

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 – Field Operation Executive (Custom Clearance – Export)

SECTOR: LOGISTICS

SUB-SECTOR: EXIM logistics

OCCUPATION: Custom Clearance

REFERENCE ID: LSC/Q7802

ALIGNED TO: NCO-2004/NIL

Brief Job Description: Field Operation Executive (Custom Clearance - Export) is responsible for coordinating with custom officials and ensure that shipper's cargo passes the custom clearance for export. He / She coordinates with the exporter, documentation executive and custom authorities for a smooth custom clearance process.

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

Qualifications Pack Code	LSC/Q7802		
Job Role	Field Operation 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	Field Operation Executive (Custom Clearance - Export)
Role Description	coordinating with custom officials and ensure that shipper's cargo passes the custom clearance for export; coordinating with the exporter, documentation executive and custom authorities for 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/N7804 Receive all documentation and information on export cargo LSC/N7805 Coordinate with custom authorities for export cargo clearance LSC/N7806 Arrange for export of custom passed cargo 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 relevant information on the export cargo to ensure custom clearance. It includes interacting and collecting information and documents from shipper, forwarder, shipping line, etc.

National Occupational Standard	Unit Code	LSC/N7804
	Unit Title (Task)	Receive all documentation and information on export cargo
	Description	This unit is about obtaining relevant information on the export cargo to ensure custom clearance. It includes interacting and collecting information and documents from shipper, forwarder, shipping line, etc.
	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 Scrutinize and verify customs related documents 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. receive the documents from the documentation executive</p> <p>PC2. make note of basic details such as shipment date, type of cargo and custom clearance requirement</p> <p>PC3. note for any special requirement during custom clearance during inspection, drawback, export promotion, etc</p> <p>PC4. ensure the required documents are submitted in acceptable form for ease of custom clearance</p> <p>PC5. sort and arrange the documents as per requirement</p>	
Scrutinize and verify customs related documents	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. ensure that the documents are available as per desired number of copies and in format acceptable by the customs</p> <p>PC7. make note of transport copy (on arrival of port / ICD), type of cargo, packaging type, etc</p> <p>PC8. scrutinize the documents before taking it to customs and ensure all documents are in place</p> <p>PC9. verify the necessary documents received for the admission of cargo in the freight station, ICD, Examination of cargo</p> <p>PC10. inspect shipping bill / Air Waybill (for export) based on invoice and packing list received from the documentation team</p>	
Record and document for future reference	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. file the document as per requirement</p> <p>PC12. intimate the CFS / ICD about arrival of cargo and ensure there is no hassle in receipt of goods</p>	

LSC/N7804

Receive all documentation and information on export cargo

	PC13. provide necessary documents to the authorities whenever asked for
Knowledge and Understanding (K)	
<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> <ul style="list-style-type: none"> KA1. organizational procedures KA2. paperwork required before handling cargo KA3. procedures for dealing with loss or damage to goods KA4. organization contact with custom office KA5. risk and impact of not following defined procedures/work instructions KA6. organization hierarchy KA7. organization policy of data maintenance, recording and handling KA8. department hierarchy KA9. company's material movement policy KA10. all relevant safety and security procedures
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. common problems and solutions for the same KB2. usage of computer for electronic documentation of information KB3. INCO terms and terminologies used in export cargo KB4. export cargo movement and various documentation process requirement KB5. different type of cargo exported, their eligibility of drawback and documentation requirement KB6. basic details of the final destination country and their documentation requirement KB7. details of number of copies of documents to be prepared for various information and documents KB8. details of document in the format acceptable by the customs KB9. transport copy (on arrival of port / ICD), type of cargo, packaging type, etc KB10. details of shipping bill / Air Waybill (for export) based on invoice and packing list KB11. basic details such as shipment date, type of cargo and custom clearance requirement KB12. any special requirement during custom clearance during inspection, drawback, export promotion, etc KB13. who needs to be contacted / informed on any requirements / queries / approval KB14. custom authorities requirements during inspection of cargo KB15. various clauses of custom for objection of cargo during inspection and action to be taken on the same KB16. material handling procedures, dangerous goods and packaging requirement KB17. access and movement procedures in the customs area
Skills (S)	
	Writing Skills

LSC/N7804

Receive all documentation and information on export cargo

A. Core Skills/ Generic 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. communicate with the custom officers as per procedure SA9. 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
	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

LSC/N7804

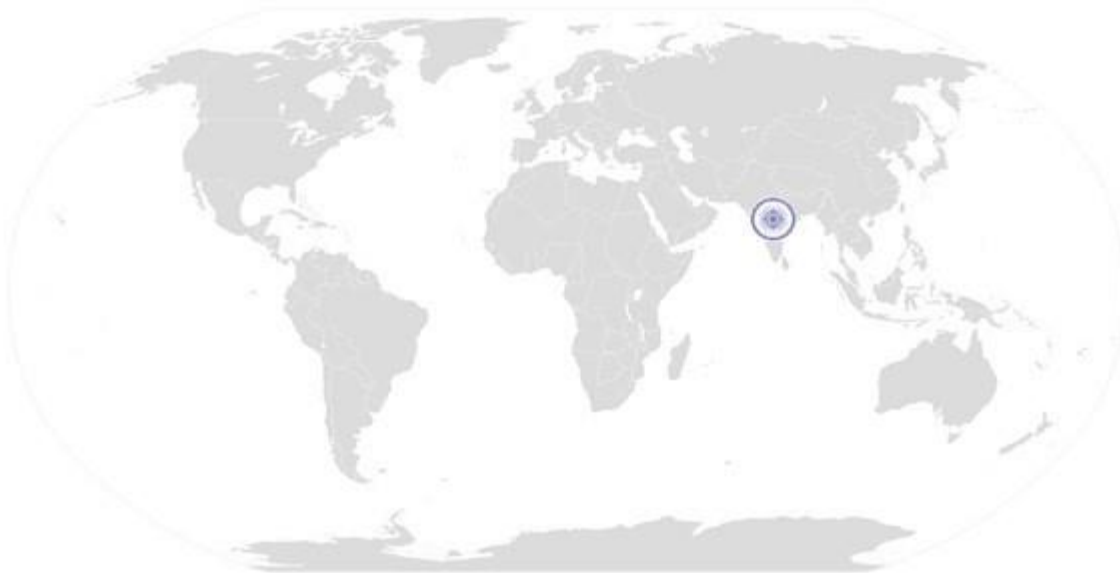
Receive all documentation and information on export cargo

	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
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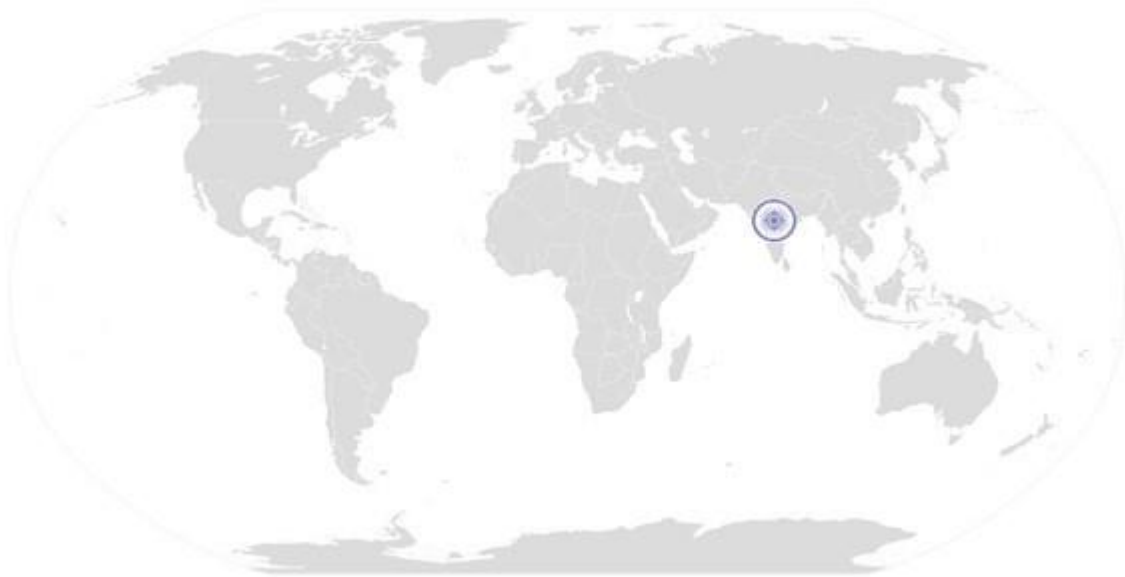
NOS Version Control

NOS Code	LSC/N7804		
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Industry	Logistics	Drafted on	10/10/2015
Industry Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Custom Clearance	Next review date	



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National Occupational Standard



Overview

This unit is about coordinating with custom authorities for clearance of cargo for export. It also includes arranging any requirement by the custom official during inspection of cargo in the customs area.

National Occupational Standard	Unit Code	LSC/N7805
	Unit Title (Task)	Coordinate with custom authorities for export cargo clearance
	Description	This unit is about coordinating with custom authorities for clearance of cargo for export. It also includes arranging any requirement by the custom official during inspection of cargo in the customs area.
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Receive cargo in the custom inspection area • Coordinate with custom official on inspection of export cargo • Ensure clearance of cargo from customs
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Receive cargo in the custom inspection area	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. be present in the customs area (ICD, port, etc) during arrival of goods from the place of exporter</p> <p>PC2. coordinate with loaders to unload, weigh the goods and transfer the goods to the custom inspection of the goods</p> <p>PC3. obtain necessary documents to access entry into the customs area by submitting required information about the export transaction</p> <p>PC4. inspect the goods / cargo while unloading and ensure there is no damage during the transit</p> <p>PC5. receive the goods receipt note (containing the quantity of cargo received and are in good condition) from the supervisor in the custom warehouse</p> <p>PC6. carry the custom broking license while inside the customs area</p>
Coordinate with custom official on inspection of export cargo	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. interact with custom official and produce all documents required for custom clearance</p> <p>PC8. respond to any queries raised by the custom official</p> <p>PC9. give the Stock Card to the customs inspector</p> <p>PC10. accompany the customs inspector for a random package check, when required</p> <p>PC11. arrange for opening of cargo for inspection as per the list given by the custom official</p> <p>PC12. ensure all inspection required documents are submitted and custom official is satisfied with the cargo and documents submitted</p>	

LSC/N7805

Coordinate with custom authorities for export cargo clearance

	<p>PC13. close the package as per procedure, if the package is verified and approved by the inspector</p> <p>PC14. request reason for rejection and escalate it to the documentation executive / customer as per requirement, if the package is not approved by the customs inspector</p>
<p>Ensure clearance of cargo from customs</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC15. resubmit the forms / documents in case of any objection and ensure follow up for clearance</p> <p>PC16. report outcome to the SI of customs</p> <p>PC17. ensure that the cargo is approved and released from customs as per shipping schedule</p> <p>PC18. receive final clearance in the form of a LEO (Let Export Order) / Permission to Export</p> <p>PC19. print and sign the LEO / Permission to export</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. INCO terms and terminologies used in export cargo</p> <p>KB4. export cargo movement and various documentation process requirement</p> <p>KB5. different type of cargo exported, their eligibility of drawback and documentation requirement</p> <p>KB6. basic details of the final destination country and their documentation requirement</p> <p>KB7. details of number of copies of documents to be prepared for various information and documents</p> <p>KB8. necessary documents to access entry into the customs area</p>

LSC/N7805

Coordinate with custom authorities for export cargo clearance

	<p>KB9. the goods receipt note (containing the quantity of cargo received and are in good condition)</p> <p>KB10. details of the Stock Card</p> <p>KB11. package procedure of cargo</p> <p>KB12. reason for rejection and escalate it to the documentation executive / customer</p> <p>KB13. who needs to be contacted / informed on any requirements / queries / approval</p> <p>KB14. custom authorities requirements during inspection of cargo</p> <p>KB15. various clauses of custom for objection of cargo during inspection and action to be taken on the same</p> <p>KB16. material handling procedures, dangerous goods and packaging requirement</p> <p>KB17. access and movement procedures in the customs area</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. fill any forms related to custom clearance requirement of export cargo</p>
	Reading Skills
	<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>
	Oral Communication (Listening and Speaking skills)
B. Professional Skills	Decision Making
	<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>
	Plan and Organize
<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>	

LSC/N7805

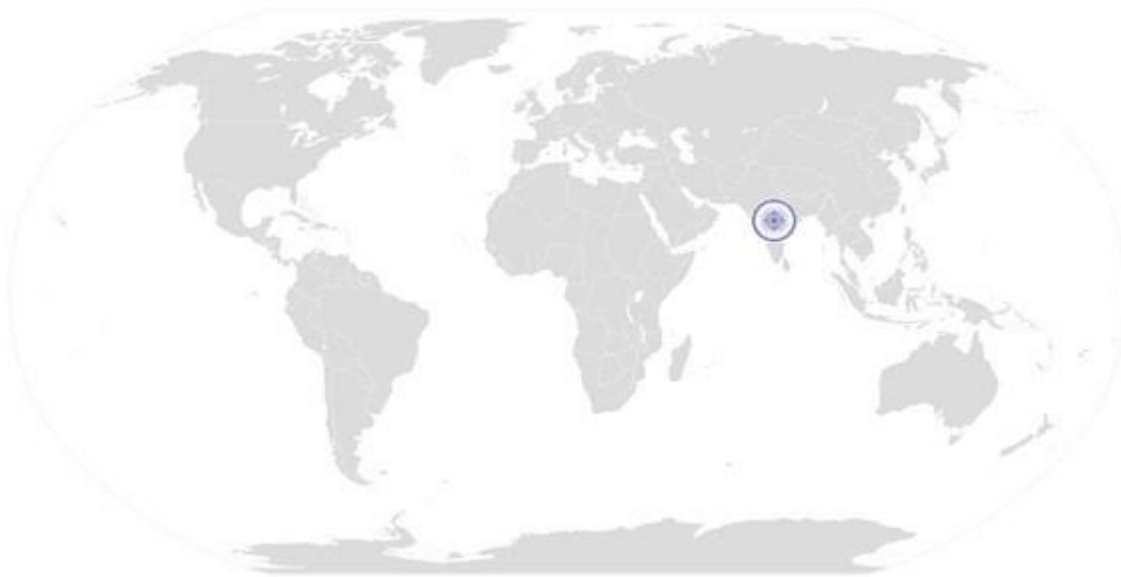
Coordinate with custom authorities for export cargo clearance

	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	

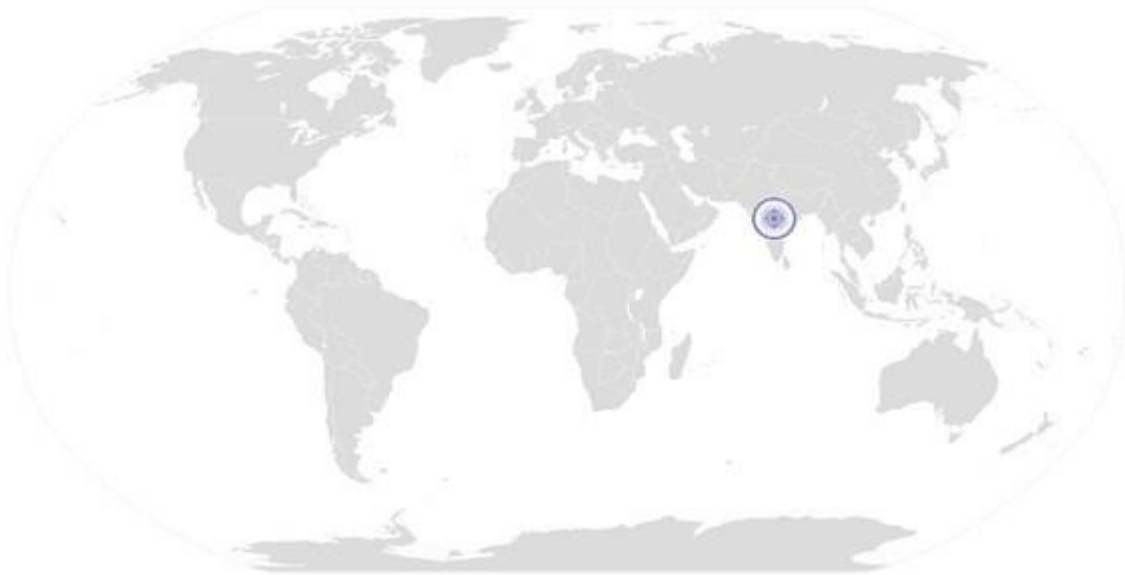


NOS Version Control

NOS Code	LSC/N7805		
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 arranging requirement for custom passed cargo to reach the shipping line / airline loading destination. It also includes meeting post custom inspection requirements such as packing, scanning, etc.

Unit Code	LSC/N7806
Unit Title (Task)	Arrange for export of custom passed cargo
Description	This OS units is about arranging requirement for custom passed cargo to reach the shipping line / airline loading destination. It also includes meeting post custom inspection requirements such as packing, scanning, etc.
Scope	<p>This OS unit/task covers the following</p> <ul style="list-style-type: none"> • Arrange for custom passed cargo to reach the port • Coordinate with the documentation executive
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Arrange for custom passed cargo to reach the port	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. ensure that goods are transferred to the port after custom examination</p> <p>PC2. arrange for loader / manpower whenever there is a requirement for movement of goods</p> <p>PC3. coordinate with the port officials on receipt of goods for loading to the vessel</p> <p>PC4. follow up and ensure that the cargo is loaded and ready for export</p> <p>PC5. ensure to maintain cordial relationships with the custom officials</p>
Coordinate with the documentation executive	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. inform documentation executive on the status of export cargo and the same is conveyed to exporter</p> <p>PC7. submit all approved copies of documents with the documentation executive / freight forwarder / customer</p> <p>PC8. ensure the documents are filed for future reference</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. 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>

LSC/N7806

Arrange for export of custom passed cargo

	<p>KA9. company's material movement policy 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 KB2. usage of computer for electronic documentation of information KB3. INCO terms and terminologies used in export cargo KB4. export cargo movement and various documentation process requirement KB5. different type of cargo exported, their eligibility of drawback and documentation requirement KB6. basic details of the final destination country and their documentation requirement KB7. details of number of copies of documents to be prepared for various information and documents KB8. who needs to be contacted / informed on any requirements / queries / approval KB9. custom authorities requirements during inspection of cargo KB10. various clauses of custom for objection of cargo during inspection and action to be taken on the same KB11. material handling procedures, dangerous goods and packaging requirement KB12. access and movement procedures in the customs area</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. 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 SA3. interpret the regulatory requirement associated with custom clearance of export cargo SA4. interpret the details of the export cargo</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 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. communicate with the custom officers as per procedure SA9. share best practices with peers and juniors</p>
	<p>Decision Making</p>

LSC/N7806

Arrange for export of custom passed cargo

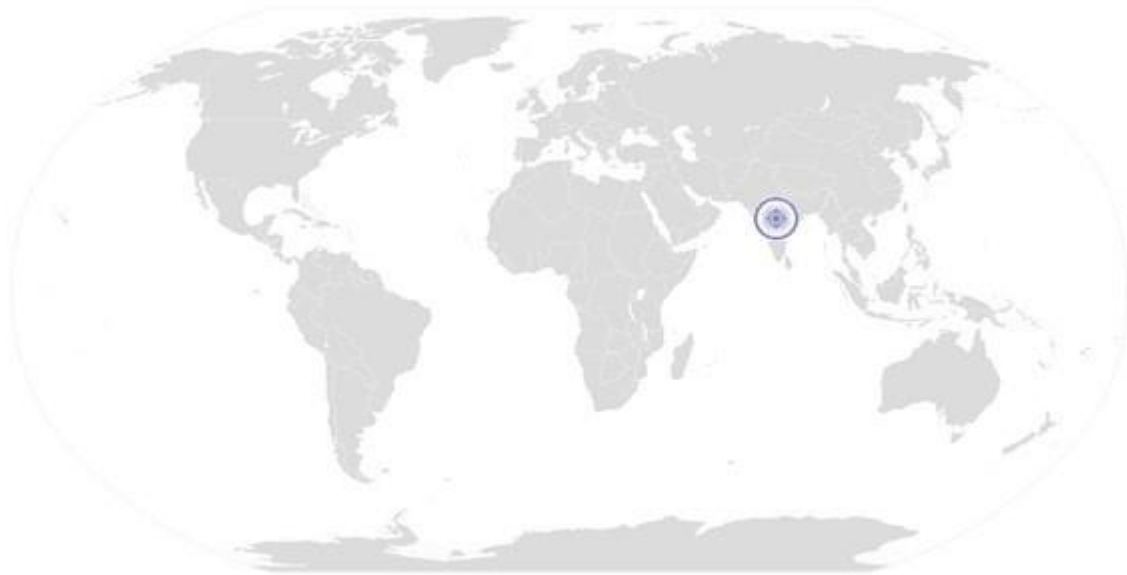
B. Professional Skills	The user/individual on the job needs to know and understand how to: SB1. decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, origin country, etc SB2. decide for number of copies of documents to be taken as per organization / regulatory procedure
	Plan and Organize
	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/N7806		
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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

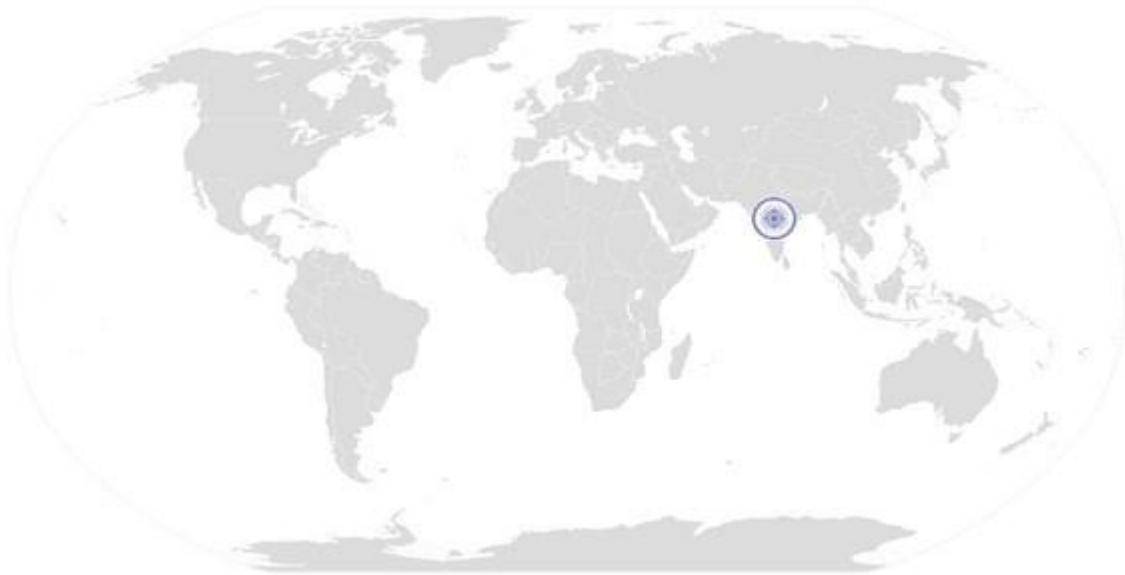
Maintain health, safety and security procedures in the logistics operation

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	Custom Clearance	Next review date	



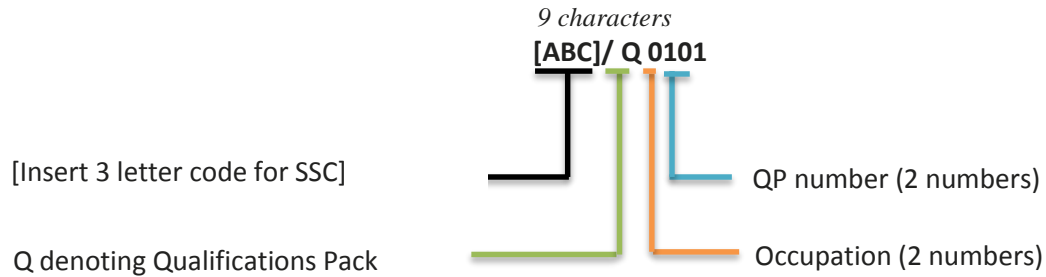
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Qualifications Pack For Field Operation Executive
(Custom Clearance - Export)

Annexure

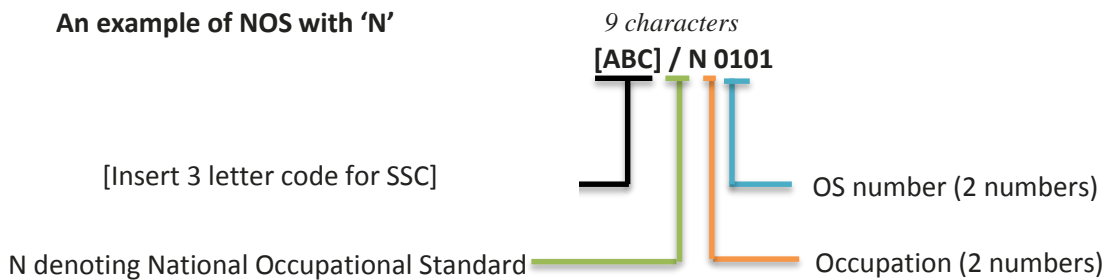
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



*Qualifications Pack For Field Operation 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 Field Operation Executive
(Custom Clearance - Export)*

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Field Operation Executive (Custom Clearance – Export)

Qualification Pack: LSC/Q7802

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/N7804 (Receive all documentation and information on export cargo)	PC1. receive the documents from the documentation executive	100	5	2	3
	PC2. make note of basic details such as shipment date, type of cargo and custom clearance requirement		5	2	3
	PC3. note for any special requirement during custom clearance during inspection, drawback, export promotion, etc		5	2	3
	PC4. ensure the required documents are submitted in acceptable form for ease of custom clearance		5	2	3
	PC5. sort and arrange the documents as per requirement		5	2	3
	PC6. ensure that the documents are available as per desired number of copies and in format acceptable by the customs		5	2	3

*Qualifications Pack For Field Operation Executive
(Custom Clearance - Export)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC7. make note of transport copy (on arrival of port / ICD), type of cargo, packaging type, etc		10	3	7
	PC8. scrutinize the documents before taking it to customs and ensure all documents are in place		10	3	7
	PC9. verify the necessary documents received for the admission of cargo in the freight station, ICD, Examination of cargo		10	3	7
	PC10. inspect shipping bill / Air Waybill (for export) based on invoice and packing list received from the documentation team		10	2	8
	PC11. file the document as per requirement		10	2	8
	PC12. intimate the CFS / ICD about arrival of cargo and ensure there is no hassle in receipt of goods		10	2	8
	PC13. provide necessary documents to the authorities whenever asked for		10	3	7
		Total	100	30	70
2. LSC/N7805 (Coordinate with custom authorities for export cargo clearance)	PC1. be present in the customs area (ICD, port, etc) during arrival of goods from the place of exporter	100	5	1	4
	PC2. coordinate with loaders to unload, weigh the goods and transfer the goods to the custom inspection of the goods		5	1	4
	PC3. obtain necessary documents to access entry into the customs area by submitting required information about the export transaction		5	1	4
	PC4. inspect the goods / cargo while unloading and ensure there is no damage during the transit		5	1	4
	PC5. receive the goods receipt note (containing the quantity of cargo received and are in good condition) from the supervisor in the custom warehouse		5	1	4
	PC6. carry the custom broking license while inside the customs area		5	2	3
	PC7. interact with custom official and produce all documents required for custom clearance		5	2	3
	PC8. respond to any queries raised by the custom official		10	5	5

*Qualifications Pack For Field Operation Executive
(Custom Clearance - Export)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC9. give the Stock Card to the customs inspector		5	2	3
	PC10. accompany the customs inspector for a random package check, when required		5	2	3
	PC11. arrange for opening of cargo for inspection as per the list given by the custom official		5	2	3
	PC12. ensure all inspection required documents are submitted and custom official is satisfied with the cargo and documents submitted		5	1	4
	PC13. close the package as per procedure, if the package is verified and approved by the inspector		5	1	4
	PC14. request reason for rejection and escalate it to the documentation executive / customer as per requirement, if the package is not approved by the customs inspector		5	1	4
	PC15. resubmit the forms / documents in case of any objection and ensure follow up for clearance		5	1	4
	PC16. report outcome to the SI of customs		5	2	3
	PC17. ensure that the cargo is approved and released from customs as per shipping schedule		5	2	3
	PC18. receive final clearance in the form of a LEO (Let Export Order) / Permission to Export		5	1	4
	PC19. print and sign the LEO / Permission to export		5	1	4
		Total	100	30	70
3. LSC/N7806 (Arrange for export of custom passed cargo)	PC1. ensure that goods are transferred to the port after custom examination	100	10	5	5
	PC2. arrange for loader / manpower whenever there is a requirement for movement of goods		15	5	10
	PC3. coordinate with the port officials on receipt of goods for loading to the vessel		10	5	5
	PC4. follow up and ensure that the cargo is loaded and ready for export		15	5	10
	PC5. ensure to maintain cordial relationships with the custom officials		10	5	5

*Qualifications Pack For Field Operation Executive
(Custom Clearance - Export)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC6. inform documentation executive on the status of export cargo and the same is conveyed to exporter		15	5	10
	PC7. submit all approved copies of documents with the documentation executive / freight forwarder / customer		10	5	5
	PC8. ensure the documents are filed for future reference		15	5	10
		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 Field Operation 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

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