

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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Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. OS Units.....P.2
4. Glossary of Key TermsP.3
5. Annexure:Nomenclature for QP & NOS...P.27
6. Assessment Criteria.....P.29

Introduction

Qualifications Pack – Documentation Executive (Custom Clearance – Export)

SECTOR: LOGISTICS

SUB-SECTOR: EXIM logistics

OCCUPATION: Custom Clearance

REFERENCE ID: LSC/Q7801

ALIGNED TO: NCO-2004/NIL

Brief Job Description: Documentation executive (Custom Clearance - Export) assist in preparation of documents and records required for custom clearance of export cargo in the port. He / She coordinates with the exporter of cargo and field operation executive to ensure a smooth custom clearance process.

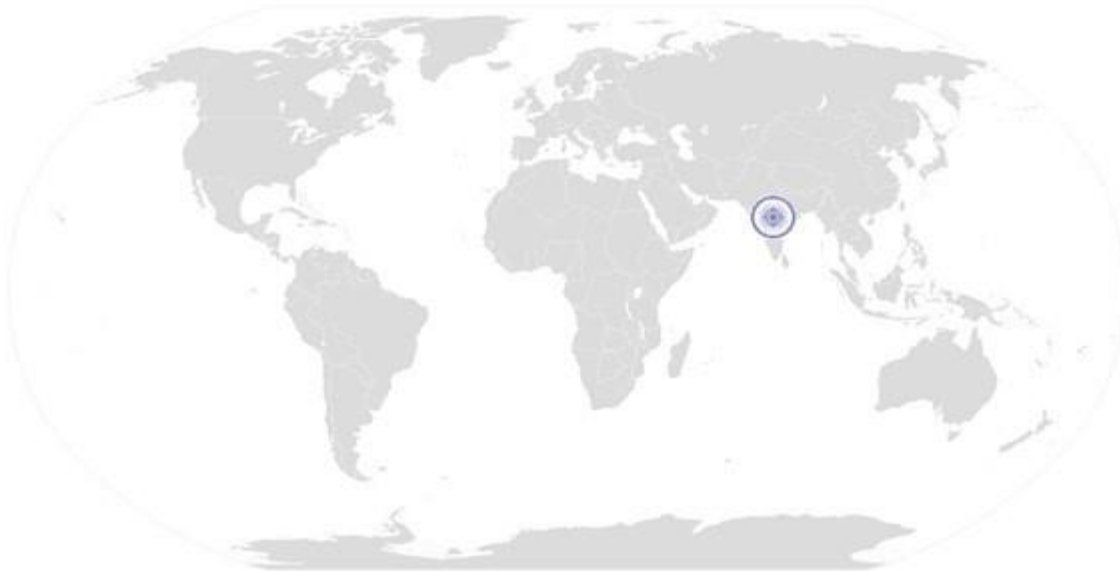
Personal Attributes: This job requires the individual to have: good eyesight, hand stability, computer operation knowledge, typing skill, ability to work for long hours in sitting position, communication skills, people handling skills and attention to details. The individual should be able to maintain high concentration on levels throughout his/her shift.

Qualifications Pack Code	LSC/Q7801		
Job Role	Documentation Executive (Custom Clearance - Export)		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	10/10/2015
Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Custom Clearance	Next review date	
NSQC Clearance On	TBD		

Job Role	Documentation Executive (Custom Clearance - Export)
Role Description	preparing of documents and records required for custom clearance of export cargo in the port; coordinating with the exporter of cargo and field operation executive to ensure a smooth custom clearance process;
NSQF level	4
Minimum Educational Qualifications*	Graduate
Maximum Educational Qualifications*	NA
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	Above 18 years
Experience	Not applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N7801 Interact with customer to obtain information for custom clearance LSC/N7802 Prepare necessary documents for custom clearance LSC/N7803 Coordinate with field operation executive for custom clearance LSC/N9602 Maintain health, safety and security procedures in the logistics operation <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

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 information to prepare required documents for custom clearance of export cargo. It also includes interacting with shipper, buyer, forwarding agents, custom officers, etc. to prepare require documents.

National Occupational Standard	Unit Code	LSC/N7801
	Unit Title (Task)	Interact with customer to obtain information for custom clearance
	Description	This unit is about obtaining information to prepare required documents for custom clearance of export cargo. It also includes interacting with shipper, buyer, forwarding agents, custom officers, etc. to prepare required documents.
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Obtain exporter information • Receive cargo related details for documentation • Coordinate with customer for any other requirement
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Obtain exporter information	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. receive the details of the shipper with the details such as organisation name, promoter details, etc</p> <p>PC2. obtain the registered PAN based Business Identification Number (BIN) received from the Directorate General of Foreign Trade (DGFT)</p> <p>PC3. receive the Importer - Exporter Code (IEC) from shipper</p> <p>PC4. obtain evidences to prove the shipper is a resident of India and has a place of business in India</p> <p>PC5. obtain relevant regulatory approved documents, if exporter intends to export under export promotion scheme</p>
	Receive cargo related details for documentation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. receive details of type of cargo including quantity and value details</p> <p>PC7. obtain the type of cargo category for export for documentation (eg: freely exportable item, Negative list of exports, Restricted / Licensed Exports)</p> <p>PC8. receive documents such as Invoice, Packing list, Shipper declaration, Purchase order, SDF (Statutory Declaration Form) declaration and other specific documents required for custom clearance</p> <p>PC9. obtain the full export value of the cargo</p> <p>PC10. make note of clearly the 'final place of destination' (i.e. the place in a country in which the goods are imported and cleared through customs of that country)</p>
	Coordinate with customer for any other requirement	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. advise and educate exporter/importer on goods act, clauses, requirements, etc</p> <p>PC12. advice to clients on export and import restrictions, tariff systems, letters of credit, insurance requirements and other custom related matters</p>

LSC/N7801

Interact with customer to obtain information for custom clearance

	<p>PC13. provide strategic supply chain solutions for clients using knowledge on global trade management</p> <p>PC14. obtain any additional or special requirement of the cargo (eg: dangerous goods, drawback, live animals, etc)</p> <p>PC15. obtain any certification or documents to file eligibility for export promotion issued by regulatory / authorised agencies</p> <p>PC16. make note of any special cargo movement / packaging requirement for the cargo during shipment from the shipper</p> <p>PC17. coordinate with customer and receive response for any queries raised by field operation executive / custom officials during inspection</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required before handling cargo</p> <p>KA3. procedures for dealing with loss or damage to goods</p> <p>KA4. organization contact with custom office</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. organization hierarchy</p> <p>KA7. organization policy of data maintenance, recording and handling</p> <p>KA8. department hierarchy</p> <p>KA9. company's material movement policy</p> <p>KA10. 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. common problems and solutions for the same</p> <p>KB2. usage of computer for electronic documentation of information</p> <p>KB3. usage of company software to manage and update documentation/reports</p> <p>KB4. INCO terms and terminologies used in export cargo</p> <p>KB5. type of export cargo movement and various documentation process requirement</p> <p>KB6. different type of cargo exported, their eligibility of drawback and documentation requirement</p> <p>KB7. basic details of the final destination country and their documentation requirement</p> <p>KB8. details of type of cargo including quantity and value details</p> <p>KB9. type of cargo category for export for documentation (eg: freely exportable item, Negative list of exports, Restricted / Licensed Exports)</p> <p>KB10. documents such as Invoice, Packing list, Shipper declaration, Purchase order, SDF (Statutory Declaration Form) declaration and other specific documents required for custom clearance</p> <p>KB11. full export value of the cargo</p>

LSC/N7801

Interact with customer to obtain information for custom clearance

	<p>KB12. the 'final place of destination' (i.e. the place in a country in which the goods are imported and cleared through customs of that country)</p> <p>KB13. goods act, clauses, requirements, etc</p> <p>KB14. export and import restrictions, tariff systems, letters of credit, insurance requirements and other custom related matters</p> <p>KB15. additional or special requirement of the cargo (eg: dangerous goods, drawback, live animals, etc)</p> <p>KB16. certification or documents to file eligibility for export promotion issued by regulatory / authorised agencies</p> <p>KB17. any special cargo movement / packaging requirement for the cargo during shipment from the shipper</p> <p>KB18. details of number of copies of documents to be prepared for various information and documents</p> <p>KB19. understanding of who needs to be contacted / informed on any requirements / queries / approval</p> <p>KB20. customs act, HS Codes, the Foreign Trade Policy, Indian Customs Electronic Data Interchange Gateway (ICEGATE), and other customs-related documentation and terminologies</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. fill any forms related to custom clearance requirement of export cargo
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read the schedule and plan for custom clearance of export cargo SA3. interpret the regulatory requirement associated with custom clearance of export cargo SA4. interpret the details of the export cargo
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. communicate clearly with supervisors and peers SA6. communicate with buyer, shipper, forwarding agents as per requirement SA7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly SA8. 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: SB1. decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, origin country, etc SB2. decide for number of copies of documents to be taken as per organization / regulatory procedure
	Plan and Organize

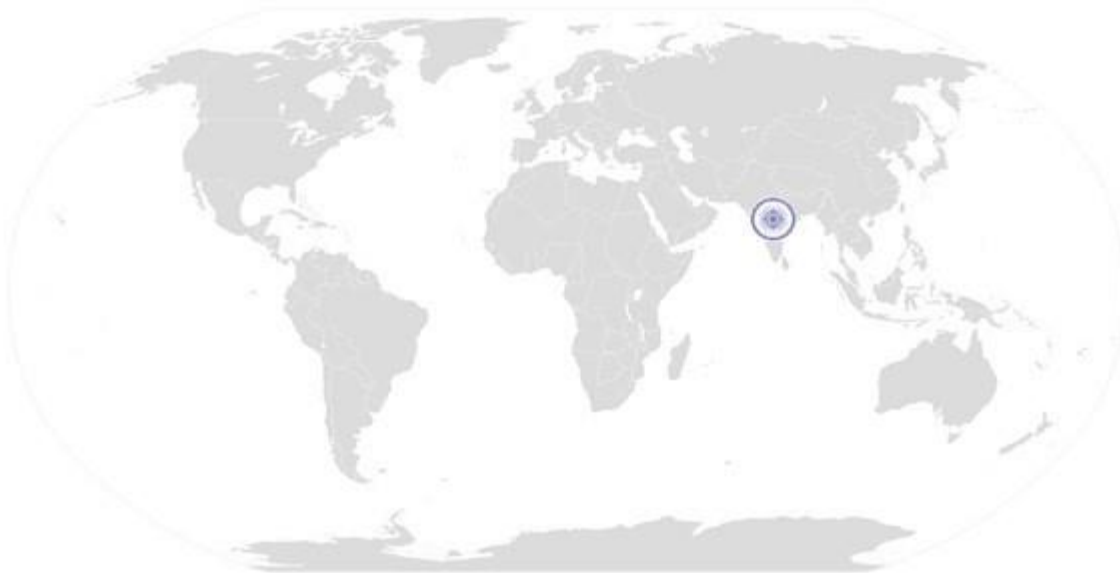
LSC/N7801

Interact with customer to obtain information for custom clearance

	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB3. estimate time required for each activity SB4. make realistic day plans for each activity SB5. monitor smooth functioning of all activities SB6. prioritize and execute tasks in within the scheduled time limits
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB7. undertake documentation of custom clearance process as per customer timelines and requirements SB8. ensure all cargo are custom cleared as per procedure for the customer
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB9. identify trends/common causes for errors and suggest possible solutions to the supervisor / management SB10. ability to identify and correct errors
	<p>Analytical Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB11. notice common accidents and suggest safety measures to prevent the same
	<p>Critical Thinking Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB12. ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N7801		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/10/2015
Industry Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Custom Clearance	Next review date	



[Back to QP](#)

National Occupational Standard



Overview

This unit is about preparing all documents required for custom clearance of export cargo as per regulatory and standard operating procedure. It also includes arranging for any documentation requirement for field office executive, custom officials and any other special requirements.

National Occupational Standard	Unit Code	LSC/N7802
	Unit Title (Task)	Prepare necessary documents for custom clearance
	Description	This unit is about preparing all documents required for custom clearance of export cargo as per regulatory and standard operating procedure. It also includes arranging for any documentation requirement for field office executive, custom officials and any other special requirements.
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Obtain details of the documentation requirement in custom clearance process • Prepare Shipping bill / Air Waybill and other documents for export • Record and document for future reference
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Obtain details of the documentation requirement in custom clearance process	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. make note of all information and details required for custom clearance of export cargo</p> <p>PC2. verify the exporter details received and ensure all documents are as per requirement</p> <p>PC3. make note of any specific requirement in the export transaction and obtain details accordingly</p> <p>PC4. obtain additional documents required for cargo such as dangerous goods, valuable items, live animals, etc as per custom regulation</p> <p>PC5. coordinate with field operation executive for any additional documentation and arrange for them accordingly</p>
	Prepare Shipping bill / Air Waybill and other documents for export	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. access and operate the ICEGATE (Indian Customs Electronic Commerce/Electronic Data interchange (EC/EDI) Gateway)</p> <p>PC7. operate the custom online system and file the shipping bill</p> <p>PC8. scrutinize the documents before taking it to customs and ensure all documents are in place</p> <p>PC9. arrange necessary documents for the admission of cargo in the freight station, ICD, Examination of cargo and post custom clearance procedures</p> <p>PC10. file shipping bill (for export) based on invoice and packing list</p> <p>PC11. prepare the relevant import/export documents and other official forms on behalf of clients according to regulations</p>

LSC/N7802

Prepare necessary documents for custom clearance

	<p>PC12. arrange for other consignment-specific allied documents (payment of port charges, allocation of berth in the vessel, etc)</p> <p>PC13. ensure to prepare the shipping bill in the prescribed format for export of duty free goods, export of dutiable goods and export under drawback etc.</p>
<p>Record and document for future reference</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. file the document in the custom portal as per procedure</p> <p>PC15. prepare triplicate copy Shipping bill for export as required (i.e. original, duplicate and drawback copy)</p> <p>PC16. prepare any other documents required to move cargo</p> <p>PC17. cross check and verify the documents received</p> <p>PC18. coordinate with the freight forwarders and the shipper for need of any information / documents related to the export transaction</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required before handling cargo</p> <p>KA3. procedures for dealing with loss or damage to goods</p> <p>KA4. organization contact with custom office</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. organization hierarchy</p> <p>KA7. organization policy of data maintenance, recording and handling</p> <p>KA8. department hierarchy</p> <p>KA9. company's material movement policy</p> <p>KA10. 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. common problems and solutions for the same</p> <p>KB2. usage of computer for electronic documentation of information</p> <p>KB3. usage of company software to manage and update documentation/reports</p> <p>KB4. INCO terms and terminologies used in export cargo</p> <p>KB5. type of export cargo movement and various documentation process requirement</p> <p>KB6. different type of cargo exported, their eligibility of drawback and documentation requirement</p> <p>KB7. exporter details received and ensure all documents are as per requirement</p> <p>KB8. any specific requirement in the export transaction and obtain details accordingly</p> <p>KB9. additional documents required for cargo such as dangerous goods, valuable items, live animals, etc as per custom regulation</p>

LSC/N7802

Prepare necessary documents for custom clearance

	<p>KB10. how to access and operate the ICEGATE (Indian Customs Electronic Commerce/Electronic Data interchange (EC/EDI) Gateway)</p> <p>KB11. operating the custom online system and file the shipping bill</p> <p>KB12. documents for the admission of cargo in the freight station, ICD, Examination of cargo and post custom clearance procedures</p> <p>KB13. relevant import/export documents and other official forms on behalf of clients according to regulations</p> <p>KB14. other consignment-specific allied documents (payment of port charges, allocation of berth in the vessel, etc)</p> <p>KB15. basic details of the final destination country and their documentation requirement</p> <p>KB16. details of number of copies of documents to be prepared for various information and documents</p> <p>KB17. understanding of who needs to be contacted / informed on any requirements / queries / approval</p> <p>KB18. customs act, HS Codes, the Foreign Trade Policy, Indian Customs Electronic Data Interchange Gateway (ICEGATE), and other customs-related documentation and terminologies</p>
Skills (S)	
<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. fill any forms related to custom clearance requirement of export cargo</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read the schedule and plan for custom clearance of export cargo</p> <p>SA3. interpret the regulatory requirement associated with custom clearance of export cargo</p> <p>SA4. interpret the details of the export cargo</p>
<p>B. Professional Skills</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 supervisors and peers</p> <p>SA6. communicate with buyer, shipper, forwarding agents as per requirement</p> <p>SA7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA8. share best practices with peers and juniors</p>
	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, origin country, etc</p>

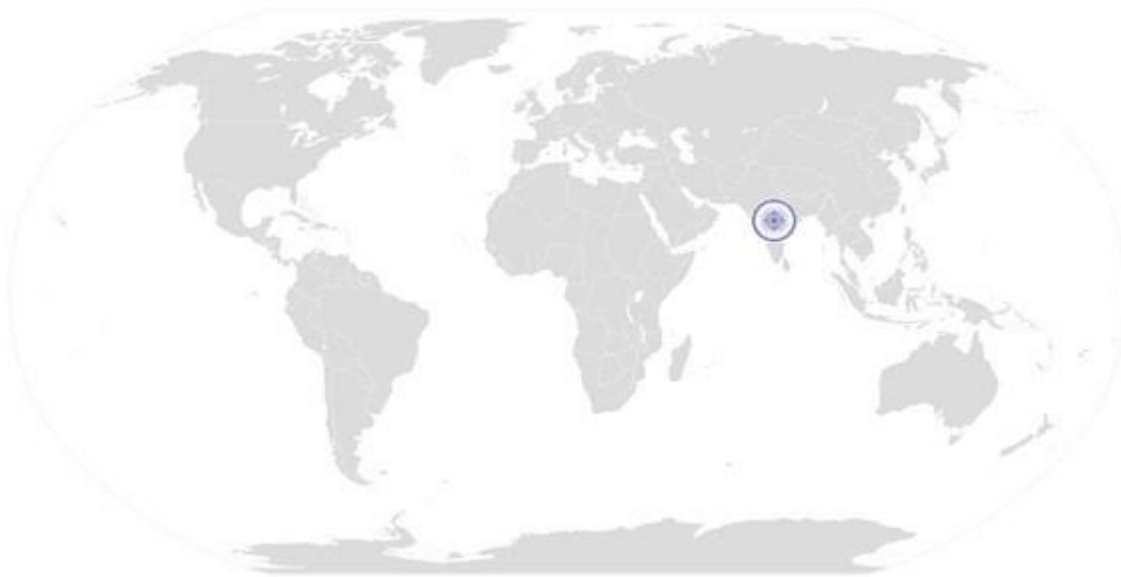
LSC/N7802

Prepare necessary documents for custom clearance

	SB2. decide for number of copies of documents to be taken as per organization / regulatory procedure
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. estimate time required for each activity SB4. make realistic day plans for each activity SB5. monitor smooth functioning of all activities SB6. prioritize and execute tasks in within the scheduled time limits
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. undertake documentation of custom clearance process as per customer timelines and requirements SB8. ensure all cargo are custom cleared as per procedure for the customer
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB9. identify trends/common causes for errors and suggest possible solutions to the supervisor / management SB10. ability to identify and correct errors
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB11. notice common accidents and suggest safety measures to prevent the same
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB12. ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N7802		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/10/2015
Industry Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Custom Clearance	Next review date	



National Occupational Standard



Overview

This OS units is about coordinating with field operation executive for any documentation requirement. It also includes preparing documents for customs area access, customs inspection, any special documents requirement for export promotion, etc which the field operation executive carries for custom clearance of export cargo.

Unit Code	LSC/N7803
Unit Title (Task)	Coordinate with field operation executive for custom clearance
Description	This OS units is about coordinating with field operation executive for any documentation requirement. It also includes preparing documents for customs area access, customs inspection, any special documents requirement for export promotion, etc which the field operation executive carries for custom clearance of export cargo.
Scope	<p>This OS unit/task covers the following</p> <ul style="list-style-type: none"> • Obtain information from field operation executive • Share documents and information for clearance process • Follow up and ensure smooth custom clearance process
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Obtain information from field operation executive	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. coordinate with field executive and ensure all relevant documents are available for custom clearance</p> <p>PC2. obtain any requirement raised by custom official during inspection through field operation executive</p> <p>PC3. make note of any objection raised by custom authorities on the cargo and the details</p> <p>PC4. obtain details from field executive the timeline for submission of proof / any additional documents for clearance</p>
Share documents and information for clearance process	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. inform the shipper about the objection raised by the custom authorities (eg: incorrect exchange rates, validity period of certificate expires)</p> <p>PC6. arrange for amendments / additional documents required for custom clearance if available</p> <p>PC7. explain clearly the requirement from customs and advice on the steps / measures to be taken to the exporter</p> <p>PC8. scrutinise and verify the documents once received to ensure fulfillment of the request</p> <p>PC9. submit the documents to field operation executive and obtain feedback on the same</p>

LSC/N7803

Coordinate with field operation executive for custom clearance

<p>Follow up and ensure smooth custom clearance process</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC10. follow up with the field operation executive for additional requirements</p> <p>PC11. ensure the cargo is cleared from the customs and the cargo is on schedule as planned</p> <p>PC12. ensure that the export duty is paid as per required and payment copy is obtained and submitted</p> <p>PC13. inform the exporter and freight forwarder about the custom clearance of cargo</p> <p>PC14. share a copy of the custom clearance documents with the shipper / forwarding agents for further actions</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required before handling cargo</p> <p>KA3. procedures for dealing with loss or damage to goods</p> <p>KA4. organization contact with custom office</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. organization hierarchy</p> <p>KA7. organization policy of data maintenance, recording and handling</p> <p>KA8. department hierarchy</p> <p>KA9. company's material movement policy</p> <p>KA10. 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. common problems and solutions for the same</p> <p>KB2. usage of computer for electronic documentation of information</p> <p>KB3. usage of company software to manage and update documentation/reports</p> <p>KB4. INCO terms and terminologies used in export cargo</p> <p>KB5. type of export cargo movement and various documentation process requirement</p> <p>KB6. different type of cargo exported, their eligibility of drawback and documentation requirement</p> <p>KB7. the timeline for submission of proof / any additional documents for clearance</p> <p>KB8. the objection raised by the custom authorities (eg: incorrect exchange rates, validity period of certificate expires) and resolution</p> <p>KB9. arranging for amendments / additional documents required for custom clearance</p> <p>KB10. requirement from customs and advice on the steps / measures to be taken</p> <p>KB11. basic details of the final destination country and their documentation requirement</p>

LSC/N7803

Coordinate with field operation executive for custom clearance

	<p>KB12. details of number of copies of documents to be prepared for various information and documents</p> <p>KB13. understanding of who needs to be contacted / informed on any requirements / queries / approval</p> <p>KB14. customs act, HS Codes, the Foreign Trade Policy, Indian Customs Electronic Data Interchange Gateway (ICEGATE), and other customs-related documentation and terminologies</p>
Skills (S)	
<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. fill any forms related to custom clearance requirement of export cargo</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. read the schedule and plan for custom clearance of export cargo</p> <p>SA3. interpret the regulatory requirement associated with custom clearance of export cargo</p> <p>SA4. interpret the details of the export cargo</p>
<p>B. Professional Skills</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 supervisors and peers</p> <p>SA6. communicate with buyer, shipper, forwarding agents as per requirement</p> <p>SA7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA8. share best practices with peers and juniors</p>
	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, origin country, etc</p> <p>SB2. decide for number of copies of documents to be taken as per organization / regulatory procedure</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. estimate time required for each activity</p> <p>SB4. make realistic day plans for each activity</p> <p>SB5. monitor smooth functioning of all activities</p> <p>SB6. prioritize and execute tasks in within the scheduled time limits</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p>

LSC/N7803

Coordinate with field operation executive for custom clearance

	SB7. undertake documentation of custom clearance process as per customer timelines and requirements
	SB8. ensure all cargo are custom cleared as per procedure for the customer
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB9. identify trends/common causes for errors and suggest possible solutions to the supervisor / management
	SB10. ability to identify and correct errors
	Analytical Skills
The user/individual on the job needs to know and understand how to:	
SB11. notice common accidents and suggest safety measures to prevent the same	
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to:	
SB12. ability to concentrate on task at hand and complete it without errors	

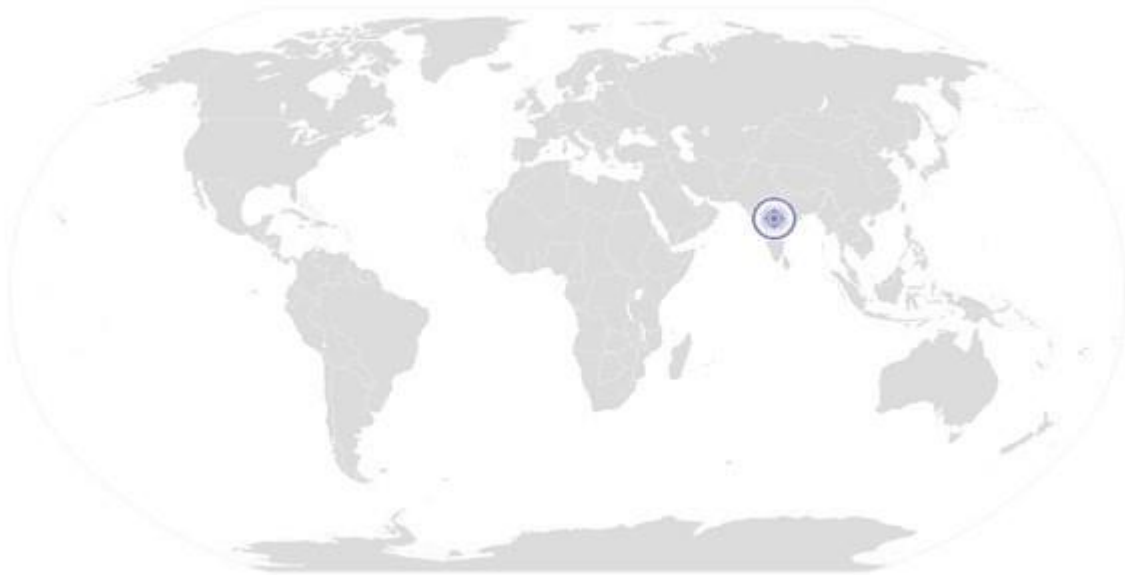


NOS Version Control

NOS Code	LSC/N7803		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/10/2015
Industry Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Custom Clearance	Next review date	



National Occupational Standard



Overview

This unit is about maintaining and following health, safety and security standards during performing logistics operations in the work place. It also includes data security of the documents

National Occupational Standard	Unit Code	LSC/N9602
	Unit Title (Task)	Maintain health, safety and security procedures in the logistics operation
	Description	This unit is about maintaining and following health, safety and security standards during performing logistics operations in the work place. It also includes data security of the documents.
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Follow healthy work practices and maintain personal health • Take precautions and follow safety processes in the workplace • Ensure data security of logistic documents • Ensure security procedures of the organization are followed
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Follow healthy work practices and maintain personal health	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. make note of all activities which will lead to health issues and take necessary precautions</p> <p>PC2. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods</p> <p>PC3. wear helmet while riding two wheeler for field operations</p> <p>PC4. wear all personal protective equipment (PPE) such as goggles, masks, ear plugs, shoes, etc. as applicable in the cargo movement area</p> <p>PC5. perform basic first aid in case of any accidents</p> <p>PC6. undertake periodical preventive health checkups</p>	
Take precautions and follow safety processes in the workplace	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. make note of all safety processes in the organization and the client location (factory, airport, sea port, warehouse, etc) with reference to area of operation</p> <p>PC8. follow all safety procedures including walking only in the designated pathway, using hard hats, etc</p> <p>PC9. instruct / follow recommended and standard material handling procedure while handling cargo and avoid any damage to the goods</p> <p>PC10. identify safety related signage in the cargo handling area and follow accordingly</p> <p>PC11. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo</p>	

LSC/N9602

Maintain health, safety and security procedures in the logistics operation

	PC12. ensure all the people follow safety process and report to supervisor in case of any deviation
Ensure data security of logistic documents	To be competent, the user/individual on the job must be able to: PC13. secure the desktop / laptop and ensure no access to outsiders PC14. ensure all the quotes and documents are secured as per procedure PC15. maintain client data / information as per organization policy PC16. maintain records and documentation as per standards
Ensure security the procedures of port are adhered	To be competent, the user/individual on the job must be able to: PC17. follow all security procedures while entering and exiting the client location (green gate in port, customs area, factory security, etc) as per the procedure PC18. carry / wear the identity card / access pass during all time in the customs area PC19. ensure all cargo handled have passed security checks and report in case of any violation PC20. follow all security procedures with reference to cargo and manpower movement
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: KA1. organizational procedures KA2. paperwork required to access and move across in different locations in the client location KA3. all relevant safety and security procedures KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different locations and access restrictions in the port, customs area, factory, etc KB2. standard material handling procedures while handling cargo KB3. handling procedure for hazardous / fragile cargo KB4. proper documentation procedure KB5. importance of data security KB6. secure the computer system from inappropriate accessing KB7. how to handle confidential data / information KB8. safety and security signage and their functions KB9. basic first aid to be performed for accidents KB10. different personal protective equipment (PPE), their usage and purpose KB11. consequences of not adhering to health, safety and security standards and procedures KB12. checks and documentation related to cargo movement and security KB13. paperwork, access pass for movement of cargo and manpower in the work place

LSC/N9602

Maintain health, safety and security procedures in the logistics operation

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. fill forms related to health, safety and security procedures wherever applicable
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and understand the various procedures and standards related to health, safety and security while performing EXIM logistics processes SA3. read and understand various documents related to security and movement of cargo at various location as applicable
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. communicate clearly with security officer and guards SA5. 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: SB1. make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. concentrate on task at hand and complete it without errors SB3. be a team player and achieve joint goals
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. ensure safe and secure movement of customer goods and satisfy them
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify any threats / symptoms on personal health, safety, security, etc and take appropriate actions SB6. report to supervisor / management in case of any deviation / violation of any standard procedure
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB7. analyse the risk of data loss SB8. assess any risk during cargo movement
Critical Thinking Skills	

LSC/N9602

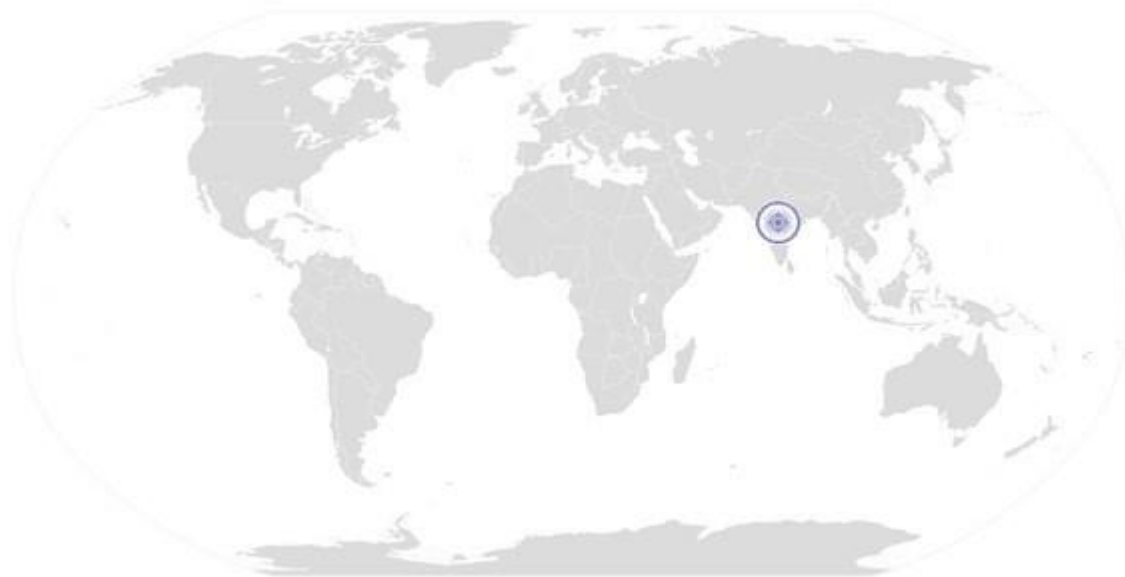
Maintain health, safety and security procedures in the logistics operation

	The user/individual on the job needs to know and understand how to: SB9. concentrate on task at hand and complete it without errors
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NOS Version Control

NOS Code	LSC/N9602		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/10/2015
Industry Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Freight Forwarding	Next review date	

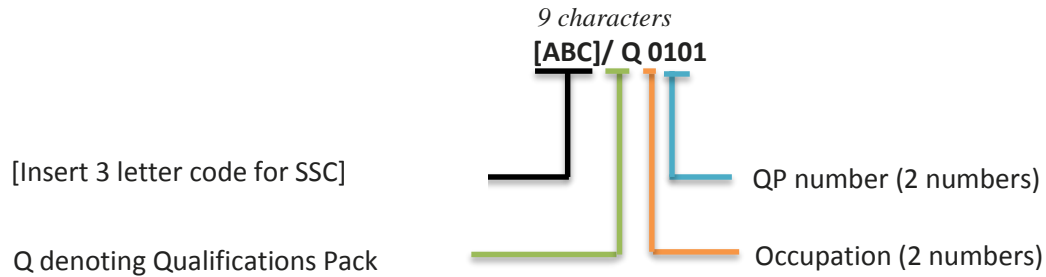


[Back to QP](#)

Annexure

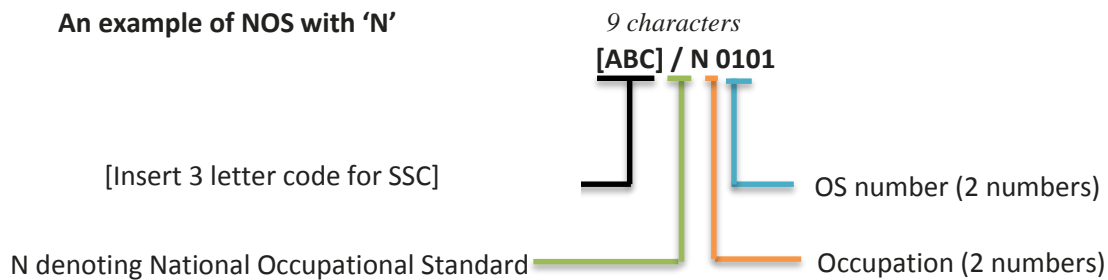
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



*Qualifications Pack For Documentation executive
(Custom Clearance - Export)*

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
Courier and Mail Services	30
Shipping / Port Operation	46 – 60
Air cargo operation	61 – 75
EXIM logistics	76 – 85
Generic Occupations	96 – 99

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 Documentation executive
(Custom Clearance - Export)*

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Documentation Executive (Custom Clearance – Export)

Qualification Pack: LSC/Q7801

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/N7801 (Interact with customer to obtain information for custom clearance)	PC1. receive the details of the shipper with the details such as organisation name, promoter details, etc	100	5	2	3
	PC2. obtain the registered PAN based Business Identification Number (BIN) received from the Directorate General of Foreign Trade (DGFT)		5	2	3
	PC3. receive the Importer - Exporter Code (IEC) from shipper		5	2	3
	PC4. obtain evidences to prove the shipper is a resident of India and has a place of business in India		5	2	3
	PC5. obtain relevant regulatory approved documents, if exporter intends to export under export promotion scheme		5	2	3
	PC6. receive details of type of cargo including quantity and value details		5	2	3
	PC7. obtain the type of cargo category for export for documentation (eg: freely exportable		5	2	3

*Qualifications Pack For Documentation executive
(Custom Clearance - Export)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	item, Negative list of exports, Restricted / Licensed Exports)				
	PC8. receive documents such as Invoice, Packing list, Shipper declaration, Purchase order, SDF (Statutory Declaration Form) declaration and other specific documents required for custom clearance		5	2	3
	PC9. obtain the full export value of the cargo		5	2	3
	PC10. make note of clearly the 'final place of destination' (i.e. the place in a country in which the goods are imported and cleared through customs of that country)		5	2	3
	PC11. advise and educate exporter/importer on goods act, clauses, requirements, etc		5	2	3
	PC12. advice to clients on export and import restrictions, tariff systems, letters of credit, insurance requirements and other custom related matters		5	2	3
	PC13. provide strategic supply chain solutions for clients using knowledge on global trade management		10	4	6
	PC14. obtain any additional or special requirement of the cargo (eg: dangerous goods, drawback, live animals, etc)		5	2	3
	PC15. obtain any certification or documents to file eligibility for export promotion issued by regulatory / authorised agencies		10	4	6
	PC16. make note of any special cargo movement / packaging requirement for the cargo during shipment from the shipper		10	4	6
	PC17. coordinate with customer and receive response for any queries raised by field operation executive / custom officials during inspection		5	2	3
		Total	100	40	60
2. LSC/N7802 (Prepare necessary documents for custom clearance	PC1. make note of all information and details required for custom clearance of export cargo	100	2	1	1
	PC2. verify the exporter details received and ensure all documents are as per requirement		2	1	1

*Qualifications Pack For Documentation executive
(Custom Clearance - Export)*

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
)	PC3. make note of any specific requirement in the export transaction and obtain details accordingly		3	1	2
	PC4. obtain additional documents required for cargo such as dangerous goods, valuable items, live animals, etc as per custom regulation		2	1	1
	PC5. coordinate with field operation executive for any additional documentation and arrange for them accordingly		5	1	4
	PC6. access and operate the ICEGATE (Indian Customs Electronic Commerce/Electronic Data interchange (EC/EDI) Gateway)		5	2	3
	PC7. operate the custom online system and file the shipping bill		5	2	3
	PC8. scrutinize the documents before taking it to customs and ensure all documents are in place		5	2	3
	PC9. arrange necessary documents for the admission of cargo in the freight station, ICD, Examination of cargo and post custom clearance procedures		10	4	6
	PC10. file shipping bill (for export) based on invoice and packing list		10	4	6
	PC11. prepare the relevant import/export documents and other official forms on behalf of clients according to regulations		10	4	6
	PC12. arrange for other consignment-specific allied documents (payment of port charges, allocation of berth in the vessel, etc)		10	4	6
	PC13. ensure to prepare the shipping bill in the prescribed format for export of duty free goods, export of dutiable goods and export under drawback etc.		10	4	6
	PC14. file the document in the custom portal as per procedure		4	2	2
	PC15. prepare triplicate copy Shipping bill for export as required (i.e. original, duplicate and drawback copy)		2	1	1
	PC16. prepare any other documents required to move cargo		5	2	3

*Qualifications Pack For Documentation executive
(Custom Clearance - Export)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC17. cross check and verify the documents received		5	2	3
	PC18. coordinate with the freight forwarders and the shipper for need of any information / documents related to the export transaction		5	2	3
		Total	100	40	60
3. LSC/N7803 (Coordinate with field operation executive for custom clearance)	PC1. coordinate with field executive and ensure all relevant documents are available for custom clearance	100	10	4	6
	PC2. obtain any requirement raised by custom official during inspection through field operation executive		10	4	6
	PC3. make note of any objection raised by custom authorities on the cargo and the details		5	2	3
	PC4. obtain details from field executive the timeline for submission of proof / any additional documents for clearance		5	2	3
	PC5. inform the shipper about the objection raised by the custom authorities (eg: incorrect exchange rates, validity period of certificate expires)		5	2	3
	PC6. arrange for amendments / additional documents required for custom clearance if available		10	4	6
	PC7. explain clearly the requirement from customs and advice on the steps / measures to be taken to the exporter		5	2	3
	PC8. scrutinise and verify the documents once received to ensure fulfillment of the request		5	2	3
	PC9. submit the documents to field operation executive and obtain feedback on the same		10	4	6
	PC10. follow up with the field operation executive for additional requirements		5	2	3
	PC11. ensure the cargo is cleared from the customs and the cargo is on schedule as planned		10	4	6

*Qualifications Pack For Documentation executive
(Custom Clearance - Export)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC12. ensure that the export duty is paid as per required and payment copy is obtained and submitted		5	2	3
	PC13. inform the exporter and freight forwarder about the custom clearance of cargo		10	4	6
	PC14. share a copy of the custom clearance documents with the shipper / forwarding agents for further actions		5	2	3
		Total	100	40	60
4. LSC/N9602 (Maintain health, safety and security procedures in the logistics operation)	PC1. make note of all activities which will lead to health issues and take necessary precautions	100	5	2	3
	PC2. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods		5	2	3
	PC3. wear helmet while riding two wheeler for field operations		5	2	3
	PC4. wear all personal protective equipment (PPE) such as goggles, masks, ear plugs, shoes, etc. as applicable in the cargo movement area		5	2	3
	PC5. perform basic first aid in case of any accidents		5	2	3
	PC6. undertake periodical preventive health checkups		5	2	3
	PC7. make note of all safety processes in the organization and the client location (factory, airport, sea port, warehouse, etc) with reference to area of operation		5	2	3
	PC8. follow all safety procedures including walking only in the designated pathway, using hard hats, etc		5	2	3
	PC9. instruct / follow recommended and standard material handling procedure while handling cargo and avoid any damage to the goods		5	2	3
	PC10. identify safety related signage in the cargo handling area and follow accordingly		5	2	3
PC11. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo	5	2	3		

*Qualifications Pack For Documentation executive
(Custom Clearance - Export)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC12. ensure all the people follow safety process and report to supervisor in case of any deviation		5	2	3
	PC13. secure the desktop / laptop and ensure no access to outsiders		5	2	3
	PC14. ensure all the quotes and documents are secured as per procedure		5	2	3
	PC15. maintain client data / information as per organization policy		5	2	3
	PC16. maintain records and documentation as per standards		5	2	3
	PC17. follow all security procedures while entering and exiting the client location (green gate in port, customs area, factory security, etc) as per the procedure		5	2	3
	PC18. carry / wear the identity card / access pass during all time in the customs area		5	2	3
	PC19. ensure all cargo handled have passed security checks and report in case of any violation		5	2	3
	PC20. follow all security procedures with reference to cargo and manpower movement		5	2	3
		Total	100	40	60

[Back to QP](#)