

PROFESSIONAL CERTIFICATE PROGRAM IN COURIER DELIVERY (PCPICD)

CERTIFICATE PROGRAM IN COURIER DELIVERY (CPICD)

CD
PROGRAM CODE



Introduction

Certificate programme on Courier Operations is conceived to develop skills for performing basic entry level work in a Courier operations which includes Preparation of Delivery, Delivery of Shipment, Post Delivery activities etc. The programme is designed in such a way that participant get exposed to practical aspects of various steps involved in entire Courier operations and by end of the programme, participant can independently carryout Delivery activities in a Courier Company. This programme is aligned to National Occupational Standards (NOS) approved by Logistics Sector Skill Council (LSC) & National Skill Development Corporation (NSDC).

Venue: Bangalore / Delhi NCR	Industry: Courier	Focus Area: Courier Operations
Skill Areas <ul style="list-style-type: none">• Introduction to Logistics & Courier industry.• Types of Courier services.• Steps involved in delivery of shipment.• Precautions to be kept in mind during delivery process.• Pre Delivery, Delivery, & Post Delivery activities.• Handling of Shipment.• Personality Development, Business Etiquettes.• Presentation & Communication Skills.• Health, Safety and Hygiene.	Methodology <p>Combination of classroom and practical training. Class room training is practical oriented so that a participant gets hands on learning on different aspects of courier operation.</p>	Outcome <ul style="list-style-type: none">• Introduction to logistics and courier industry.• Conceptual understanding on the various processes involved in Courier operations.• Knowledge of Courier business, Courier segment, Types of Courier Services.• Knowledge of E Commerce.• Process Involved in courier operation like – Preparation before delivery, prepare for delivery of shipment, Performing delivery, Post-delivery activities.• Precautions, steps to be taken in case of accident, missing shipment, Delivery not done, etc.• Customer Relations, Business etiquettes.

Professional Certificate Program in Courier Delivery (3Days)

Who Can Attend : Personnel managing courier operations for more than 2 years

Course Duration : 3 Days Residential

Program Content:

- Introduction to logistics and courier industry.
- Conceptual understanding on the various processes involved in Courier operations.
- Knowledge of Courier business, Courier segment, Types of Courier Services.
- Knowledge of E Commerce.
- Process Involved in courier operation like – Preparation before delivery, prepare for delivery of shipment, Performing delivery, Post-delivery activities.
- Precautions, steps to be taken in case of accident, missing shipment, Delivery not done, etc.
- Customer Relations, Business etiquettes.
- Personality development, grooming.
- Presentation & Communication Skills.

Certificate Program in Courier Delivery (3 Weeks)

Who Can Attend : Fresher or New employees less than 6 Months

Course Duration : 3 Weeks Residential (80% practical training)

Program Content :

- Introduction to logistics and courier industry.
- Conceptual understanding on the various processes involved in Courier operations.
- Knowledge of Courier business, Courier segment, Types of Courier Services.
- Knowledge of E Commerce.
- Process Involved in courier operation like – Preparation before delivery, prepare for delivery of shipment, Performing delivery, Post-delivery activities.
- Precautions, steps to be taken in case of accident, missing shipment, Delivery not done, etc.
- Customer Relations, Business etiquettes.
- Personality development, grooming.
- Presentation & Communication Skills.

PROFESSIONAL CERTIFICATE PROGRAM IN CARGO OPERATION (3 DAYS)

CO

PROGRAM CODE

CERTIFICATE PROGRAM IN CARGO OPERATION (3 WEEKS)



Introduction

Certificate programme on Cargo Operations is conceived to develop skills for performing basic entry level work in a Cargo operations which includes Booking, Delivery, Transshipment etc. The programme is designed in such a way that participant get exposed to practical aspects of various steps involved in entire Cargo operations and by end of the programme, participant can independently carryout operational work in a Cargo Organization / Company. This programme is aligned to National Occupational Standards (NOS) approved by Logistics Sector Skill Council (LSC) & National Skill Development Corporation (NSDC).

Venue: Bangalore / Delhi NCR	Industry: Cargo	Focus Area: Cargo Operations
Skill Areas <ul style="list-style-type: none">• Transport, Cargo and Logistic industry• Operations (booking, delivery, transshipment In & Out)• Material handling and material handling equipment• Communications skills, personality development• Health, Safety and Hygiene	Methodology <p>Combination of classroom and practical training. Class room training is practical oriented so that a participant gets hands on learning on different aspects of cargo operation.</p>	Outcome <ul style="list-style-type: none">• Knowledge about logistics and cargo industry.• Conceptual and practical understanding of different processes involved in cargo operations.• Hands on experience of managing cargo operations.• Filling up of different documents.• Basic office etiquettes and basic of communication with customer.• Inter personal relations.

Professional Certificate Program In Cargo Operation (3 Days)

Who Can Attend : Personnel managing cargo operations for more than 2 years

Course Duration : 3 Days Residential

Program Content:

- Introduction to logistics and cargo sector.
- Conceptual understanding of various processes involved in operations of cargo organization.
- Knowledge of different processes and steps involved in operations e.g. booking, handling, delivery, Hub operation, etc.
- Action to be taken in case of accident, fire, flood ,etc.
- Material handling equipment.

Certificate Program In Cargo Operation (3 Weeks)

Who Can Attend : Fresher or new employee less than 6 months

Course Duration : 3 Weeks Residential (80% practical training)

Program Content :

- Introduction to logistics cargo sector.
- Conceptual understanding of various processes involved in operations of cargo organization.
- Knowledge of different processes and steps involved in operations e.g. booking, delivery, unclaimed goods, transshipment, etc.
- Precautions and actions to be taken in case of fire, accidents, flood, etc.
- Material handling equipment.
- Business etiquettes, customer relationship.
- Presentation and communication skills.

PROFESSIONAL CERTIFICATE PROGRAM IN TRANSPORT SYSTEM & MANAGEMENT (3 DAYS)

TSM
PROGRAM CODE

**CERTIFICATE PROGRAM IN
TRANSPORT SYSTEM &
MANAGEMENT (3 WEEKS)**



Introduction

Certificate programme on Transport System and Management is designed to develop conceptual knowledge among Transport sector professionals on various operational processes involved in operations of a Transport Organization including booking, activities involved in transshipment and delivery. The programme is designed in such a way that participant get exposed to various conceptual knowledge with practical applications of various processes involved in entire operations. This programme is aligned to National Occupational Standards (NOS) approved by Logistics Sector Skill Council (LSC) & National Skill Development Corporation (NSDC).

Venue: Bangalore / Delhi NCR	Industry: Transport	Focus Area: Transport Operators
Skill Areas	Methodology	Outcome
<ul style="list-style-type: none">• Transport and Logistics Industry• Operations (Booking, Transshipment & Delivery Procedure)• Material handling & material handling equipment's• Costing• Safety, Health & Hygiene	Combination of classroom and practical training, so that a participant gets hands on learning on different aspects of operations.	<ul style="list-style-type: none">• Knowledge about Logistics and Transport industry• Conceptual & practical understanding different processes involved in Transport Operations• Hands on experience of managing transport operations• Filling up of different documents• Managing situations eg, accident, fire, flood, etc.

Professional Certificate Program in Transport System & Management (3 Days)

Who Can Attend : Transport Sector Personnel managing operations for more than 2 years

Course Duration : 3 Days Residential

Program Content:

- Introduction of Logistics & Transport Sector
- Conceptual understanding of various processes involved in operations of a Transport Organization
- Knowledge of different processes and steps involved in operations e.g. Booking, Transshipment, delivery, unclaimed goods, etc.
- Action to be taken in case of accident, fire, flood etc.
- Material handling equipment's, tracking of truck and material.

Certificate Program in Transport System & Management (3 Weeks)

Who Can Attend : Fresher's or new employees less than 6 months in a Transport Organization

Course Duration : 3 Weeks Residential (80% practical training)

Program Content :

- Introduction of Logistics & Transport Sector
- Conceptual understanding of various processes involved in operations of a Transport Organization
- Knowledge of different processes and steps involved in operations e.g. Booking, Transshipment, delivery, unclaimed goods, etc.
- Action to be taken in case of accident, fire, flood etc.
- Material handling equipment's, tracking of truck and material.
- Business etiquettes & Customer relationship
- Presentation and communication skills

PROFESSIONAL CERTIFICATE PROGRAM IN WAREHOUSE OPERATIONS (3 DAYS)

WO
PROJECT CODE

**CERTIFICATE PROGRAM IN
WAREHOUSE OPERATIONS
(3 WEEKS)**



Introduction

Certificate programme on Warehouse Operations is conceived to develop skills for performing basic entry level work in a Warehouse which includes Receipt, Put away, Inventory, Dispatch etc. The programme is designed in such a way that participant get exposed to practical aspects of various steps involved in entire warehouse operations and by end of the programme, participant can independently carryout operational work in a warehouse. This programme is aligned to National Occupational Standards (NOS) approved by Logistics Sector Skill Council (LSC) & National Skill Development Corporation (NSDC).

Venue: Bangalore / Delhi NCR	Industry: Warehousing	Focus Area: Operational aspects of Warehouse
Skill Areas <ul style="list-style-type: none">Logistics & Warehouse IndustryReceipt, Put away and dispatch processMaterial handling & material handling equipment'sSafety, Health & Hygiene	Methodology <p>Combination of classroom and practical training, so that a participant gets hands on learning on different aspects of operations.</p>	Outcome <ul style="list-style-type: none">Knowledge about Logistics and Warehouse IndustryConceptual & practical understanding different processes involved in Warehouse operationsHands on experience in a WarehouseFilling up of different documentsBasic office etiquettes & basics of communication with customerInterpersonal relationsPresentation skills

Professional Certificate Program in Warehouse Operations (3 Days)

Who Can Attend : Personnel managing warehouse operations for more than 2 years.

Course Duration : 3 Days Residential

Program Content:

- Introduction of Logistics & Warehouse Sector
- Conceptual understanding of various processes involved in operations which includes receipt, put away, dispatch etc.
- Material handling equipment's in a warehouse.
- Business etiquettes
- Customer relationship
- Presentation & Communication Skills

Certificate Program in Warehouse Operations (3 Weeks)

Who Can Attend : Fresher's or new employees less than 6 months in a Warehouse.

Course Duration : 3 Weeks Residential (80% practical training)

Program Content :

- Introduction of Logistics & Warehouse Sector
- Conceptual understanding of various processes involved in operations which includes receipt, put away, dispatch etc.
- Material handling equipment's in a warehouse.
- Business etiquettes.
- Customer relationship
- Presentation and communication skills