

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.