

**Course Curricula
Under
SKILL DEVELOPMENT INITIATIVE SCHEME (SDIS)
Based on
Modular Employable Skills (MES)**



Courier & Logistic Sector

**Government of India
Ministry of Labour & Employment
Directorate General of Employment & Training**

List of members attended the Trade Committee Meeting for designing the course curriculam under **Skill Development Initiative Skill (SDIS)** based on **Modular Employable Skills (MES)** in **COURIER & LOGISTIC SECTOR** held on 02.09.2008

Sl. No.	Name and Designation S/Sri	Organisation	
1.	S.D.Lahiri, Director	C.S.T.A.R.I., Kolkata	Chairman
2.	Anil Kumar, Joint Director	CSTARI, Kolkata	Member
3.	Smt. Dalia Dey, Executive Officer	C.I.I., Kolkata	Member
4.	Amit Shankhdhar, Director	T2P Consultants Ltd.	Member
5.	M B S Sastry	ISTD/HPDC, Kolkata	Member
6.	Smt. Arpita C Mitra, C.E.O	DTDC, Kolkata	Member
7.	A.K.Banerjee, Supeintendent	Deptt. of Posts, Kolkata	Member
8.	Ashoke Dey	FEDEX, Kolkata	Member
9.	Bibhas Das, Inspector	Deptt. of Posts, Kolkata	Member
10	Uday Chowdhury, Accounts Officer	Aramex Intercity Courier Service, Kolkata	Member
11.	S.N Dey, Administrator	DTDC, Kolkata	Member
12.	B.C. Dey, Manager	City Courier Service, Kolkata	Member
13.	Subhasish Chatterjee	FEDEX, Kolkata	Member
14.	Avijit Pandey ,Propreitor	Aramex Intercity Courier Service, Kolkata	Member
15.	G. Giri, Dy. Director	RDAT, Kolkata	Member
16.	L.K. Mukherjee, DDT	C.S.T.A.R.I., Kolkata	Member
17.	R.N.Manna, T.O.	C.S.T.A.R.I., Kolkata	Member
18.	P.K.Dutta, T.O.	C.S.T.A.R.I., Kolkata	Member
19.	S.B. Sardar, T.O.	C.S.T.A.R.I., Kolkata	Member

**Draft Course Curricula for Short Term Courses based on Modular
Employable Skills (MES) in COURIER & LOGISTIC SECTOR**

CONTENTS

1. List of members attended the Trade Committee Meeting.....	2
2. Background	4
3. Frame Work for Skill Development based on Modular Employable Skills	4
4. Introduction.....	5
5. Age of Participants	5
6. Curriculum Development Process	5
7. Development of Core Competencies	6
8. Duration of the Programmes	6
9. Pathways to acquire Qualification	6
10. Methodology	7
11. Instructional Media Packages	7
12. Assessment	7
13. Certificate	7
14. Course Matrix	8
15. Module 01 : Loader (Level - I).....	9
16. Module 02 : Courier (Level - I).....	11
17. Module 03 : Driver cum courier (Level - I).....	13
17. Module 04: Office Assistant (Level - I)	16
18. Module 05: Operation Supervisor/executives (Level - II)	21
19. Module 06: Marketing /sales / Channel(Vendor/Franchise) Executive (Level - III).....	23

Skill Development based on Modular Employable Skills (MES)

Background

The need for giving emphasis on Skill Development, especially for the educated unemployed youth (both for rural & urban) has been highlighted in various forums. Unfortunately, our country's current education system does not give any emphasis on development of skills. As a result, most of the educated unemployed youths are found wanting in this area, which is becoming their Achilles heel.

As India is on the path of economic development and the share of service sector's contribution to the GDP of the country is increasing (53% of GDP) it is becoming imperative that Government of India along with other nodal agencies play an important role in providing employable skills, with special emphasis on Skills.

Hence, need of the hour is some policy change at Apex level which will address the needs of the changing economy and look at providing mandatory skills training to all educated unemployed youths, with a view to have them gainfully employed. This shift in policy will ultimately benefit all the stake holders, namely the individuals, industry, Government and the economy by way of providing employment, increasing the output/productivity and ultimately resulting in a higher DDP for the nation.

- **Frame work for skill development based on 'Modular Employable Skills (MES)'**

Very few opportunities for skill development are available for the above referred groups (educated unemployed youth). Most of the existing skill development programmes are long term in nature. Poor and less educated persons cannot afford long term training programmes due to higher entry qualifications, opportunity cost, etc. Therefore, a new framework for skill development has been evolved by the DGET to address the employability issues.

The **key features of new framework for skill development** are:

- Demand driven short term training courses based on modular employable skills decided in consultation with Industries.
- Flexible delivery mechanism (part time, week ends, full time)
- Different levels of programmes (foundation level as well as skill up gradation) to meet demands of various target groups
- Central Government will facilitate and promote training while vocational training (VT) providers under the Govt. and Private Sector will provide training
- Optimum utilization of existing infrastructure to make training cost effective.
- Testing of skills of trainees by independent assessing bodies who would not be involved in conduct of the training programme, to ensure that it is done impartially.
- Testing & certification of prior learning (skills of persons acquired informally)

The Short Term courses would be based on "Modular Employable Skills (MES)".

The **concept for the MES** is:

- ✓ Identification of minimum skills set. Which is sufficient to get an employment in the Labour market.
- ✓ It allows skills upgradation, multi skilling, multi entry and exit, vertical mobility and life long learning opportunities in a flexible manner.

- ✓ It also allows recognition of prior learning (certification of skills acquired informally) effectively.
- ✓ The modules in a sector when grouped together could lead to a qualification equivalent to National Trade Certificate or higher.
- ✓ Courses could be available from level 1 to level 3 in different vocations depending upon the need of the employer organisations.
- ✓ MES would benefit different target groups like:
 - ✓ Workers seeking certification of their skills acquired informally
 - ✓ Workers seeking skill upgradation
 - ✓ Early school drop-outs and unemployed
 - ✓ Previously child Labour and their family

INTRODUCTION

Economic growth in India is increasingly supported by robust industrial growth. Logistics Sector is one of the relatively lesser known but significant sectors that support almost all industrial activity. However, notwithstanding its importance and size (INR 4 trillion), it has traditionally not been accorded the attention it deserves as a separate sector in itself. The level of inefficiency in logistics activities in the country has been very high across all modes.

The required pace of efficiency and quality improvement will demand rapid development of capabilities of logistics service providers. And with logistics being a service oriented sector, skill development will emerge as a key capability.

This lack of focus on developing manpower and skills for the logistics sector has resulted in a significant gap in the numbers and quality of manpower in the sector.

This gap, unless addressed urgently, is likely to be a key impediment in the growth of the logistics sector in India and in consequence, could impact growth in industry and manufacturing sectors as well.

This underscores the need identifying areas where such manpower and skill gaps are critical, and developing focused action plans to improve the situation.

A look at the required initiatives for manpower development in the sector makes it clear that sustainable development of the sector's manpower requires a collaborative public private effort. The level of commitment demonstrated by each stakeholder would largely determine the direction that the sector heads towards.

Age of participants

The minimum age limit for persons to take part in the scheme is 14 years but there is no upper age limit.

Curriculum Development Process

Following procedure is used for developing course curricula

- Identification of Employable Skills set in a sector based on division of work in the Labour market.

- Development of training modules corresponding to skills set identified so as to provide training for specific & fit for purpose
- Organization of modules in to a Course Matrix indicating vertical and horizontal mobility. The course matrix depicts pictorially relation among various modules, pre requisites for higher level modules and how one can progress from one level to another.
- Development of detailed curriculum and vetting by a trade committee and by the NCVT

(Close involvement of Employers Organizations, State Governments and experts, vocational Training providers and other stakeholders are ensured at each stage).

Development of Core Competencies

Possession of proper attitudes is one of the most important attributes of a competent person. Without proper attitudes, the performance of a person gets adversely affected. Hence, systematic efforts will be made to develop attitudes during the training programme. The trainees deal with men, materials and machines. They handle sophisticated tools and instruments. Positive attitudes have to be developed in the trainees by properly guiding them and setting up examples of good attitudes by demonstrated behaviors and by the environment provided during training.

Some important core competencies to be developed are:

1. Communication skills
2. Better usage of English language/Vernacular
3. Presentation skills
4. Self management
5. Resume preparation
6. GD participation/facing techniques
7. Interview facing techniques

Following competencies should also be developed during level-II and higher courses:

1. Ability for planning, organizing and coordinating
2. Creative thinking, problem solving and decision-making
3. Leadership
4. Ability to bear stress
5. Negotiation

Duration of the Programmes

Time taken to gain the qualification will vary according to the pathway taken and will be kept very flexible for persons with different backgrounds and experience. Duration has been prescribed in hours in the curriculum of individual module, which are based on the content and requirements of a MES Module. However, some persons may take more time than the prescribed time. They should be provided reasonable time to complete the course.

Pathways to acquire Qualification:

Access to the qualification could be through:

- ✧ An approved training Programme.

Methodology

The training methods to be used should be appropriate to the development of competencies. The focus of the programme is on “performing” and not on “Knowing”. Lecturing will be restricted to the minimum necessary and emphasis to be given for learning through active participation and involvement.

The training methods will be individual centered to make each person a competent one. Opportunities for individual work will be provided. The learning process will be continuously monitored and feedback will be provided on individual basis.

Demonstrations using different models, audio visual aids and equipment will be used intensively.

Instructional Media Packages

In order to maintain quality of training uniformly all over the country, instructional media packages (IMPs) will be developed by the National Instructional Media Institute (NIMI), Chennai.

Assessment

DGE&T will appoint assessing bodies to assess the competencies of the trained persons. The assessing body will be an independent agency, which will not be involved in conducting the training programme. This, in turn, will ensure quality of training and credibility of the scheme. Keeping in view, the target of providing training/testing of one million persons through out the country and to avoid monopoly, more than one assessing bodies will be appointed for a sector or an area.

Certificate

Successful persons will be awarded competency-based certificates issued by **National Council for Vocational Training (NCVT)**.

Course Matrix

Courier & Logistic Sector

Level III

Marketing and sales Executive

Level II

Operation Supervisor/executives

Level I

Driver cum courier

Office Assistant

Loader

Courier

Level -I

Module -I

Name:	Loader
Sector	Courier & Logistic Sector
Code	COL101
Min .entry qualification	5 th pass and above 17 years of age
Terminal competency	After completion of the training the trainees will be able to load and unload the courier item as per the schedule of delivery
Duration:	50 hrs
Objectives	After successful completion of the training the trainees will be able to work as Loader in courier & logistic sector

Practical Competencies	Underpinning Knowledge (Theory)
<ul style="list-style-type: none">• <u>Development of written communication in English</u>• Review of writing alphabets , words, names , cities, meanings	<ul style="list-style-type: none">• Basic grammar -spelling, meaning, opposite• Corporate etiquette and manner• Positive attitude and behaviour• Dress Code• Safety
<ul style="list-style-type: none">• Visit to a courier & logistic agency, branch office/hub/post office	Working concept of courier logistic sector-organization structure, functions/activities, security system, products/service restriction, terminology
<ul style="list-style-type: none">• Practice of picking up, sorting & loading and Unload• Reading city maps• Safe handling practice of courier	<ul style="list-style-type: none">• Knowledge of address identification i.e. Pin Code knowledge, Cities, State, nationwide• Knowledge of geography• Pick up and delivery-do's & don'ts
<ul style="list-style-type: none">• Complete some practical assignments within the time frame –Role play	<ul style="list-style-type: none">• Attendance, discipline & punctuality• Act in time on commitment• Quality & productive time• Connection & cut off time• Timing of air, ship/transport services
Visit to a Courier and Logistic Agency Ware house & demonstration	Knowledge of various logistic & courier agency and their ware housing system.
Study of codification & sorting: Barcode and handling cargo in bound and out bound, Label, etc.	Knowledge of stocking, packaging & handling, Containerisation

List of machines & equipment for a batch of 20
(for demonstration purpose)

1.	P .C. Latest configuration	02
2.	UPS 0.5KVA to 1 KVA	02
3	Laser Printer	01
4	Operating and Application software	MS office XP. Package
5	DVD Player	01
6	LCD TV	01
7	White Board	01
8	Bar Code Reader	02

Level -I

Module -II

Name:	Courier
Sector	Courier & Logistic Sector
Code	COL102
Min .entry qualification	8 th pass and minimum 17 years of age
Terminal competency	After successful completion of the training the trainees will be able to pick up the courier item and deliver to the right customer
Duration:	120 hrs
Objectives	After successful completion of the training the trainees will be able to work as Delivery Boy in courier & logistic sector

Practical Competencies	Underpinning Knowledge (Theory)
<ul style="list-style-type: none">• Development of effective communication skill(in English and local language), etiquette , manner, customer care, hospitality and positive attitude• Telephonic etiquette practice- receiving transferring and making calls	Basic human communication Good customer care concept Positive attitude & behavior Corporate etiquette and manners Dress code
<ul style="list-style-type: none">• <u>Development of written communication</u>• Review of writing alphabets , words, names , cities, meanings• Study of paragraph and understanding	Basic grammar -spelling, meaning, opposite
<ul style="list-style-type: none">• Visit to a courier & logistic agency, branch office/hub/post office	Working concept of courier logistic sector- organization structure, functions/activities, security system, products/service restriction, terminology
<ul style="list-style-type: none">• Practice of picking up, sorting, loading and delivery of goods /couriers• Reading Maps• GPRS application practice	<ul style="list-style-type: none">• Knowledge of address identification i.e. Pin Code knowledge, Cities, State, nationwide• Knowledge of geography; Local, National and International Pick up and delivery-do's & don'ts
Cash collection/booking practice & study of tariff chart Simple arithmetical calculations	<ul style="list-style-type: none">• Knowledge of tariff• Knowledge of arithmetic• Knowledge of restricted/banned items
<ul style="list-style-type: none">• Complete some practical assignments within the time frame – Role play	<ul style="list-style-type: none">• Attendance, discipline & punctuality• Act in time on commitment• Quality & productive time• Connection & cut off time

	<ul style="list-style-type: none"> • Timing of air, ship/transport services
Visit to a Courier and Logistic Agency ware house & demonstration	Knowledge of various logistic & courier agency and their ware housing system. Fleet management, route planning. Rly. Cargo transportation, shipping operation, air cargo operation.
Maintaining various records and filling up format for booking of carrier/cargo	Courier/Cargo booking methods & its tariff Study of rules & regulation with respect to National and international perspective
Visit to Railway freight parcel booking / air cargo department /shop cargo tariff department	<u>Mode of transport</u> Rail, air & sea and its facilities , tariff insurance rules & regulations & Methods & comparison
Study of codification & sorting: Barcode and handling cargo in bound and out bound	Knowledge of stocking, packaging & handling
Practice on computer operation for data entry, Xerox machine etc.	Basic knowledge of computer and its applications.

List of machines & equipment for a batch of 20

1.	P .C. Latest configuration	05
2.	UPS 0.5KVA to 1 KVA	05
3	Laser Printer	02
4	Operating and Application software	MS office XP. Package
5	Broad band Internet connection	01
6	Projection screen	01
7	LCD Projector	01
8	White Board	01
9.	PA System	01 set
10.	Bar Code Reader	02

Level –I

Module -III

Name:	Driver cum courier
Sector	Courier & Logistic Sector
Code	COL103
Min .entry qualification	8 th pass
Terminal competency	After completion of the training the trainees will be able to drive the vehicle and deliver to the right customer
Duration:	180 hrs
Objectives	After successful completion of the training the trainees will be able to Work as Driver cum courier in courier and logistic sector
Rebate	Who knows driving with driving license can get a rebate of –60 hrs Who has completed module II can get rebate of -120Hrs

Practical Competencies	Underpinning Knowledge (Theory)
<ul style="list-style-type: none"> • Development of effective communication skill (English and local language), etiquette , manner, customer care, hospitality and positive attitude • Telephonic etiquette practice- receiving transferring and making calls 	Basic human communication Good customer care concept Positive attitude & behavior Corporate etiquette and manners Dress code Safety and First Aid
<ul style="list-style-type: none"> • <u>Development of written communication (in English)</u> • Review of writing alphabets , words, names , cities, meanings • Study of paragraph and understanding 	Basic grammar -spelling, meaning, opposite
<ul style="list-style-type: none"> ➤ Visit to a courier & logistic agency, branch office/hub/post office 	Working concept of courier logistic sector- organization structure, functions/activities, security system, products/service restriction, terminology
<ul style="list-style-type: none"> • Practice of picking up, sorting, loading and delivery of goods /couriers 	<ul style="list-style-type: none"> • Knowledge of address identification i.e. Pin Code knowledge, Cities, State, nationwide • Knowledge of geography • Pick up and delivery-do’s & don’ts
Cash collection/booking practice & study of tariff chart	<ul style="list-style-type: none"> • Knowledge of tariff • Knowledge of restricted/banned items

<ul style="list-style-type: none"> Complete some practical assignments within the time frame – Role play 	<ul style="list-style-type: none"> Attendance, discipline & punctuality Act in time on commitment Quality & productive time Connection & cut off time Timing of air, ship/transport services
Visit to a Courier and Logistic Agency head office & demonstration	Working concept Courier and Logistic sector. Knowledge of various logistic & courier agency and their functions/activities/ restriction/banned etc. Fleet management, route planning. Rly. Cargo transportation, shipping operation, air cargo operation.
Maintaining various records and filling up format for booking of carrier/cargo	Courier/Cargo booking methods & its tariff Study of rules & regulation with respect to National and international perspective
Visit to Railway freight parcel booking / air cargo department /shop cargo tariff department	<u>Model of transport</u> Rail, air & sea and its facilities , tariff insurance rules & regulations & Methods & comparison
Study of codification & sorting: Barcode and handling cargo in bound and out bound	Knowledge of stocking, packaging & handling
Familiarisation with the name and location of different assemblies of motor vehicles (Two wheeler and Four Wheeler).	Motor Vehicle Act, Taxation rules, VAT Necessity of different assemblies of a motor vehicle
Preliminary checking of the vehicle before driving Straight driving on an open ground and practice in watching different gauges and meters while driving and minor maintenance.	Traffic and Permit rules, Road Safety, Route Planning, Geography.
Practice in changing gear from :- i) Low gear to high gear & ii) High gear to low gear	Road traffic signal and hand signal.
Straight driving on wide road and practice in changing gear from low gear to high gear and high gear to low gear.	Types of clutch and brakes.
Driving through lanes and curves.	Precautions to be taken while driving through lanes and curves.
Practice in reverse driving.	Precautions to be taken at the time of reversing the vehicle.
Practice in driving through sand and wet and rocky surface.	Precautions to be taken while driving through sand and wet surface.
Practice in driving over slope and down hill.	Precautions to be taken while driving over slope and down hill.
Practice in parking vehicles Parallel parking and diagonal parking.	Precautions to be taken at the time of different kind of parking.
Practice in driving over narrow bridges.	Precautions to be taken while driving over narrow bridges.
Practice in overtaking another vehicle. Detection of minor faults while driving. Knowledge of replacing tyres, battery, etc.	Precautions to be taken at the time of overtaking another vehicle.
Driving practice on fork lifting machine	Operation/use of fork lifting machine

List of tools and equipment

1.	Light motor vehicles	.. 1 No.
2.	Two Wheeler	.. 1 no.
2.	Traffic signal board	.. 1 No.
3.	Fire extinguisher	.. 2 Nos.
4.	First aid box	.. 1 sets
5.	Tool Box	.. 2 sets
6.	P .C. Latest configuration	.. 05
7.	UPS 0.5KVA to 1 KVA	.. 05
8.	Laser Printer	.. 02
9.	Operating and Application software	MS office XP. Package
10.	Broad band Internet connection	.. 01
11.	Projection screen	.. 01
12.	LCD Projector	.. 01
13.	White Board	.. 01
14.	PA System	.. 01 set
15.	Bar Code Reader	.. 02

Level I

Module -IV

Name:	Office Assistant
Sector	Courier & Logistic Sector
Code	COL104
Min .entry qualification	10 th pass and minimum 17 years of age
Terminal competency	After completion of the training the trainees will be able to deal the customer and receive /book the courier item and maintain records.
Duration	240 hrs.
Objectives	After successful completion of the training the trainees will be able to work in courier & logistic sector as Office Assistant/Ware house Assistant/ Personnel Assistant/Customer care Assistant
Rebate:-	Who has successfully completed the module I of level I of Soft Skill for employability, he may get a rebate of 100 hrs.

Practical Competencies	Underpinning Knowledge (Theory)
<p><u>Development of competency / proficiency in English /Vernacular. (Hindi/Regional Language)</u> Practice on</p> <ul style="list-style-type: none">• Oral/spoken communication skill & testing - voice and accent, voice clarity, voice modulation & intonation, word stress, etc.• Feedback & questioning technique :• Objectiveness in argument (Both one on one and in groups)• 5Ws & 1H & 7Cs for effective Communication• Development Etiquette and manners• Study of different pictorial expression of non-verbal communication and its analysis	<p><u>Concept of Effective Communication</u></p> <ul style="list-style-type: none">• Components of Effective Communication - Conviction, confidence & enthusiasm, Listening• Communication Process & Handling them• KISS (keep it short & sweet) in communication – Composing effective messages• Barriers to Communication – Int & Ext Barriers:- Infrasonic Motivation, Perception, Language,Fear,Power of speech etc.• Listening-It’s Importance, Good & Bad Listening• Non-Verbal Communication-its Importance and Nuances :- Facial Expression, Posture, Gesture, eye contact, Appearance (Dress Code)

<p><u>Written Communication skill Practice for</u></p> <ul style="list-style-type: none"> • Correction of errors • Making of sentences • Paragraph writing • Leave application & Simple letter writing 	<p><u>Grammatical Use (Mind your language towards better English) -</u></p> <ul style="list-style-type: none"> • punctuation, • vowel, consonant, • Preposition + noun,, • uncountable and plural nouns, • verb patterns, • uses of tenses, • Meanings & opposites,
<p><u>Presentation skill practice</u></p> <ul style="list-style-type: none"> • Preparing in presentation • Delivery of presentation :- <ul style="list-style-type: none"> ➤ Plan your presentation/communication ➤ Select proper channel/medium ➤ Set ease your environment ➤ Tell it right with 7 Cs ➤ Encode/decode ➤ Follow up your communication ➤ Ensure action 	<p><u>Concept of 4 step method for presentation</u></p> <ul style="list-style-type: none"> • preparation & introduction, • presentation • Evaluation/feedback • summarization / conclusion <p>TOCSE Process for presentation.</p>
<p><u>Self Management</u></p> <ul style="list-style-type: none"> • Self Evaluation, • self discipline, • self criticism • Recognition of one’s own limits and deficiencies , • Independency etc. • Thoughtful & Responsible • Self Awareness 	<p><u>Self Management</u></p> <ul style="list-style-type: none"> • Identifying one’s strengths and weakness • Planning & Goal setting • Managing self – emotions, ego, pride.
<p><u>Time Management Technique</u> Practice by game play and other learning methodology for achieving targets and getting of right first time</p>	<p><u>Time Management concept</u></p> <ul style="list-style-type: none"> • Attendance, Discipline & Punctuality • Act in time on commitment • Quality/Productive time- connection and cut off time
<p><u>Team building / Coordinating skills</u></p> <ul style="list-style-type: none"> • Team building practices through group exercises, team task /Role play. • Ability to – Mixing & accommodation • Ability to work together 	<p><u>Concept of</u></p> <ul style="list-style-type: none"> • Group, • Group Dynamics • Team building
<p><u>Motivation / Inspiration</u></p> <ul style="list-style-type: none"> • Ability to shape and direct working / process methods according to self defined criteria. • Motivate customers • Ability to think for oneself. • Apply oneself to a task independently with self motivation 	<p><u>Motivation techniques</u></p> <ul style="list-style-type: none"> • Motivation technique based on needs and field situation • Idealising
<p><u>Ethics & values</u></p> <ul style="list-style-type: none"> • Fairness: To behave in an open, just, and just respectable way toward other people 	<p><u>Ethics & values</u> What are ethics and values</p>

<ul style="list-style-type: none"> • Openness and respect for individual • Helpfulness • Honesty • Social responsibility • Inclusiveness / Belongingness, etc. 	
<p><u>Interpersonal Skill Development</u></p> <ul style="list-style-type: none"> • Positive Relationship • Positive Attitudes • Empathize: Comprehend other opinions points of views, and face them with understanding • Mutuality • Trust • Emotional Bonding, • Handling Situations (Interview) 	<p><u>Interpersonal Skill</u> Importance of inter-personal skill</p>
<p><u>Working under stress</u></p> <ul style="list-style-type: none"> • Practice different methods of Stress relief / management • Yoga & Pranayam/ Music with Meditation • Ability to concentrate & consistency, etc 	<p><u>Stress management</u> What is the stress and its causes</p>
<p><u>Computer and Internet operational skills</u></p> <ul style="list-style-type: none"> • Identification of Input/Out put devices, CPU, Display unit , keyboard , interconnecting cords, drives • Key boarding skills • Practice on computer using MS office XP\ • Practice on sending & receiving e-mail. 	<p><u>Computer & Internet working principle</u></p> <p>Block diagram of computer</p> <p>Net working and internet concept</p>
<p><u>Telecommunication Skills</u></p> <ul style="list-style-type: none"> • Tele- Etiquette/Corporate Etiquette • Receiving calls • Transferring calls • Taking Message/Voice mails • Making outgoing calls • Receiving Fax • Making Xerox • Operation practice of EBPAX console indifferent mode of dialing . 	<p><u>Electronic Communication concept</u></p> <p>Working principle of Mini Exchange and its feature and facilities</p>
<p>General safety & first aid demonstration Security awareness for employees(SAFE)</p>	<p>Working concept of courier & logistic products/services OBC, OVC, OPC, operation terminology Organization structure branch and hub, country office & its operation Various courier & logistic agency in a city/town both national and international</p>
<p>Visit to a counter & Logistic Agency/service provider:- branch & hub</p>	<p>Knowledge & function/activities of the agency- pick up, sorting, distribution, ware housing Dispatching, invoicing, billing, way bill etc.</p>

	Custom & cargo clearance , screening and licensing
Visit to AA/Cargo handling department/ship traffic/transport department for cargo transportation/shipping & air operation	Transportation modes; Air, Railway, Road & Sea. Times of flight , trains and ship services. Connection and Cut Off time
Study of Atlas and Pin Code/Address/Phone Book and other Logistic Sector charts etc. Demonstration and bar code and sorting	National and International Geography , pin code knowledge:- Cities, State, Country Zip Code Study codification and handling inbound & out bound cargo
Prepare a route plan for shortest & low cost	Transportation standardization process:- Fleet management route planning etc. Hub operation in scanning, sorting, outgoing material.
Maintaining various records and filling up of formats for booking , billing way bill etc.	Courier/Cargo booking/transportation methods and its tariffs. e – booking , payment, air way bill Study of rules & regulations with respect to national & international perspective restrictions /banned regulation. IATA Rules & regulations Shipment handling regulations inbound & outbound. Dangerous goods regulations
Practice on safety measures for handling various cargo and demonstration for loading/unloading, stuffing/de-stuffing for temporary storage.	ICD/CFS multi model ware houses, transshipment centre, port based ware housing, air cargo transshipment ware housing. Flight Forwarding Custom clearance, Licensing system Environmental concern in ware housing Value added services
Practice on Systematic storing, leveling , house keeping practice, weighing practice, picking and packing, operation of stacker, pallets , truck, etc.	Ware house managing system: Ware housing and physical distribution. Space & Layout Containerization /volumerization Transport modes Third party ware housing (3PL)
Practice on Maintain various records of store/ware house Good Housekeeping Practice Visit to a ware house of any courier & logistic company	Overview of Ware house inventory management system and computerization Zero inventory system KAIZEN & 5S concept
Visit to Airport / Ship cargo handling department for custom and security clearance demonstration / observation	Road express:- Cold chain, track & trace, packaging, temperature and humidity control Rail:- Dedicated rail container services
Calculation of Sale tax and tariff of different courier and different destination	Air:- Express and consumer service, freight forwarding , custom clearance Water:- Freight forwarding consolidation,

	NVOCC custom clearance Sales tax barriers , rules & regulations across the country. Import & Export rules & regulations
--	---

List of machines & equipment for a batch of 20

1.	P .C. Latest configuration	05
2.	UPS 0.5KVA to 1 KVA	05
3	Laser Printer	02
4	Operating and Application software	MS office XP. Package
5	Broad band Internet connection	01
6	Projection screen	01
7	LCD Projector	01
8	White Board	01
9.	PA System	01 set

Level II

Module No. V

Name	: Operation supervisor / Executive
Sector	: Courier & Logistic Sector
Code	: COL205
Entry Qualification	: +2 pass and Age:- 17 yrs and above
Terminal competency	: After completion of the course one should be able to <ol style="list-style-type: none">1. supervise the various activities in Branch, hub and Ware house2. Carry out the task professionally in systematic way with total customer satisfaction3. Supervise / lead the team for better productivity
Duration	: 240 hrs
Objective	: After successful completion of the training the Students will be able to work as team leader / Supervisor
Rebate	: Who has successfully completed module 4 of level I may get a rebate of 180 hrs.

Note: one has to study the following in addition to all the content module IV of Level I :

Practical Competencies	Underpinning Knowledge (Theory)
<u>DEVELOPMENT OF OCCUPATIONAL COMPETENCY</u> <ul style="list-style-type: none">• Leadership skills• Problem solving skills• Organising and Co-ordination skills• Critical thinking• Decision Making• Coaching & counseling	Different type of Leadership styles and creative leadership
<u>Development of effective Courier / Logistic Office Management Skill :- Practice on</u> <ul style="list-style-type: none">• Incoming Shipments-Breaking-bulk, Recovery, Inspection & Clearance.• Outbound Shipment-Managing receipt, Lodgment & Timely Departure.• Calculation of Taxes, Preparation of challan &/or Forms accompanying shipment. Performance monitoring of Operations Agent & reporting.	Incoming Shipments-Breaking-bulk, Recovery, Inspection & Clearance. Outbound Shipment-Managing receipt, Lodgment & Timely Departure. Knowledge of Taxes, Challan &/or Forms accompanying shipment. Performance monitoring of Operations Agent & reporting. Organizing appropriate shifts & manning levels to meet business requirements.

Organizing appropriate shifts & manning levels to meet business requirements. Supervision, Guidance & motivation of subordinates. Impart Security Awareness for Employees (SAFE Training). Ensure safe working practices within shifts. Fundamentals of SCM.	Supervision, Guidance & motivation of subordinates. Security Awareness for Employees (SAFE Training). Safe working practices within shifts. Fundamentals of SCM.
<u>Warehouse management</u> Warehousing & Physical Distribution practice Maintaining and supervising records	Warehouse management Tools and Techniques and challenges

List of machines & equipment for a batch of 20

1.	P .C. Latest configuration	05
2.	UPS 0.5KVA to 1 KVA	05
3	Laser Printer	02
4	Operating and Application software	MS office XP. Package
5	Broad band Internet connection	01
6	Projection screen	01
7	LCD Projector	01
8	White Board	01
9.	Flip Chart Board	01
10	LCD TV	01
11.	PA System	01 set

Level III

Module No. VI

Name	: Marketing /Channel(Vendor/franchise) / Sales Executive
Sector	: Express Distribution & Logistic Sector
Code	: COL306
Entry Qualification	: Graduate and 17 years above
Terminal competency	: After completion of the course one should be able to 1. Motivate customer to avail the courier /logistic services 2. Carry out the task professionally in systematic ways with total customer satisfaction for signing a contract
Duration	: 240 hrs
Objective	: After successful completion of the training the Students will be able to work as Sales / Marketing/ Channel (Vendor/franchise) Executive in Courier Logistic sector
Rebate	: Who has completed module IV of level I may get a rebate of 120 hrs

Note: one has to study the following in addition to all the content of Module IV of level I

Practical Competencies	Underpinning Knowledge (Theory)
<u>Written Communication skill</u> Practice for Both printed and on line written work, resume preparation, business reports and letter	Grammatical Use (Mind your language towards better English) - <ul style="list-style-type: none">• prefix,• suffix,• compound adjectives• Phrasal verbs – formation, grammar and style,• terminology uses and expression,• synonyms and antonyms,
<u>Self Management</u> Application of various SWOT ANALYSIS TECHNIQUE for identification/improvement of one's strength by overcoming weakness	SWOT Analysis
<u>Interviewing</u> <ul style="list-style-type: none">• <u>Listening and doubt clarifying</u>• <u>Concentration on performances objectively and subjectively</u>• <u>Agreeing in objectiveness</u>	<ul style="list-style-type: none">• Interview and its types• Industries expectation• Preparation for the interview• Stages of an interview• Post interview

<ul style="list-style-type: none"> • <u>Not imposing one's idea</u> • <u>Not to be destructives</u> 	<ul style="list-style-type: none"> • Interview evaluation parameters • Do's and Don't do's in an interview
<p><u>Cross occupational competency</u></p> <p>Development of Organizing and implementation of exercises</p> <ul style="list-style-type: none"> • Systematic approach • Accuracy • Efficient work • Carefulness • Planning & Organizing <p>Development of Communication & Cooperation</p> <ul style="list-style-type: none"> • Suitable behavior towards customers • Influence in skill • Creativity in presentation & projection • Negotiation skill <p>Development of mental technique</p> <ul style="list-style-type: none"> • Risk taking skill • Managing challenges • Ability to draw analogies • Thinking ahead • Ability to Implement • Creativity <p>Development of independency & responsibility</p> <ul style="list-style-type: none"> • Ability to make judgment • Reliability • Holding an opinion • Awareness of quality 	<p>Organizing and implementation of exercises</p> <ul style="list-style-type: none"> • Systematic approach • Accuracy • Efficient work • Carefulness <p>Planning & Organizing</p> <p>Communication & Cooperation</p> <ul style="list-style-type: none"> • Suitable behavior towards customers • Influence in skill • Creativity in presentation & projection • Negotiation skill <p>Learning methods and mental technique</p> <ul style="list-style-type: none"> • Risk taking skill • Managing challenges • Ability to draw analogies • Thinking ahead • Ability to Implement • Creativity <p>Independency & responsibility</p> <ul style="list-style-type: none"> • Ability to make judgment • Reliability • Holding an opinion • Awareness of quality

List of machines & equipment for a batch of 20

1.	P .C. Latest configuration	05
2.	UPS 0.5KVA to 1 KVA	05
3	Laser Printer	02
4	Operating and Application software	MS office XP. Package
5	Broad band Internet connection	01
6	Projection screen	01
7	LCD Projector	01
8	White Board	01
9.	PA System	01 set