresolved queries	Procedure for Verification of documents associated with claims and providing clarifications to insurance companies and to escalate unresolved queries
10.	Asses nature of damages and causes of damages Asses nature of claims Separate genuine claims from false claims Relate claim with results from previous claims history	Nature of damages and causes of damages. Nature of claims Genuine claims and false claims How to Relate current claim with results of previous claims history
11.	Understand elements of assessment certificate, invoice, claims insurance	Elements of assessment certificate, invoice, claims and insurance forms.

	forms and use the forms properly. Be through with Frequently asked questions related to submit a claim and communicate accordingly with claimants	Frequently asked questions to submit a claim Method of Informing result of visual inspection
12	<b>Revision &amp; Internal Assessment</b>	<b>Revision &amp; Internal Assessment</b>



**8.1 BASIC TRAINING**  
**DURATION: 03 MONTHS**  
**8.1.2 EMPLOYABILITY SKILLS**  
**GENERAL INFORMATION**

1. **Name of the Trade** : **Documentation&Claims Management  
Executive (Warehouse, Land transportation  
& 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 12<sup>th</sup> / 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)
	<b>English Literacy</b>	<b>15</b>
<b>1</b>	<b>Pronunciation :</b> Accentuation (mode of pronunciation) on simple words, Diction (use of word and speech)	
<b>2</b>	<b>Functional Grammar</b> Transformation of sentences, Voice change, Change of tense, Spellings.	
<b>3</b>	<b>Reading</b> Reading and understanding simple sentences about self, work and environment	
<b>4</b>	<b>Writing</b> Construction of simple sentences Writing simple English	
<b>5</b>	<b>Speaking / Spoken English</b> 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> Introduction, Computer and its applications, Hardware and peripherals, Switching on-Starting and shutting down of computer.	
<b>2</b>	<b>Computer Operating System</b> 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> 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	
<b>4.</b>	<b>Computer Networking and INTERNET</b> 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.	
	<b>Communication Skill</b>	<b>25</b>
<b>1</b>	<b>Introduction to Communication Skills</b> 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	
<b>2</b>	<b>Listening Skills</b> Listening-hearing and listening, effective listening, barriers to effective listening guidelines for effective listening. Triple- A Listening - Attitude, Attention & Adjustment. Active Listening Skills.	
<b>3</b>	<b>Motivational Training</b> 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	
<b>4</b>	<b>Facing Interviews</b> Manners, Etiquettes, Dress code for an interview Do's & Don'ts for an interview	
<b>5</b>	<b>Behavioral Skills</b> <b>Organizational Behavior</b> Problem Solving Confidence Building Attitude Decision making Case study/Exercise	
	<b>Entrepreneurship skill</b>	<b>15</b>
<b>1</b>	<b>Concept of Entrepreneurship</b> <b>Entrepreneurship-</b> 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	<b>Project Preparation &amp; Marketing analysis</b> 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	<b>Institutions Support</b> 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	<b>Investment Procurement</b> Project formation, Feasibility, Legal formalities i.e., Shop Act, Estimation & Costing, Investment procedure - Loan procurement - Banking Processes.	
	<b>Productivity</b>	<b>10</b>
1	<b>Productivity</b> Definition, Necessity, Meaning of GDP.	
2	<b>Affecting Factors</b> Skills, Working Aids, Automation, Environment, Motivation How improves or slows down.	
3	<b>Comparison with developed countries</b> 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	<b>Personal Finance Management</b> Banking processes, Handling ATM, KYC registration, safe cash handling, Personal risk and Insurance.	<b>15</b>
	<b>Occupational Safety, Health &amp; Environment Education</b>	
1	<b>Safety &amp; Health</b> Introduction to Occupational Safety and Health importance of safety and health at workplace.	
2	<b>Occupational Hazards</b> 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> Basic principles for protective equipment. Accident Prevention techniques - control of accidents and safety measures.	
4	<b>First Aid</b> Care of injured & Sick at the workplaces, First-Aid & Transportation of sick person	

5	<b>Basic Provisions</b> Idea of basic provision of safety, health, welfare under legislation of India.	
6	<b>Ecosystem</b> Introduction to Environment. Relationship between Society and Environment, Ecosystem and Factors causing imbalance.	
7	<b>Pollution</b> Pollution and pollutants including liquid, gaseous, solid and hazardous waste.	
8	<b>Energy Conservation</b> Conservation of Energy, re-use and recycle.	
9	<b>Global warming</b> Global warming, climate change and Ozone layer depletion.	
10	<b>Ground Water</b> Hydrological cycle, ground and surface water, Conservation and Harvesting of water	
11	<b>Environment</b> Right attitude towards environment, Maintenance of in -house environment	
	<b>Labour Welfare Legislation</b>	<b>5</b>
1	<b>Welfare Acts</b> 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>10</b>
	<b>Quality Tools</b>	
1	<b>Quality Consciousness :</b> Meaning of quality, Quality Characteristic	
2	<b>Quality Circles :</b> 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> Idea of ISO 9000 and BIS systems and its importance in maintaining qualities.	
4	<b>House Keeping :</b> Purpose of Housekeeping, Practice of good Housekeeping.	
5	<b>Quality Tools</b> Basic quality tools with a few examples	

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

### **GENERAL INFORMATION**

Name of the Trade : **Documentation and Claims Management Executive (Warehouse, Land transportation & courier)**

Duration of On-Job Training : 12 months

#### **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–I

## 8.2.1 BROAD SKILL COMPONENT TO BE COVERED DURING ON-JOB TRAINING

(Detail Syllabus for Practical Training / ON - JOB TRAINING)

**Duration: (12 months)**

**Trade: Documentation & Claims Management Executive  
(Warehouse, Land transportation & courier)**

1. Familiarization with the industry. Introduction to safety Equipment's and their uses.
2. Demonstration of 5S Concept on shop floor. Use of Personal protective Equipment's (PPE).
3. Prepare different types of documentation as per industrial need using different methods of recording information.
4. Develop good appearance and behavior, practice, tasks as per industry standard and express good communication skill.
5. Prepare and maintain work area and maintain health and safety at the work place.
6. Explain the warehouse, land transportation, courier processes and quality parameters.
7. Handle various types of consignments for shipment.
8. Explain information on labels and handling instructions.
9. Understand the risks involved in handling items that are fragile and use special instructions.
10. prepare transporttransit documents
11. Prepare various transport related documents for shipments.
12. Carry out verification of documents for inbound and out bound shipments along with transport coordinator.
13. Update shipment status and communicate to related people in case of any delays and update associated reasons in the computer system.

14. Carry out various activities in claims processing such as receipt of claims, acknowledgement, scheduling visual inspection, preparation of equipment for inspection, etc.
15. Understand the inspection process of the quarantined consignments.
16. Follow standard operating procedures to perform visual inspections.
17. Document results after visual inspection.
18. Cross verify customer declarations, other documentation related to goods mentioned in claim.
19. Interview with claimants, workers and experts on the hypothesis to ascertain causes of damages.
20. Coordinate with insurance companies for claims processing.
21. Identify any errors in documentation and coordinate insurance companies and claimants for rectification.
22. Generate daily report and update claim status in the computer system.
23. Follow procedure to process rejected claims. Update computer system with reasons for rejection and communicate with consignees.
24. Plan and organize assigned work
25. Inform claimant about the regulations and documentation requirements. Follow quality assurance procedures.
26. Detect & resolve issues during execution, demonstrate possible solutions and agree tasks within the team.
27. Communicate with required clarity and understand technical English.
28. Maintain safety and security at all times in office and field.
29. Verify proper personal protection equipment is used during work and field visits.
30. Report any incidents and near-misses noticed during field visits.
31. Identify the various risk options, accidents and get prepared to stay away.
32. 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 documentation and visual inspection.
- 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 documentation and coordination with multiple parties.
- 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 documentation and visual inspection.
- 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 documentation and coordination with multiple parties.
- 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 documentation and visual inspection.
- 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 documentation and coordination with multiple parties.
- 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. Warehouses / Stores / Distribution centers / Fulfillment Centre / Mother Hub
2. Courier consolidation Centers
3. Transportation Companies
4. Airports / Air Cargo Terminals / Air Freight Stations
5. CFS / ICDs' / Port Terminals
6. Manufacturing Plants (Automobile / FMCG / Hazardous Goods)

## **ANNEXURE – I**

### **TOOLS & EQUIPMENTS FOR BASIC TRAINING**

#### **INFRASTRUCTURE FOR PROFESSIONAL SKILL & PROFESSIONAL KNOWLEDGE**

**Trade: Documentation & Claims Management Executive**  
**(Warehouse, Land transportation & courier)**

#### **AP{PRENTICES TOOL KIT:-**

<b>Sl. No.</b>	<b>Name of the items</b>	<b>Quantity (indicative)</b>
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>Equipments</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:      Documentation & Claims Management Executive (Warehouse, Land  
Transportation & Courier)**

Actual training will be conducted in the establishment using their own facility. It depends 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 shortfall.

**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

<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	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

<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	