

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 – Shipment Classification Agent

SECTOR: LOGISTICS

SUB-SECTOR: Courier and Mail Services

OCCUPATION: Gateway Operations

REFERENCE ID: LSC/Q3029

ALIGNED TO: NCO-2004/4113.35

Brief Job Description: Shipment Classification Agents are also known as Classification Executives. Individuals in this role, who work out of corporate offices, are responsible for updating the system with pre-clearance documentation and creating the Bill of Entry/Shipping Bill. They are a key part of the clearance team as they perform a vital role of classification of shipments according to their type and document the same.

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

Qualifications Pack Code	LSC/Q3029		
Job Role	Shipment Classification Agent		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	10/04/2015
Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016
NSQC Clearance On	TBD		

Job Role	Shipment Classification Agent (Classification Executive)
Role Description	Update the system with pre-clearance documentation and create the Bill of Entry
NSQF level	4
Minimum Educational Qualifications*	Class X (preferable)
Maximum Educational Qualifications*	Diploma/Graduate (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	NA
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N3018 (Prepare for classification) LSC/N3019 (Perform classification) LSC/N3020 (Post classification activities) LSC/N3048 (Maintain health, safety and security standards during shipment classification) <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Definitions

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

National Occupational Standard



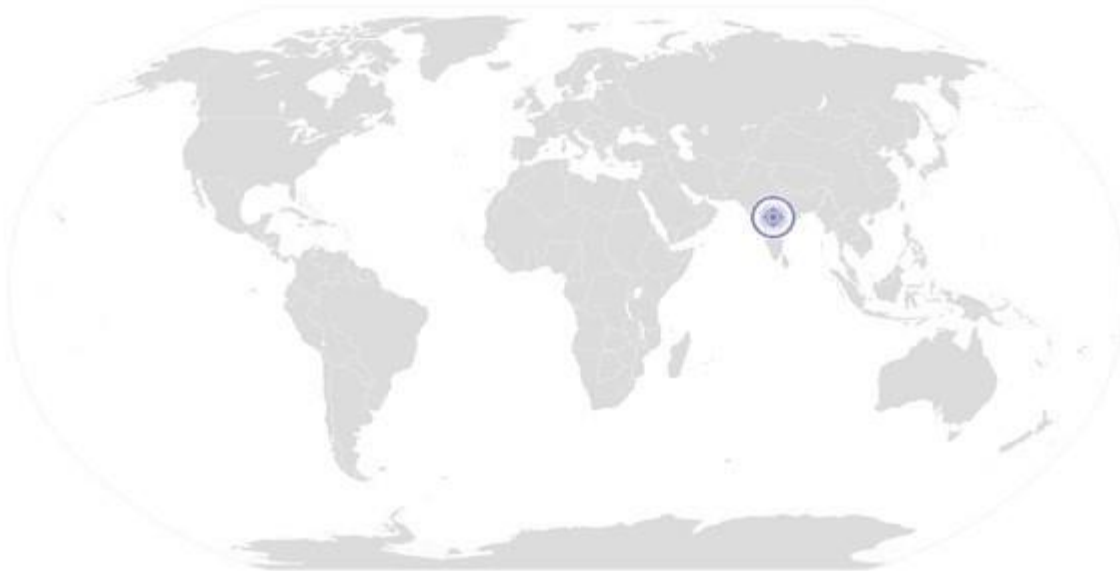
Overview

This unit is about preparing for classification

Unit Code	LSC/N3018
Unit Title (Task)	Prepare for classification
Description	This unit is about preparing for classification
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare desk and documents • Prepare computer system • Safety and Security aspects
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Prepare desk and documents	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Ensure availability of stationary like paper, pen, etc. for taking notes (if required).</p> <p>PC2. In the absence of the reference books or stationary, borrow a spare from colleague or contact administration team to send an office boy to the nearby book store where the items would be available</p> <p>PC3. Verify ownership of the latest Harmonization System (HS) codes book authorized by customs.</p>
Prepare computer system	<p>PC4. Switch on the computer and login using company credentials.</p> <p>PC5. Boot-up software used for performing the classifying activities.</p> <p>PC6. If there are any issues with the booting of the software, contact an executive in the IT department to help with the same.</p> <p>PC7. Check schedule for the day and flag entries pending from previous day.</p> <p>PC8. Accordingly, update status of the entry.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures.</p> <p>KA2. Knowledge of paperwork to be completed on a requirement basis.</p> <p>KA3. Procedures for dealing with errors committed with reference to the filing process.</p> <p>KA4. Risk and impact of not following defined procedures/work instructions .</p> <p>KA5. Knowledge of all relevant safety and security procedures.</p>

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of operating a computer.</p> <p>KB2. Knowledge on HS codes of goods based on customs</p> <p>KB3. Knowledge on Import/Export Controls</p> <p>KB4. Knowledge of using the company software for online documentation, classification and creating the bill of entry/shipping bill.</p> <p>KB5. Knowledge of the different websites and software used to create bill of entry/shipping bill.</p> <p>KB6. Ability to follow the company login protocols and perform the tasks for the day.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to manage a checklist for import clearance.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read the HS-codes for customs from the latest/updated manual provided.</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>SA3. Communicate clearly with colleagues.</p> <p>SA4. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly.</p> <p>SA5. Share best practices with peers and juniors.</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Prioritize and execute tasks within the scheduled time limits</p> <p>SB3. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB4. Be a team player and achieve joint goals.</p> <p>SB5. Effectively manage stress that could arise due to stringent timelines or long working hours.</p> <p>SB6. Develop a positive attitude to keep stress levels low.</p> <p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Speak to customer clearly and resolve the issue if a customer's query is redirected to the shipment classification team.</p>

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the customs broker. SB9. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB10. Verify HS Codes from the latest/updated manual. SB11. Identify basic errors in the filing process and find the respective solutions.
	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



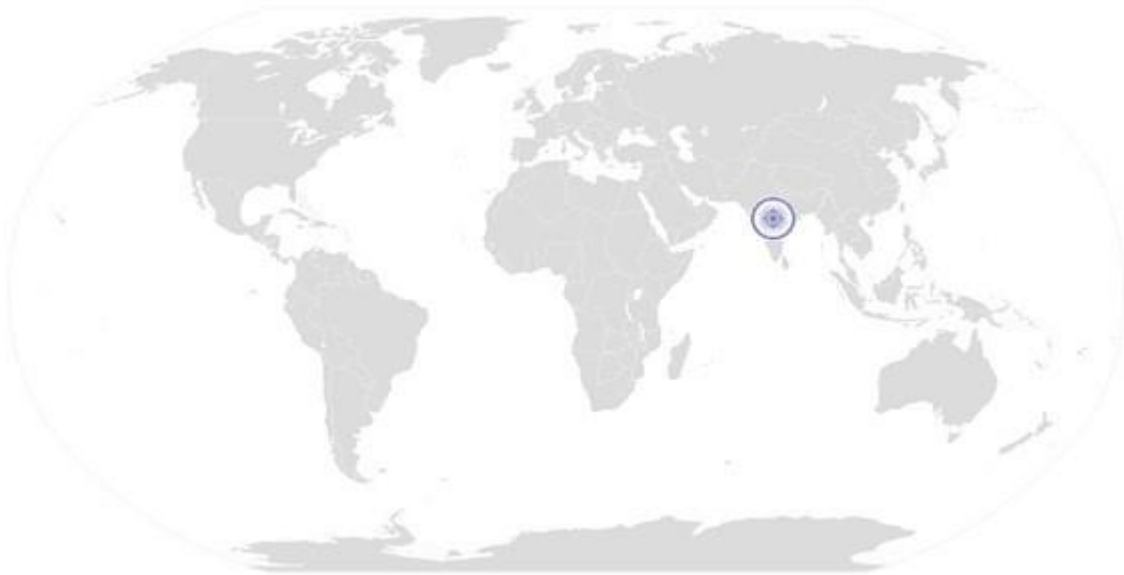
NOS Version Control

NOS Code	LSC/N3018		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016



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National Occupational Standard



Overview

This unit is about performing classification

National Occupational Standard	Unit Code	LSC/N3019
	Unit Title (Task)	Perform classification
	Description	This unit is about performing classification
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Classify incoming/outgoing goods Create Bill of Entry/Shipping Bill Safety and Security aspects
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Classify incoming/outgoing goods	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Verify the consignments that require pre-clearance.</p> <p>PC2. Ensure that the pre-clearance status and information pertaining to it is updated by the system.</p> <p>PC3. Review documents handed over by the customs support agent.</p> <p>PC4. Request product description of the consignment (if needed).</p> <p>PC5. Ensure all customs related documents are collected from the Classification Support Agent.</p> <p>PC6. Depending on the type of consignment, enter data from the document into the system.</p>
	Create Bill of Entry/Shipping Bill	<p>PC7. Determine type of consignment.</p> <p>PC8. Classify HS Code according to the type of consignment.</p> <p>PC9. Create bills of entry/shipping bills based on consignment type (form 4/5 or an SEZ/EOU bill of entry).</p> <p>PC10. Maintain and update a checklist for import/export clearances.</p> <p>PC11. Escalate high priority errors to the customs broker.</p> <p>PC12. Resolve amendments proposed by the customs broker.</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures.</p> <p>KA2. Knowledge of paperwork to be completed on a requirement basis.</p> <p>KA3. Procedures for dealing with errors committed with reference to the filing process.</p>

LSC/N3019

Perform classification

its processes)	<p>KA4. Risk and impact of not following defined procedures/work instructions .</p> <p>KA5. Knowledge of all relevant safety and security procedures.</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of operating a computer.</p> <p>KB2. Knowledge on HS codes of goods based on customs</p> <p>KB3. Knowledge on Import/Export Controls</p> <p>KB4. Knowledge of using the company software for online documentation, classification and creating the bill of entry/shipping bill.</p> <p>KB5. Knowledge of the different websites and software used to create bill of entry/shipping bill.</p> <p>KB6. Ability to follow the company login protocols and perform the tasks for the day.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to manage a checklist for import clearance.</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read the HS-codes for customs from the latest/updated manual provided.</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. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Prioritize and execute tasks within the scheduled time limits</p> <p>SB3. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB4. Be a team player and achieve joint goals.</p>

LSC/N3019

Perform classification

	SB5. Effectively manage stress that could arise due to stringent timelines or long working hours.
	SB6. Develop a positive attitude to keep stress levels low.
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Speak to customer clearly and resolve the issue if a customer's query is redirected to the shipment classification team.
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the customs broker. SB9. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB10. Verify HS Codes from the latest/updated manual. SB11. Identify basic errors in the filing process and find the respective solutions.
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/N3019		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016



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National Occupational Standard



Overview

This unit is about performing post classification activities

Unit Code	LSC/N3020
Unit Title (Task)	Post classification activities
Description	This unit is about performing post classification activities
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Reporting and documentation • Logoff computer • Safety and Security aspects
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Reporting and documentation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Perform an extensive check for errors and pending work.</p> <p>PC2. Communicate mailing errors to the customs team at the airport.</p> <p>PC3. Communicate non-clearance errors to the network control team at the airport.</p> <p>PC4. Report end-of-day pending work to the Customs Broker.</p> <p>PC5. Execute all necessary actions given as solutions by the Customs Broker.</p>
Logoff computer	<p>PC6. Save all data, safely log off and switch off the computer.</p> <p>PC7. Dispose any unnecessary documents or papers.</p> <p>PC8. Clean up the desk and leave the important/necessary documents locked in the desk draw.</p> <p>PC9. Convey pending work to colleagues as they could help move it forward the next working day.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures.</p> <p>KA2. Knowledge of paperwork to be completed on a requirement basis.</p> <p>KA3. Procedures for dealing with errors committed with reference to the filing process.</p> <p>KA4. Risk and impact of not following defined procedures/work instructions .</p> <p>KA5. Knowledge of all relevant safety and security procedures.</p>

<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of operating a computer.</p> <p>KB2. Knowledge on HS codes of goods based on customs</p> <p>KB3. Knowledge on Import/Export Controls</p> <p>KB4. Knowledge of using the company software for online documentation, classification and creating the bill of entry/shipping bill.</p> <p>KB5. Knowledge of the different websites and software used to create bill of entry/shipping bill.</p> <p>KB6. Ability to follow the company login protocols and perform the tasks for the day.</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to manage a checklist for import clearance.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. Read the HS-codes for customs from the latest/updated manual provided.</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>SA3. Communicate clearly with colleagues.</p> <p>SA4. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly.</p> <p>SA5. Share best practices with peers and juniors.</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Prioritize and execute tasks within the scheduled time limits</p> <p>SB3. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB4. Be a team player and achieve joint goals.</p>

	<p>SB5. Effectively manage stress that could arise due to stringent timelines or long working hours.</p> <p>SB6. Develop a positive attitude to keep stress levels low.</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Speak to customer clearly and resolve the issue if a customer's query is redirected to the shipment classification team.</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Identify trends/common causes for errors and suggest possible solutions to the customs broker.</p> <p>SB9. Handle day to day problems like delays, staffing shortage, etc.</p>
	<p>Analytical Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Verify HS Codes from the latest/updated manual.</p> <p>SB11. Identify basic errors in the filing process and find the respective solutions.</p>
	<p>Critical Thinking Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Ability to concentrate on task at hand and complete it without errors</p>

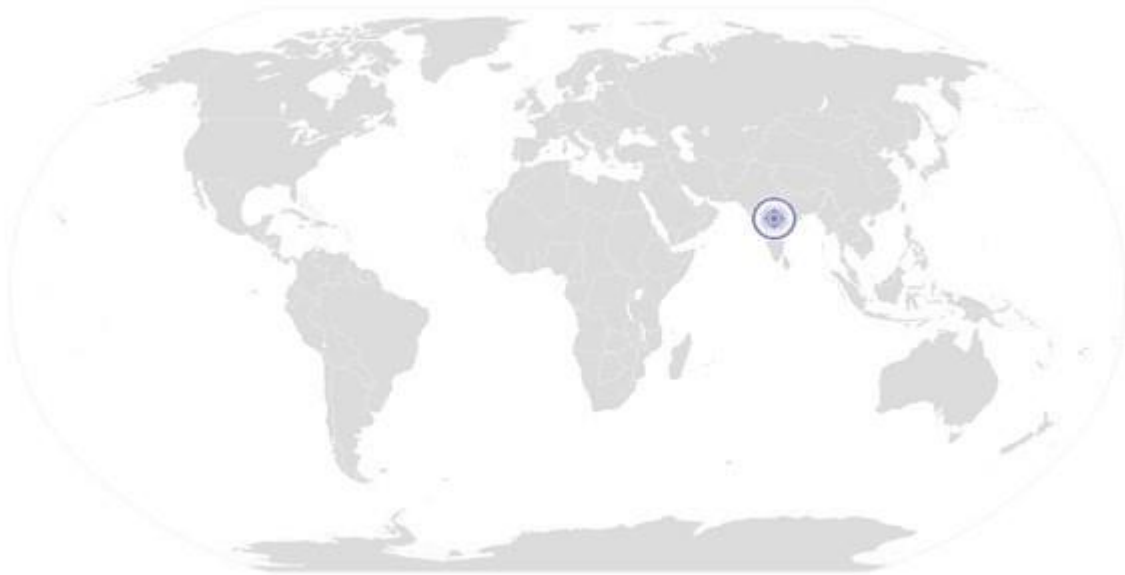
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NOS Code	LSC/N3020		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016



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National Occupational Standard



Overview

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

National Occupational Standard	Unit Code	LSC/N3048
	Unit Title (Task)	Maintain health, safety and security standards during shipment classification
	Description	This unit is about maintaining health, safety and security standards during shipment classification
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Maintain health, safety and security standards during shipment classification
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain health, safety and security standards during shipment classification	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with data safety regulations of the organization</p> <p>PC2. Follow organization procedures with respect to security and confidentiality</p> <p>PC3. Maintain clean work table area</p> <p>PC4. Recognize and report unsafe conditions and practices.</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational procedures.</p> <p>KA2. Knowledge of paperwork to be completed on a requirement basis.</p> <p>KA3. Procedures for dealing with errors committed with reference to the filing process.</p> <p>KA4. Risk and impact of not following defined procedures/work instructions .</p> <p>KA5. Knowledge of all relevant safety and security procedures.</p>
	B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of operating a computer.</p> <p>KB2. Knowledge on HS codes of goods based on customs</p> <p>KB3. Knowledge on Import/Export Controls</p> <p>KB4. Knowledge of using the company software for online documentation, classification and creating the bill of entry/shipping bill.</p> <p>KB5. Knowledge of the different websites and software used to create bill of entry/shipping bill.</p>

	KB6. Ability to follow the company login protocols and perform the tasks for the day.
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Ability to manage a checklist for import clearance.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. Read the HS-codes for customs from the latest/updated manual provided.
	Oral Communication (Listening and Speaking skills)
The user/individual on the job needs to know and understand how to: SA3. Communicate clearly with colleagues. SA4. Regularly communicate with all employees in the chain of activities to ensure activities are running smoothly. 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. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. Prioritize and execute tasks within the scheduled time limits SB3. Maintain schedules and punctuality. Avoid absenteeism. SB4. Be a team player and achieve joint goals. SB5. Effectively manage stress that could arise due to stringent timelines or long working hours. SB6. Develop a positive attitude to keep stress levels low.
Customer Centricity	
The user/individual on the job needs to know and understand how to: SB7. Speak to customer clearly and resolve the issue if a customer's query is redirected to the shipment classification team.	

Maintain health, safety and security standards during shipment classification

	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the customs broker. SB9. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB10. Verify HS Codes from the latest/updated manual. SB11. Identify basic errors in the filing process and find the respective solutions.
	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/N3048		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/04/2015
Industry Sub-sector	Courier and Mail Services	Last reviewed on	10/04/2015
Occupation	Gateway Operations	Next review date	10/10/2016

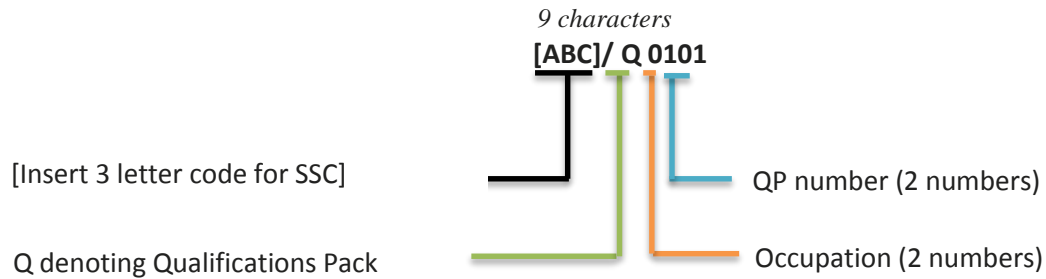


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Annexure

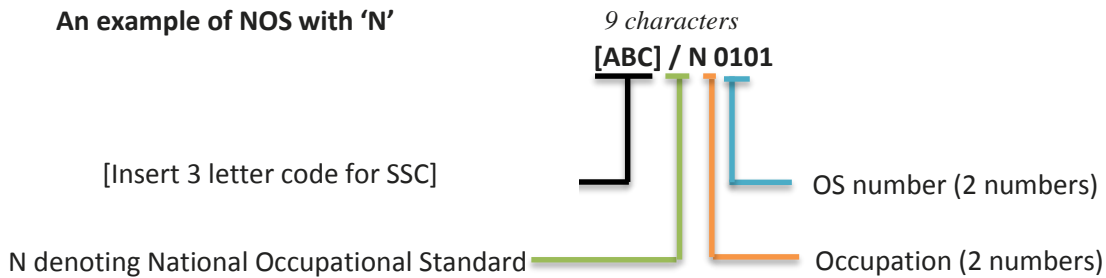
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack for Shipment Classification Agent

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

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

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

Qualifications Pack for Shipment Classification Agent

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Shipment Classification Agent

Qualification Pack: LSC/Q3029

Sector Skill Council: LSC

<u>Guidelines for Assessment</u>
<p>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.</p> <p>2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.</p> <p>3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.</p> <p>4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.</p> <p>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.</p>

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/N3018 (Prepare for classification)	PC1. Ensure availability of stationary like paper, pen, etc. for taking notes (if required).	100	20	4	16
	PC2. In the absence of the reference books or stationary, borrow a spare from colleague or contact administration team to send an office boy to the nearby book store where the items would be available		20	4	16
	PC3. Verify ownership of the latest Harmonization System (HS) codes book authorized by customs.		10	2	8
	PC4. Switch on the computer and login using company credentials.		10	2	8

Qualifications Pack for Shipment Classification Agent

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
	PC5. Boot-up software used for performing the classifying activities.		10	2	8
	PC6. If there are any issues with the booting of the software, contact an executive in the IT department to help with the same.		10	2	8
	PC7. Check schedule for the day and flag entries pending from previous day.		10	2	8
	PC8. Accordingly, update status of the entry.		10	2	8
		Total	100	20	80
2. LSC/N3019 (Perform classification)	PC1. Verify the consignments that require pre-clearance.	100	5	2	3
	PC2. Ensure that the pre-clearance status and information pertaining to it is updated by the system.		10	4	6
	PC3. Review documents handed over by the customs support agent.		10	4	6
	PC4. Request product description of the consignment (if needed).		5	2	3
	PC5. Ensure all customs related documents are collected from the Classification Support Agent.		5	2	3
	PC6. Depending on the type of consignment, enter data from the document into the system.		10	4	6
	PC7. Determine type of consignment.		10	2	8
	PC8. Classify HS Code according to the type of consignment.		10	2	8
	PC9. Create bills of entry/shipping bills based on consignment type (form 4/5 or an SEZ/EOU bill of entry).		10	2	8

Qualifications Pack for Shipment Classification Agent

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC10. Maintain and update a checklist for import/export clearances.		10	2	8
	PC11. Escalate high priority errors to the customs broker.		10	2	8
	PC12. Resolve amendments proposed by the customs broker.		5	2	3
		Total	100	30	70
3. LSC/N3020 (Post classification activities)	PC1. Perform an extensive check for errors and pending work.	100	10	4	6
	PC2. Communicate mailing errors to the customs team at the airport.		10	4	6
	PC3. Communicate non-clearance errors to the network control team at the airport.		15	6	9
	PC4. Report end-of-day pending work to the Customs Broker.		10	4	6
	PC5. Execute all necessary actions given as solutions by the Customs Broker.		10	2	8
	PC6. Save all data, safely log off and switch off the computer.		15	2	13
	PC7. Dispose any unnecessary documents or papers.		10	2	8
	PC8. Clean up the desk and leave the important/necessary documents locked in the desk draw.		10	2	8
	PC9. Convey pending work to colleagues as they could help move it forward the next working day.		10	4	6
		Total	100	30	70

Qualifications Pack for Shipment Classification Agent

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Marks Allocation	
				Theory	Skills Practical
4. LSC/N3048 (Maintain health, safety and security standards during shipment classification)	PC1. Comply with data safety regulations of the organization	100	25	5	20
	PC2. Follow organization procedures with respect to security and confidentiality		25	5	20
	PC3. Maintain clean work table area		25	5	20
	PC4. Recognize and report unsafe conditions and practices		25	5	20
		Total	100	20	80