

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack – Clearance Support Agent

SECTOR: LOGISTICS

SUB-SECTOR: Courier and Mail Services

OCCUPATION: Gateway Operations

REFERENCE ID: LSC/Q3030

ALIGNED TO: NCO-2004/9322.70

Brief Job Description: Clearance Support Agents are also known as Clearance Process Executives. Individuals in this role are staff who work in corporate offices and are responsible for assessing additional information required for shipment clearance, contacting the consignee/consignor to obtain the required documents and submitting them to the customs to get inbound/outbound shipment clearance. They are a key part of the clearance team as they perform the role of customer-facing to obtain the required documents and update them on the clearance status.

Personal Attributes: This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Job Details

Qualifications Pack Code	LSC/Q3030		
Job Role	Clearance Support Agent		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	10/04/2015
Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016
NSQC Clearance on	TBD		

Job Role	Clearance Support Agent (Clearance Process Executive)
Role Description	Assess additional information required for shipment clearance, contact consignee to obtain the required documents and submit them to the customs
NSQF level	4
Minimum Educational Qualifications*	Graduate (Engineering, Arts, Commerce, Science)
Maximum Educational Qualifications*	
Training (Suggested but not mandatory)	NA
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N3021 (Obtain existing information and assess additional information required for shipment clearance) LSC/N3022 (Contact the consignee and receive the required documents) LSC/N3023 (Submit documents to customs and follow-up to ensure that shipment is cleared) LSC/N3049 (Maintain health, safety and security standards during shipment clearance) <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
OS	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the knowledge and understanding they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Unit Code	Unit Code is a unique identifier for an Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

National Occupational Standard



Overview

This unit is about obtaining existing information and assessing additional information required for shipment clearance

LSC/N3021 Obtain existing information and assess additional information required for shipment clearance

National Occupational Standard

Unit Code	LSC/N3021
Unit Title (Task)	Obtain existing information and assess additional information required for shipment clearance
Description	This unit is about obtaining existing information and assessing additional information required for shipment clearance
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Obtain requisite information for clearance support • Assess additional information required for shipment clearance • Safety and Security aspects
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Obtain requisite information for clearance support	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain the list of shipments that is not cleared by customs</p> <p>PC2. Collect and compile documents available for the shipments</p> <p>PC3. Categorize the shipments on the basis of their type</p>
Assess additional information required for shipment clearance	<p>PC4. Identify the type of shipment that is not cleared by customs</p> <p>PC5. Review the existing list of documents to assess the available information</p> <p>PC6. Understand the list of documents that are required for the clearance of the shipment</p> <p>PC7. Assess the additional information/documents that are required for clearance</p> <p>PC8. Document the list of information/documents required against each shipment</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures</p> <p>KA2. Knowledge of paperwork required to seek payment approval from the consignee</p> <p>KA3. Knowledge of acceptable payment modes</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Knowledge of all relevant safety and security procedures</p>

LSC/N3021 Obtain existing information and assess additional information required for shipment clearance

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of customs requirement for different kinds of shipments</p> <p>KB2. Knowledge on Import/Export Controls</p> <p>KB3. Knowledge on Specialized Clearance procedures such as SEZ, etc</p> <p>KB4. Understanding of Bill of Entry/Shipping Bill and other documents pertaining to shipment clearance</p> <p>KB5. Knowledge of different geographies.</p> <p>KB6. Knowledge of customs valuation for determination of value on imported goods where Customs duty is levied</p> <p>KB7. Knowledge of customs acts and legal provisions</p> <p>KB8. Knowledge of operating computers</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to write formal e-mails and reports</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand customs acts and legal provisions</p> <p>SA3. Read and understand various documents pertaining to customs clearance</p> <p>SA4. Read and understand e-mails</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate clearly with consignees and peers</p> <p>SA6. Share best practices with peers and juniors</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to make a judgment as to what additional documents are required for customs clearance</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Ability to concentrate on task at hand and complete it without errors</p> <p>SB3. Be a team player and achieve joint goals.</p> <p>SB4. Flexibility to re-assess schedule in case of additional shipment hold-ups</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. Ability to converse with the consignee in a suitable manner</p> <p>SB6. Understand the customer timelines and ensure that they are met.</p>

LSC/N3021 Obtain existing information and assess additional information required for shipment clearance

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for shipment hold-ups SB8. Identify the type of shipment and the customs regulations pertaining to it
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB9. Ability to assess additional documents required for shipment clearance SB10. Ability to keep track of the progress of each shipment in real time until clearance
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors



LSC/N3021 Obtain existing information and assess additional information required for shipment clearance

NOS Version Control

NOS Code	LSC/N3021		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016



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National Occupational Standard



Overview

This unit is about contacting the consignee/consignor and receiving the required documents

Contact the consignee/consignor and receive the required documents

National Occupational Standard	Unit Code	LSC/N3022
	Unit Title (Task)	Contact the consignee/consignor and receive the required documents
	Description	This unit is about contacting the consignee/consignor and receiving the required documents
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Contact the consignee/consignor regarding documents required • Receive the required documents • Safety and Security aspects
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Contact the consignee/consignor regarding documents required	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain the consignee's/consignor's contact number and e-mail address</p> <p>PC2. Understand the information/documents required from the consignee/consignor for shipment clearance, before contacting</p> <p>PC3. Contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up</p> <p>PC4. Communicate clearly the documents required for shipment clearance verbally</p> <p>PC5. Also communicate the documents required for shipment clearance and the address that is to be sent, through an e-mail</p> <p>PC6. Provide consignee/consignor with duty and tax advice notification, if applicable</p> <p>PC7. Seek payment approval from the consignee/consignor when the duty and tax amounts payable exceeds payment limits, if applicable</p>
	Receive the required documents	<p>PC8. Follow up with the consignee/consignor for the required documents</p> <p>PC9. Obtain a soft copy of the required documents and check if they match the documents for shipment clearance</p> <p>PC10. Receive the required document at the address shared</p> <p>PC11. Check if the documents received match the required documents for shipment clearance</p> <p>PC12. Thank the consignee/consignor once the documents are received</p>

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. Knowledge of organizational procedures KA2. Knowledge of paperwork required to seek payment approval from the consignee KA3. Knowledge of acceptable payment modes KA4. Risk and impact of not following defined procedures/work instructions KA5. Knowledge of all relevant safety and security procedures
B. Technical Knowledge	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KB1. Knowledge of customs requirement for different kinds of shipments KB2. Knowledge on Import/Export Controls KB3. Knowledge on Specialized Clearance procedures such as SEZ, etc KB4. Understanding of Bill of Entry/Shipping Bill and other documents pertaining to shipment clearance KB5. Knowledge of different geographies. KB6. Knowledge of customs valuation for determination of value on imported goods where Customs duty is levied KB7. Knowledge of customs acts and legal provisions KB8. Knowledge of operating computers
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA1. Ability to write formal e-mails and reports
	Reading Skills
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA2. Read and understand customs acts and legal provisions SA3. Read and understand various documents pertaining to customs clearance SA4. Read and understand e-mails
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SA5. Communicate clearly with consignees and peers SA6. Share best practices with peers and juniors
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: <ul style="list-style-type: none"> SB1. Ability to make a judgment as to what additional documents are required for customs clearance

LSC/N3022

Contact the consignee/consignor and receive the required documents

	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Ability to concentrate on task at hand and complete it without errors SB3. Be a team player and achieve joint goals. SB4. Flexibility to re-assess schedule in case of additional shipment hold-ups
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Ability to converse with the consignee in a suitable manner SB6. Understand the customer timelines and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for shipment hold-ups SB8. Identify the type of shipment and the customs regulations pertaining to it
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB9. Ability to assess additional documents required for shipment clearance SB10. Ability to keep track of the progress of each shipment in real time until clearance
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N3022		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016



National Occupational Standard



Overview

This unit is about submitting documents to customs and following-up to ensure that shipment is cleared

National Occupational Standard	Unit Code	LSC/N3023
	Unit Title (Task)	Submit documents to customs and follow-up to ensure that shipment is cleared
	Description	This unit is about submitting documents to customs and following-up to ensure that shipment is cleared
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Submit documents to customs • Follow-up to ensure that shipment is cleared • Safety and Security aspects
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Submit documents to customs	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Contact the relevant customs agent/broker to intimate regarding shipment clearance</p> <p>PC2. Share the documents received with the customs agent/broker</p> <p>PC3. Follow up with the customs agent/broker to ensure documents are submitted to customs</p>
	Follow-up to ensure that shipment is cleared	<p>PC4. Follow up with the customs agent/broker to check the latest status of the shipment clearance</p> <p>PC5. Update consignee/consignor on the latest status of the shipment clearance</p> <p>PC6. Notify consignee/consignor if any additional documents are required</p> <p>PC7. Request the consignee/consignor to send the additional documents, if required, and submit them to customs</p> <p>PC8. Inform the consignee/consignor once the shipment is cleared and redirect him to the customer service team for any queries on the delivery date of the shipment</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures</p> <p>KA2. Knowledge of paperwork required to seek payment approval from the consignee</p>

its processes)	<p>KA3. Knowledge of acceptable payment modes</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Knowledge of all relevant safety and security procedures</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of customs requirement for different kinds of shipments</p> <p>KB2. Knowledge on Import/Export Controls</p> <p>KB3. Knowledge on Specialized Clearance procedures such as SEZ, etc</p> <p>KB4. Understanding of Bill of Entry/Shipping Bill and other documents pertaining to shipment clearance</p> <p>KB5. Knowledge of different geographies.</p> <p>KB6. Knowledge of customs valuation for determination of value on imported goods where Customs duty is levied</p> <p>KB7. Knowledge of customs acts and legal provisions</p> <p>KB8. Knowledge of operating computers</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to write formal e-mails and reports</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand customs acts and legal provisions</p> <p>SA3. Read and understand various documents pertaining to customs clearance</p> <p>SA4. Read and understand e-mails</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate clearly with consignees and peers</p> <p>SA6. Share best practices with peers and juniors</p>	
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to make a judgment as to what additional documents are required for customs clearance</p>

	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Ability to concentrate on task at hand and complete it without errors SB3. Be a team player and achieve joint goals. SB4. Flexibility to re-assess schedule in case of additional shipment hold-ups
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Ability to converse with the consignee in a suitable manner SB6. Understand the customer timelines and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for shipment hold-ups SB8. Identify the type of shipment and the customs regulations pertaining to it
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB9. Ability to assess additional documents required for shipment clearance SB10. Ability to keep track of the progress of each shipment in real time until clearance
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/N3023		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016



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National Occupational Standard



Overview

This unit is about maintaining health, safety and security standards during shipment clearance

Unit Code	LSC/N3049
Unit Title (Task)	Maintain health, safety and security standards during shipment clearance
Description	This unit is about maintaining health, safety and security standards during shipment clearance
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Maintain health, safety and security standards during shipment clearance
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Maintain health, safety and security standards during shipment clearance	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow all security procedures with respect to company information</p> <p>PC2. Follow all precautionary data handling procedures</p> <p>PC3. Maintain clean work table area</p> <p>PC4. Recognize and report unsafe conditions and practices.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures</p> <p>KA2. Knowledge of paperwork required to seek payment approval from the consignee</p> <p>KA3. Knowledge of acceptable payment modes</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Knowledge of all relevant safety and security procedures</p>

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of customs requirement for different kinds of shipments</p> <p>KB2. Knowledge on Import/Export Controls</p> <p>KB3. Knowledge on Specialized Clearance procedures such as SEZ, etc</p> <p>KB4. Understanding of Bill of Entry/Shipping Bill and other documents pertaining to shipment clearance</p> <p>KB5. Knowledge of different geographies.</p> <p>KB6. Knowledge of customs valuation for determination of value on imported goods where Customs duty is levied</p> <p>KB7. Knowledge of customs acts and legal provisions</p> <p>KB8. Knowledge of operating computers</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to write formal e-mails and reports</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read and understand customs acts and legal provisions</p> <p>SA3. Read and understand various documents pertaining to customs clearance</p> <p>SA4. Read and understand e-mails</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. Communicate clearly with consignees and peers</p> <p>SA6. Share best practices with peers and juniors</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Ability to make a judgment as to what additional documents are required for customs clearance</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Ability to concentrate on task at hand and complete it without errors</p> <p>SB3. Be a team player and achieve joint goals.</p>

Maintain health, safety and security standards during shipment clearance

	SB4. Flexibility to re-assess schedule in case of additional shipment hold-ups
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB5. Ability to converse with the consignee in a suitable manner SB6. Understand the customer timelines and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB7. Identify trends/common causes for shipment hold-ups SB8. Identify the type of shipment and the customs regulations pertaining to it
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB9. Ability to assess additional documents required for shipment clearance SB10. Ability to keep track of the progress of each shipment in real time until clearance
	Critical Thinking Skills
The user/individual on the job needs to know and understand how to: SB11. Ability to concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/N3049		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016

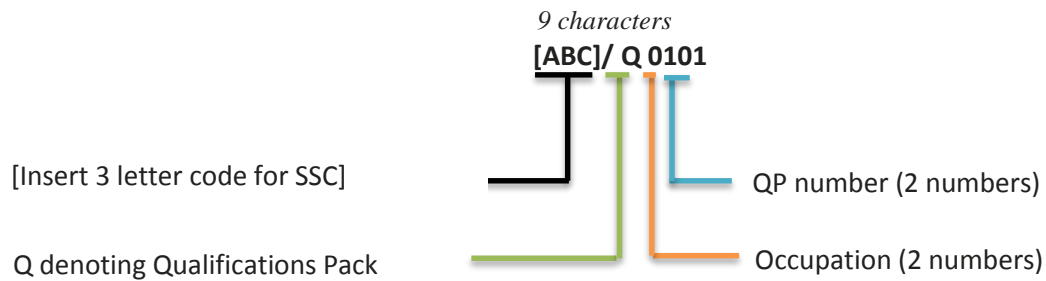


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Annexure

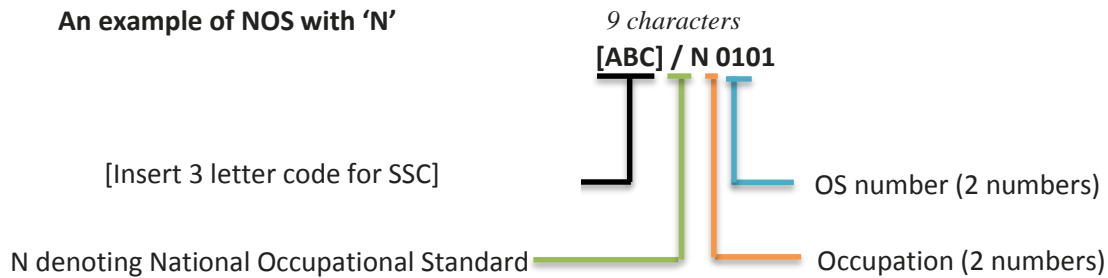
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Clearance Support Agent

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Courier and Mail Services	30

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack for Clearance Support Agent

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Clearance Support Agent

Qualification Pack: LSC/Q3030

Sector Skill Council: LSC

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/N3021 (Obtain existing information and assess additional information required for shipment clearance)	PC1. Obtain the list of shipments that is not cleared by customs	100	16	3	13
	PC2. Collect and compile documents available for the shipments		16	3	13
	PC3. Categorize the shipments on the basis of their type		10	2	8
	PC4. Identify the type of shipment that is not cleared by customs		10	2	8

Qualifications Pack for Clearance Support Agent

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC5. Review the existing list of documents to assess the available information		10	2	8
	PC6. Understand the list of documents that are required for the clearance of the shipment		18	4	14
	PC7. Assess the additional information/documents that are required for clearance		10	2	8
	PC8. Document the list of information/documents required against each shipment		10	2	8
		Total	100	20	80
2. LSC/N3022 (Contact the consignee/consignor and receive the required documents)	PC1. Obtain the consignee's/consignor contact number and e-mail address	100	5	2	3
	PC2. Understand the information/documents required from the consignee/consignor for shipment clearance, before contacting		5	2	3
	PC3. Contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up		5	2	3
	PC4. Communicate clearly the documents required for shipment clearance verbally		5	2	3
	PC5. Also communicate the documents required for shipment clearance and the address that is to be sent, through an e-mail		5	2	3
	PC6. Provide consignee/consignor with duty and tax advice notification, if applicable		5	2	3
	PC7. Seek payment approval from the consignee/consignor when the duty and tax		10	2	8

Qualifications Pack for Clearance Support Agent

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	amounts payable exceeds payment limits, if applicable				
	PC8. Follow up with the consignee/consignor for the required documents		10	2	8
	PC9. Obtain a soft copy of the required documents and check if they match the documents for shipment clearance		5	2	3
	PC10. Receive the required document at the address shared		15	4	11
	PC11. Check if the documents received match the required documents for shipment clearance		15	4	11
	PC12. Thank the consignee/consignor once the documents are received		15	4	11
			Total	100	30
3. LSC/N3023 (Submit documents to customs and follow-up to ensure that shipment is cleared)	PC1. Contact the relevant customs agent/broker to intimate regarding shipment clearance	100	10	4	6
	PC2. Share the documents received with the customs agent/broker		10	4	6
	PC3. Follow up with the customs agent/broker to ensure documents are submitted to customs		10	4	6
	PC4. Follow up with the customs agent/broker to check the latest status of the shipment clearance		10	4	6
	PC5. Update consignee/consignor on the latest status of the shipment clearance		15	4	11
	PC6. Notify consignee/consignor if any additional documents are required		15	2	13

Qualifications Pack for Clearance Support Agent

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC7. Request the consignee/consignor to send the additional documents, if required, and submit them to customs		15	4	11
	PC8. Inform the consignee/consignor once the shipment is cleared and redirect him to the customer service team for any queries on the delivery date of the shipment		15	4	11
		Total	100	30	70
4. LSC/N3049 (Maintain health, safety and security standards during shipment clearance)	PC1. Follow all security procedures with respect to company information	100	25	5	20
	PC2. Follow all precautionary data handling procedures		25	5	20
	PC3. Maintain clean work table area		25	5	20
	PC4. Recognize and report unsafe conditions and practices		25	5	20
		Total	100	20	80

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