

Qualification Pack



Air Cargo Booking Executive

Options: Air Transportation of Temperature Controlled Cargo

QP Code: LSC/Q6301

Version: 1.0

NSQF Level: 4

Logistics Sector Skill Council || No. 480 A, 7th Floor, Khivraj Complex II, Anna Salai, Nandanam
Chennai-600035 || email:hari@lsc-india.com



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LSC/Q6301: Air Cargo Booking Executive

Brief Job Description

The Air Cargo Booking Executive is responsible for performing functions related to cargo reservations, pricing, capacity optimization, handling of IT systems, freighter planning for general and special cargo. S/ he is also tasked with the responsibility of handling general cargo commercial related functions.

Personal Attributes

The individual should ideally possess good commercial acumen. S/ he should have good verbal and non-verbal communication skills apart from excellent interpersonal skills. S/ he should be able to make decisions using logical modes of thinking without compromising on detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N6301: Perform cargo reservations](#)
2. [LSC/N6302: Perform cargo pricing and interline functions](#)
3. [LSC/N6303: Perform cargo capacity optimization functions](#)
4. [LSC/N6304: Administer cargo reservations and IT operations](#)
5. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
6. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Options(Not mandatory):

Option : Air Transportation of Temperature Controlled Cargo

This unit deals with all the commercial aspects related to the carriage of Temperature Controlled Cargo

1. [LSC/N6305: Optimise Air Transportation of Temperature Controlled Cargo](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Air Cargo Operations

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Occupation	Cargo Commercial
Country	India
NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221
Minimum Educational Qualification & Experience	Graduate OR Completed 3-year diploma (after 10th) with 3 Years of experience in Airline/Freight forwarding/Logistics industry OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience in Airline/Freight forwarding/Logistics industry
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	NA
Next Review Date	15/03/2027
NSQF Approval Date	15/03/2024
Version	1.0
Reference code on NQR	QG-04-TW-02193-2024-V1-LSC
NQR Version	1.0

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LSC/N6301: Perform cargo reservations

Description

This unit is about performing booking of general and special cargo based on customer requests for carriage onboard as per IATA, national, organizational requirements/guidelines.

Scope

The scope covers the following :

- Perform booking function
- Manage additional requirements

Elements and Performance Criteria

Perform booking function

To be competent, the user/individual on the job must be able to:

- PC1.** greet the customer (shipper/forwarder) in a courteous manner
- PC2.** gather the details of the shipment from the customer and provide the requirements applicable for general and special cargo and special products
- PC3.** obtain all the basic information from the customer, including SLI (Shipper's Letter of Instruction), packing list, certificate of origin, commercial invoice, customs approval to export (let export) and other relevant documents where appropriate
- PC4.** check the system database, TACT rules and applicable manuals to ensure that the shipment is permitted to be carried without any restrictions or limitations
- PC5.** check the applicable tariff for the shipment
- PC6.** assess the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), and documentation as per the tariff provided by the pricing section
- PC7.** assess the requirement for cargo insurance and, if necessary, acquire coverage to safeguard against loss or damage during transportation
- PC8.** check the packing to ensure cargo safety during transit. Highlight airline and international shipping requirements on packaging
- PC9.** provide the customer with the details of the rate/charge and the total cost of carriage based on the details provided by the customer and the applicable conditions, if any
- PC10.** make a booking with appropriate codes, where applicable, as per the optimum routing using the reservation system in case of free allocation by ensuring payment-related requirements are met by the customer
- PC11.** queue the booking to capacity optimization where the weight/volume of shipment booking requested by the customer exceeds free allocation limitations or within the blocked space allotments
- PC12.** advise the customer that the actual charges payable may vary if the actual weight/dimensions delivered at the air cargo terminal is at variance with the booked weight/dimensions

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- PC13.** communicate the expected delivery time and transit details. Explain any potential delays or factors that might affect the delivery schedule
- PC14.** explain the customs clearance process at both the origin and destination airports to the customer. Advise on any additional documentation required for customs purposes.
- PC15.** apply volume weight or higher chargeable weight, where appropriate and explain the details, including its impact on the freight charges to the customer
- PC16.** collect the applicable charges by debit/credit card/cash or any other form of payment as approved by company procedures and issue receipt/equivalent document specified to the customer
- PC17.** issue cargo system Air Waybill as per IATA, national and company regulations to conform to IATA, national and company regulations, whether physical or e-Air Waybill
- PC18.** advise the customer the basic information of when, where and how the physical shipment needs to be delivered for transportation to its final destination
- PC19.** print/email the cargo booking details of the customer and AWB and hand it over/send it to the customer
- PC20.** initiate changes in the booking, when requested by the customer within the parameters and guidelines specified for effecting such changes

Manage additional requirements

To be competent, the user/individual on the job must be able to:

- PC21.** assess the type of special cargo being booked such as Valuable (VAL), Vulnerable (VUN), Live Animals (AVI), Human Remains (HUM), Dangerous Goods (DGR), Heavy Cargo (HEA), Odd sized cargo (ODD), Automobiles/Vehicles (VEH) and so on as well as the special products of the airline, where appropriate
- PC22.** ensure trained/approved person performs the booking function related to that specific type of special cargo which is planned to be booked
- PC23.** advise the applicable documentation, permit, physical condition of the shipment, security, safety, acceptance checklist related requirements as pre conditions required to be fulfilled by the customer prior to booking the specific type of special cargo and special products
- PC24.** obtain required information related to the type of special cargo/special products to be booked, including advance arrangements with the carrier, origin, transit and destination
- PC25.** check all the documents, information provided by the customer thoroughly to ensure that the special cargo can be carried to its final destination avoiding the chances of hold up
- PC26.** determine whether the shipment could be booked or not based on available information
- PC27.** queue the booking to capacity optimization with the exact information available related to the type of special cargo being booked
- PC28.** update the shipment record in the cargo system with the current status of the requirements related to special cargo shipments, including those fulfilled and pending
- PC29.** reiterate to the customer the list of requirements that have been fulfilled by the customer and those remaining to be fulfilled, especially at the cargo terminal when the special cargo shipment is delivered for transportation to its destination
- PC30.** advise the customer that the actual charges payable may vary if the actual weight/dimensions of the special cargo/special products delivered at the air cargo terminal are at variance with the booked weight/dimensions
- PC31.** apply volume weight or higher chargeable weight, where appropriate and explain the details, including its impact on the freight charges to the customer

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- PC32.** assess the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation as per the tariff provided by the pricing section
- PC33.** collect the applicable charges by debit/credit card/cash or any other form of payment as approved by company procedures and issue receipt/equivalent document specified to the customer
- PC34.** issue cargo system air waybill as per IATA, national and company regulations to conform to IATA, national and company regulations, whether physical or e-air waybill

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization policies on AWB rules and conditions of carriage
- KU2.** organizational guidelines for booking and acceptance of general and special cargo and special products
- KU3.** IATA TACT manual rules and rates interpretation
- KU4.** IATA Regulations for the handling of special cargo and carrier regulations for special products
- KU5.** escalation process
- KU6.** procedures for dealing with documentary discrepancies including packing list, permits, appropriate acceptance checklists
- KU7.** basic office-related security/safety procedures and requirements
- KU8.** customs information related to export shipments such as shipping bill
- KU9.** usage of cargo booking reservation systems
- KU10.** air waybill issuance for general and special cargo and special products
- KU11.** air waybill execution process and documentation
- KU12.** technology applications
- KU13.** knowledge on air cargo documents, air waybill, cargo manifest, commercial invoice
- KU14.** knowledge on other important documents like shipping bill, bill of entry, let export order, out of charge order, country specific forms/certificate, dangerous goods declaration
- KU15.** aviation phonetics & IATA 03 letters code
- KU16.** knowledge on Safety Management System (SMS) and procedures
- KU17.** knowledge on various regulatory bodies of aviation

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill any forms related to documentation
- GS2.** prepare required reports for management as required
- GS3.** interpret details of the permits, packing lists, commercial invoice, certificate or origin, etc.
- GS4.** communicate clearly with supervisors and peers



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- GS5.** communicate with cargo customers (shippers/forwarders)
- GS6.** regularly communicate with all peers in the chain of activities to ensure activities are running smoothly
- GS7.** communicate with customers in a courteous manner
- GS8.** maintain effective customer relationship
- GS9.** identify trends/common causes for errors and suggest possible solutions to the supervisor/management
- GS10.** identify and correct errors
- GS11.** identify and resolve issues with documents and systems
- GS12.** concentrate on the task at hand and complete it without errors
- GS13.** check compliance for escalation

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform booking function</i>	16.5	34	-	5
PC1. greet the customer (shipper/forwarder) in a courteous manner	0.5	1	-	1
PC2. gather the details of the shipment from the customer and provide the requirements applicable for general and special cargo and special products	1	1	-	-
PC3. obtain all the basic information from the customer, including SLI (Shipper's Letter of Instruction), packing list, certificate of origin, commercial invoice, customs approval to export (let export) and other relevant documents where appropriate	1	1	-	-
PC4. check the system database, TACT rules and applicable manuals to ensure that the shipment is permitted to be carried without any restrictions or limitations	1	1	-	1
PC5. check the applicable tariff for the shipment	1	2	-	-
PC6. assess the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), and documentation as per the tariff provided by the pricing section	0.5	2	-	1
PC7. assess the requirement for cargo insurance and, if necessary, acquire coverage to safeguard against loss or damage during transportation	0.5	2	-	-
PC8. check the packing to ensure cargo safety during transit. Highlight airline and international shipping requirements on packaging	1	2	-	-
PC9. provide the customer with the details of the rate/charge and the total cost of carriage based on the details provided by the customer and the applicable conditions, if any	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. make a booking with appropriate codes, where applicable, as per the optimum routing using the reservation system in case of free allocation by ensuring payment-related requirements are met by the customer	0.5	2	-	-
PC11. queue the booking to capacity optimization where the weight/volume of shipment booking requested by the customer exceeds free allocation limitations or within the blocked space allotments	1	2	-	-
PC12. advise the customer that the actual charges payable may vary if the actual weight/dimensions delivered at the air cargo terminal is at variance with the booked weight/dimensions	0.5	1	-	1
PC13. communicate the expected delivery time and transit details. Explain any potential delays or factors that might affect the delivery schedule	1	2	-	-
PC14. explain the customs clearance process at both the origin and destination airports to the customer. Advise on any additional documentation required for customs purposes.	0.5	2	-	-
PC15. apply volume weight or higher chargeable weight, where appropriate and explain the details, including its impact on the freight charges to the customer	1	2	-	-
PC16. collect the applicable charges by debit/credit card/cash or any other form of payment as approved by company procedures and issue receipt/equivalent document specified to the customer	1	2	-	-
PC17. issue cargo system Air Waybill as per IATA, national and company regulations to conform to IATA, national and company regulations, whether physical or e-Air Waybill	0.5	2	-	-
PC18. advise the customer the basic information of when, where and how the physical shipment needs to be delivered for transportation to its final destination	1	1	-	1
PC19. print/email the cargo booking details of the customer and AWB and hand it over/send it to the customer	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. initiate changes in the booking, when requested by the customer within the parameters and guidelines specified for effecting such changes	1	2	-	-
<i>Manage additional requirements</i>	13.5	26	-	5
PC21. assess the type of special cargo being booked such as Valuable (VAL), Vulnerable (VUN), Live Animals (AVI), Human Remains (HUM), Dangerous Goods (DGR), Heavy Cargo (HEA), Odd sized cargo (ODD), Automobiles/Vehicles (VEH) and so on as well as the special products of the airline, where appropriate	0.5	2	-	-
PC22. ensure trained/approved person performs the booking function related to that specific type of special cargo which is planned to be booked	1	2	-	1
PC23. advise the applicable documentation, permit, physical condition of the shipment, security, safety, acceptance checklist related requirements as pre conditions required to be fulfilled by the customer prior to booking the specific type of special cargo and special products	1	2	-	-
PC24. obtain required information related to the type of special cargo/special products to be booked, including advance arrangements with the carrier, origin, transit and destination	1	2	-	-
PC25. check all the documents, information provided by the customer thoroughly to ensure that the special cargo can be carried to its final destination avoiding the chances of hold up	1	2	-	1
PC26. determine whether the shipment could be booked or not based on available information	1	2	-	-
PC27. queue the booking to capacity optimization with the exact information available related to the type of special cargo being booked	1	2	-	-
PC28. update the shipment record in the cargo system with the current status of the requirements related to special cargo shipments, including those fulfilled and pending	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC29. reiterate to the customer the list of requirements that have been fulfilled by the customer and those remaining to be fulfilled, especially at the cargo terminal when the special cargo shipment is delivered for transportation to its destination	1	2	-	1
PC30. advise the customer that the actual charges payable may vary if the actual weight/dimensions of the special cargo/special products delivered at the air cargo terminal are at variance with the booked weight/dimensions	1	1	-	-
PC31. apply volume weight or higher chargeable weight, where appropriate and explain the details, including its impact on the freight charges to the customer	1	2	-	1
PC32. assess the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation as per the tariff provided by the pricing section	1	1	-	-
PC33. collect the applicable charges by debit/credit card/cash or any other form of payment as approved by company procedures and issue receipt/equivalent document specified to the customer	1	2	-	-
PC34. issue cargo system air waybill as per IATA, national and company regulations to conform to IATA, national and company regulations, whether physical or e-air waybill	1	2	-	1
NOS Total	30	60	-	10



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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N6301
NOS Name	Perform cargo reservations
Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial
NSQF Level	4
Credits	3
Version	1.0
Last Reviewed Date	15/03/2024
Next Review Date	15/03/2027
NSQC Clearance Date	15/03/2024

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LSC/N6302: Perform cargo pricing and interline functions

Description

This unit is about creating and maintaining a pricing structure mechanism for online and offline points, performing a constant review of tariff for general, special cargo and special products to ensure its appropriateness and optimization of the available capacity to maximize revenues. This unit also lists the tasks to be performed to assist in the pricing of routings involving existing and new interline agreements and their maintenance.

Scope

The scope covers the following :

- Create and maintain pricing structure
- Perform interlining based functions

Elements and Performance Criteria

Create and maintain pricing structure

To be competent, the user/individual on the job must be able to:

- PC1.** gather the details of the existing price structure applicable to the route network for general cargo, special cargo and special products
- PC2.** tabulate the details of the individual station applicable pricing tariff for all types of cargo - general, special and special products
- PC3.** obtain competition-related detailed pricing feedback, sector/route wise from all route stations
- PC4.** analyze critical competitive sectors based on the pricing strategy of the company as guided by the manager/supervisor and provide the findings
- PC5.** assist the supervisor in reviewing existing price structure in line with market conditions, customer feedback, cost input related information, including trucking/transit and destination costs, where appropriate
- PC6.** check discounts and promotions based on shipping volume, customer loyalty, and promotional times; check rules for offline discounts and negotiations
- PC7.** prepare draft recommended price levels for single sectors and routes without complicated requirements, including the assessment of the impact of adhoc pricing facility used by stations on the proposed review of the pricing structure
- PC8.** prepare the draft pricing tariff sheet based on the directions from manager and supervisor for final vetting and approval
- PC9.** compile the revised, updated pricing tariff for general/special cargo and product-wise, station wise
- PC10.** distribute the pricing sheet to all users and other stakeholders, including where appropriate to regulatory authorities
- PC11.** seek feedback from the stations to assess if any additional factors, either internal/external factor may have a significant impact on the tariff

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- PC12.** seek timely response from stations on all the adhoc approvals granted to ensure matching of sale records with such approvals
- PC13.** assist and contribute to the preparation of cargo pricing revenue budget for route network
- PC14.** liaise with IT team to co-ordinate pricing related inputs into the computerized system and to ensure that they are up to date
- PC15.** work with chosen service providers to ensure fulfilment of their part of the contract related to pricing initiatives
- PC16.** prepare the groundwork for blocked space agreements
- PC17.** maintain and update blocked space agreements

Perform interlining based functions

To be competent, the user/individual on the job must be able to:

- PC18.** gather basic information related to the potential interline partners, station wise, sector/route wise with whom Special Prorate Agreements - Cargo (SPA-C) could be considered and submit to Manager/Supervisor
- PC19.** compile a matrix of the interline carriers with whom SPA-C is planned to be negotiated
- PC20.** provide with tariff and other tariff-related supplemental information to enable supervisor and manager to negotiate with interline partners
- PC21.** obtain the conclusions of interline negotiations directly related to construction and determination of rates
- PC22.** keep up to date on international aviation legislation and ensure that interline agreements and tariffs are legal
- PC23.** maintain and update all existing and new interline agreements with reviews initiated on a timebound basis based on their individual validity period
- PC24.** factor the interline rates with adjustments as per the company policy/directive while formulating the proposed selling rates out of stations
- PC25.** liaise with interline counterparts to ensure receipt of circulars, guidelines on a timely basis as and when issued by such interline partners, which would impact the interline carriage
- PC26.** seek feedback from stations on their ability to fulfil the interline transfer functions as mutually agreed between the carriers
- PC27.** follow up with stations to look for strengthening the existing interline partnerships through extension or expansion of sectors/routes, introduction of additional rate slabs or adjustment of existing rate slabs
- PC28.** assist in the process of responding to the audit of pricing section by an internal audit by matching the sale with revenue receipts for normal as well as adhoc approval of tariff application
- PC29.** advise and update IATA of the existing, new interline partnerships and the type of agreements signed for publication in the TACT Rules
- PC30.** provide interline partners updated information related to expansion, curtailment, change related to route network, frequencies and type of aircraft used on applicable routes
- PC31.** determine the success of interline relationship and effectiveness of KPIs. Regularly evaluate performance against these metrics and make adjustments as necessary.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** organization policies on AWB rules, issuance and conditions of carriage for general, special cargo and special products
- KU2.** knowledge on general and special cargo and special products related requirements
- KU3.** respond to the various emails that come from outstations, interline partners & service providers on enquiries or issues pertaining to capacity situation, flight status, booking anomalies, mis connections, transfer issues at stations and so on
- KU4.** escalation process
- KU5.** procedures for dealing with pricing related discrepancies either directly found or through an audit process
- KU6.** basic office-related security/safety procedures and requirements
- KU7.** special Prorate Agreements - Cargo
- KU8.** usage of cargo booking reservation systems
- KU9.** usage of organizational systems for pricing and interline agreements
- KU10.** basic interpretation of IATA Multilateral Interline Agreement Manual
- KU11.** basic revenue management concepts
- KU12.** air Waybill issuance for general and special cargo and special products
- KU13.** technology applications
- KU14.** air waybill execution process and documentation
- KU15.** knowledge on air cargo documents, air waybill, cargo manifest, commercial invoice
- KU16.** knowledge on other important documents like shipping bill, bill of entry, let export order, out of charge order, country specific forms/certificate, dangerous goods declaration
- KU17.** aviation phonetics & IATA 03 letters code
- KU18.** knowledge on Safety Management System (SMS) and procedures
- KU19.** knowledge on various regulatory bodies of aviation

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill any forms related to documentation
- GS2.** prepare required reports for management as required
- GS3.** prepare pricing related market intelligence matrix
- GS4.** interpret details of the interline related pricing inputs
- GS5.** communicate clearly with supervisors and peers
- GS6.** communicate with stations on market intelligence related matters
- GS7.** communicate with interline partners on matters that would have an impact on either party related to the interline agreement
- GS8.** study interline agreements related to industry/company material to increase knowledge/proficiency
- GS9.** study capacity utilization related material to understand the impact of pricing and capacity on each other

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Create and maintain pricing structure</i>	16	35	-	5
PC1. gather the details of the existing price structure applicable to the route network for general cargo, special cargo and special products	0.5	2	-	-
PC2. tabulate the details of the individual station applicable pricing tariff for all types of cargo - general, special and special products	0.5	2	-	-
PC3. obtain competition-related detailed pricing feedback, sector/route wise from all route stations	1	2	-	-
PC4. analyze critical competitive sectors based on the pricing strategy of the company as guided by the manager/supervisor and provide the findings	1	3	-	1
PC5. assist the supervisor in reviewing existing price structure in line with market conditions, customer feedback, cost input related information, including trucking/transit and destination costs, where appropriate	1	2	-	-
PC6. check discounts and promotions based on shipping volume, customer loyalty, and promotional times; check rules for offline discounts and negotiations	1	1	-	-
PC7. prepare draft recommended price levels for single sectors and routes without complicated requirements, including the assessment of the impact of adhoc pricing facility used by stations on the proposed review of the pricing structure	1	3	-	1
PC8. prepare the draft pricing tariff sheet based on the directions from manager and supervisor for final vetting and approval	1	3	-	-
PC9. compile the revised, updated pricing tariff for general/special cargo and product-wise, station wise	1	2	-	-
PC10. distribute the pricing sheet to all users and other stakeholders, including where appropriate to regulatory authorities	1	2	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. seek feedback from the stations to assess if any additional factors, either internal/external factor may have a significant impact on the tariff	1	2	-	-
PC12. seek timely response from stations on all the adhoc approvals granted to ensure matching of sale records with such approvals	1	2	-	-
PC13. assist and contribute to the preparation of cargo pricing revenue budget for route network	1	2	-	-
PC14. liaise with IT team to co-ordinate pricing related inputs into the computerized system and to ensure that they are up to date	1	2	-	1
PC15. work with chosen service providers to ensure fulfilment of their part of the contract related to pricing initiatives	1	2	-	-
PC16. prepare the groundwork for blocked space agreements	1	1	-	1
PC17. maintain and update blocked space agreements	1	2	-	-
<i>Perform interlining based functions</i>	14	25	-	5
PC18. gather basic information related to the potential interline partners, station wise, sector/route wise with whom Special Prorate Agreements - Cargo (SPA-C) could be considered and submit to Manager/Supervisor	1	2	-	-
PC19. compile a matrix of the interline carriers with whom SPA-C is planned to be negotiated	1	-1	-	-
PC20. provide with tariff and other tariff-related supplemental information to enable supervisor and manager to negotiate with interline partners	1	2	-	1
PC21. obtain the conclusions of interline negotiations directly related to construction and determination of rates	1	2	-	-
PC22. keep up to date on international aviation legislation and ensure that interline agreements and tariffs are legal	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. maintain and update all existing and new interline agreements with reviews initiated on a timebound basis based on their individual validity period	1	2	-	-
PC24. factor the interline rates with adjustments as per the company policy/directive while formulating the proposed selling rates out of stations	1	2	-	-
PC25. liaise with interline counterparts to ensure receipt of circulars, guidelines on a timely basis as and when issued by such interline partners, which would impact the interline carriage	1	2	-	1
PC26. seek feedback from stations on their ability to fulfil the interline transfer functions as mutually agreed between the carriers	1	2	-	-
PC27. follow up with stations to look for strengthening the existing interline partnerships through extension or expansion of sectors/routes, introduction of additional rate slabs or adjustment of existing rate slabs	1	2	-	-
PC28. assist in the process of responding to the audit of pricing section by an internal audit by matching the sale with revenue receipts for normal as well as adhoc approval of tariff application	1	2	-	1
PC29. advise and update IATA of the existing, new interline partnerships and the type of agreements signed for publication in the TACT Rules	1	2	-	-
PC30. provide interline partners updated information related to expansion, curtailment, change related to route network, frequencies and type of aircraft used on applicable routes	1	2	-	1
PC31. determine the success of interline relationship and effectiveness of KPIs. Regularly evaluate performance against these metrics and make adjustments as necessary.	1	2	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N6302
NOS Name	Perform cargo pricing and interline functions
Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	15/03/2024
Next Review Date	15/03/2027
NSQC Clearance Date	15/03/2024

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LSC/N6303: Perform cargo capacity optimization functions

Description

This unit is about managing the network passenger aircraft, freighter and trucking capacity for general, special cargo and special products through advanced planning and towards optimizing the available capacity to secure maximum revenues. This would include management of long-term and short-term contracts and blocked space agreements and appropriate dynamic pricing initiatives through liaison with pricing unit.

Scope

The scope covers the following :

- Optimize booking capacity
- Manage contracted/ supplemental capacity

Elements and Performance Criteria

Optimize booking capacity

To be competent, the user/individual on the job must be able to:

- PC1.** gather the details of aircraft, passenger and freighter and trucking schedules
- PC2.** tabulate the standard available capacity of each type of aircraft, passenger/freighter and truck and liaise with the aircraft performance section to adjust the capacity as appropriate
- PC3.** compile the existing short, long term capacity agreement details, including blocked space agreements
- PC4.** prepare the matrix of all schedules with connections to enable stations to sell through capacity
- PC5.** dynamically adjust the capacity on a flight-to-flight basis based on the updated advice, which impact the available cargo capacity based on various factors such as forecasted passenger bookings, baggage requirements, fuel consumption etc.
- PC6.** apply the SOP and organizational policies/procedures to confirm capacity, which are over and above the free capacity available for stations
- PC7.** manage overbooking of capacity within the parameters/limitations as per laid down limits and procedures
- PC8.** escalate issues related to demand in excess of permitted overbooking limits and discrepancies related to the utilization of short/long agreement capacity and blocked space agreement
- PC9.** release flight control to operations/stations at the agreed time limit before STD (Scheduled Time of Departure) of the flight
- PC10.** compile capacity utilization report sector-wise and route wise on every departed flight
- PC11.** assist the supervisor in analyzing the contents of the capacity utilization report to help formulate corrective/improvement measures towards maximizing capacity utilization
- PC12.** plan capacity in case of rebooking of consignments offloaded on previous flights

Qualification Pack

PC13. liaise with operations in case of flight cancellation/diversion to rebook the consignments by subsequent flights

Manage contracted/ supplemental capacity

To be competent, the user/individual on the job must be able to:

PC14. liaise with trucking companies to determine the available capacity on a day-to-day basis and advise the stations using such trucking capacity to adjust their loads according to the available capacity

PC15. process capacity requests from interline carriers to conform with the existing agreement with such carriers

PC16. liaise with interline carriers on capacity requests for carriage on their sectors within the provisions as per the interline agreement with such carriers

PC17. co-ordinate with freighter/charter section to provide details related to the requirement of supplemental capacity

PC18. liaise with freighter/charter section to provide inputs to plan odd size cargo requiring multiple pallet positions and/or of odd shape causing overhang situations

PC19. liaise with pricing unit to sell last-minute unsold capacity at adhoc rates within the parameters determined by supervisor/manager of both units

PC20. prepare reports of under utilization of capacity related to short/long term agreement and blocked space agreement and submit them to supervisor/manager for appropriate action

PC21. allocate capacity for special cargo/special products through liaison with respective specialist and/or qualified/licensed personnel to ensure conformance with the company, national and international requirements

PC22. compile trucking capacity utilization report including the punctuality of operations and appropriateness of communications, both related to the processing of incoming/outgoing messages and general

PC23. update & manage capacity on industry platforms (example: Freightos, Cargo Connect) and track such online bookings

PC24. respond to the various communication that comes from stations, interline partners & service providers on enquiries or issues pertaining to capacity situation, flight status, booking anomalies, mis connections, transfer issues at stations etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization policies on AWB rules and conditions of carriage

KU2. knowledge on general and special cargo and special products related requirements

KU3. escalation process

KU4. procedures for dealing with capacity related discrepancies

KU5. basic office-related security/safety procedures and requirements

KU6. aircraft performance limitations

KU7. different types of ULDs, their capabilities and limitations

KU8. basic knowledge of revenue management principles and concepts of inventory management

KU9. basic knowledge of pricing/capacity inter dependency towards revenue maximization

Qualification Pack

- KU10.** usage of cargo booking reservation systems
- KU11.** technology applications & interfaces to external consumers of information/data
- KU12.** air waybill execution process and documentation
- KU13.** knowledge on air cargo documents, air waybill, cargo manifest, commercial invoice
- KU14.** knowledge on other important documents like shipping bill, bill of entry, let export order, out of charge order, country specific forms/certificate, dangerous goods declaration
- KU15.** aviation phonetics & IATA 03 letters code
- KU16.** knowledge on Safety Management System (SMS) and procedures
- KU17.** knowledge on various regulatory bodies of aviation

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill any forms related to documentation
- GS2.** prepare required reports for management as required
- GS3.** interpret details of the interline related pricing inputs
- GS4.** communicate clearly with supervisors and peers
- GS5.** communicate with stations/interline partners
- GS6.** communicate with internal/external customers in a courteous manner
- GS7.** maintain effective customer relationship
- GS8.** identify trends/common causes for errors and suggest possible solutions to the supervisor/management
- GS9.** identify and correct errors
- GS10.** identify and resolve issues with documents and systems
- GS11.** concentrate on the task at hand and complete it without errors
- GS12.** check compliance for escalation

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Optimize booking capacity</i>	16	32	-	5
PC1. gather the details of aircraft, passenger and freighter and trucking schedules	1	2	-	-
PC2. tabulate the standard available capacity of each type of aircraft, passenger/freighter and truck and liaise with the aircraft performance section to adjust the capacity as appropriate	1	2	-	1
PC3. compile the existing short, long term capacity agreement details, including blocked space agreements	2	3	-	-
PC4. prepare the matrix of all schedules with connections to enable stations to sell through capacity	1	2	-	-
PC5. dynamically adjust the capacity on a flight-to-flight basis based on the updated advice, which impact the available cargo capacity based on various factors such as forecasted passenger bookings, baggage requirements, fuel consumption etc.	2	3	-	-
PC6. apply the SOP and organizational policies/procedures to confirm capacity, which are over and above the free capacity available for stations	1	2	-	1
PC7. manage overbooking of capacity within the parameters/limitations as per laid down limits and procedures	2	3	-	-
PC8. escalate issues related to demand in excess of permitted overbooking limits and discrepancies related to the utilization of short/long agreement capacity and blocked space agreement	1	2	-	1
PC9. release flight control to operations/stations at the agreed time limit before STD (Scheduled Time of Departure) of the flight	1	2	-	1
PC10. compile capacity utilization report sector-wise and route wise on every departed flight	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. assist the supervisor in analyzing the contents of the capacity utilization report to help formulate corrective/improvement measures towards maximizing capacity utilization	1	2	-	-
PC12. plan capacity in case of rebooking of consignments offloaded on previous flights	1	3	-	-
PC13. liaise with operations in case of flight cancellation/diversion to rebook the consignments by subsequent flights	1	3	-	1
<i>Manage contracted/ supplemental capacity</i>	14	28	-	5
PC14. liaise with trucking companies to determine the available capacity on a day-to-day basis and advise the stations using such trucking capacity to adjust their loads according to the available capacity	1	2	-	-
PC15. process capacity requests from interline carriers to conform with the existing agreement with such carriers	1	2	-	-
PC16. liaise with interline carriers on capacity requests for carriage on their sectors within the provisions as per the interline agreement with such carriers	2	3	-	1
PC17. co-ordinate with freighter/charter section to provide details related to the requirement of supplemental capacity	1	3	-	-
PC18. liaise with freighter/charter section to provide inputs to plan odd size cargo requiring multiple pallet positions and/or of odd shape causing overhang situations	1	3	-	1
PC19. liaise with pricing unit to sell last-minute unsold capacity at adhoc rates within the parameters determined by supervisor/manager of both units	2	3	-	1
PC20. prepare reports of under utilization of capacity related to short/long term agreement and blocked space agreement and submit them to supervisor/manager for appropriate action	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. allocate capacity for special cargo/special products through liaison with respective specialist and/or qualified/licensed personnel to ensure conformance with the company, national and international requirements	2	3	-	1
PC22. compile trucking capacity utilization report including the punctuality of operations and appropriateness of communications, both related to the processing of incoming/outgoing messages and general	1	3	-	1
PC23. update & manage capacity on industry platforms (example: Freightos, Cargo Connect) and track such online bookings	1	2	-	-
PC24. respond to the various communication that comes from stations, interline partners & service providers on enquiries or issues pertaining to capacity situation, flight status, booking anomalies, mis connections, transfer issues at stations etc.	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N6303
NOS Name	Perform cargo capacity optimization functions
Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	15/03/2024
Next Review Date	15/03/2027
NSQF Clearance Date	15/03/2024

Qualification Pack

LSC/N6304: Administer cargo reservations and IT operations

Description

This unit is about managing the functions associated with the creation/acquisition, maintenance, enhancement and administration of IT systems related to cargo reservations, capacity management, revenue optimization and operations. This includes managing the interface and communication between aircraft/truck scheduling systems, departure control systems, load control systems, flight operations/movement-related systems

Scope

The scope covers the following :

- Administer IT systems related to cargo commercial and operational functions
- Monitor inter systems communications

Elements and Performance Criteria

Administer IT systems related to cargo commercial and operational functions

To be competent, the user/individual on the job must be able to:

- PC1.** gather details about the different IT ecosystems prevailing in the market to enable the senior management to make informed decisions for an appropriate IT strategy
- PC2.** compile and present data obtained from IT systems service providers to enable middle/senior management to analyze and choose the most appropriate IT system provider
- PC3.** support and facilitate the use of generic IT tools such as PCs, laptops, the various generic software as well as specific software associated with the functions of individuals based on their roles and responsibilities
- PC4.** assist the supervisor in the creation of IT access procedures, maintenance of sign-in codes and privileged access to designated individuals where appropriate
- PC5.** facilitate stock-taking of IT equipment, tools and implements used in the organization to ensure its optimum utilization and resource planning
- PC6.** initiate and assist in remote control access to designated individuals, where authorized
- PC7.** facilitate the creation of master data table related to aircraft/truck schedules, ULDs, tariff, embargo details where applicable, individual aircraft-related data and so on
- PC8.** liaise with stations to ensure GHAs have the communication capability with the customer airlines system
- PC9.** create performance measurement milestones with the section in charge of quality and standards
- PC10.** create reporting systems, flight wise, daily, weekly, monthly, quarterly, annual, with the ability to compare different time periods as per organizational requirements
- PC11.** disseminate shipment, flight communication protocols to be followed as provided by IATA as Cargo IMP (Interchange Message Procedure) to be used by network
- PC12.** approach freight forwarders through sales/customer service to enter into multilateral AWB agreement to get initiated into e-AWB

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- PC13.** liaise with sales/customer service sections to facilitate forwarders to implement e-AWB and e-Freight related requirements
- PC14.** co-ordinate with users to seek feedback on the system's business utility at a determined frequency of period and feed the information back to the technical team to look at remedial and improvement steps
- PC15.** assist supervisor in looking at other IT tools to supplement the initiatives to boost process, information, cost and time efficiency
- PC16.** participate in the IT systems development-related meetings/workshops at the working level and provide inputs
- PC17.** contribute to the creation of use cases for testing of newer technologies which is aimed at improving operational processes and workflows

Monitor inter systems communications

To be competent, the user/individual on the job must be able to:

- PC18.** gather basic information related to all the other IT systems of the organization which has a direct and indirect impact on the functioning, efficiency and effectiveness of cargo IT systems
- PC19.** liaise with IATA to get the current and updated communication protocols for implementation in the organization systems
- PC20.** co-ordinate with other user departments such as load control, flight operations, departure control and so on to understand the interface aspect of those systems with cargo IT systems
- PC21.** monitor the performance of IT systems to ensure the flow of information in both directions between cargo IT systems and other department/section systems
- PC22.** liaise with regulatory authorities such as customs to ensure that all mandatory information are supplied by the organization to them and the electronic approvals, where appropriate, back from such regulatory authorities are fed into the cargo IT systems on a real-time basis
- PC23.** liaise with all 24 x 7 units to determine the most appropriate time to bring the system down for maintenance, updates and enhancements
- PC24.** implement a robust disaster recovery plan and regular data backups. Periodically test backup and recovery techniques to ensure data integrity
- PC25.** provide inputs to the management for creation & implementation of the organizational level Business Continuity Plan (BCP) to ensure seamless flow of information and communication in the event of any planned/unplanned/unexpected system outage
- PC26.** represent the department in the working group related to impact on the interface of IT systems of other departments with cargo IT systems

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization policies on usage of IT systems
- KU2.** knowledge on general and special cargo and special products related requirements
- KU3.** escalation process
- KU4.** organizational Business Continuity Plan (BCP)
- KU5.** organizational IT systems and process audits
- KU6.** procurement policies of the organization for IT Assets

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- KU7.** procurement policies of the organization for IT Assets
- KU8.** organizational security/safety procedures and requirements
- KU9.** IT protocols pertaining to security and basic troubleshooting
- KU10.** usage of cargo booking reservation systems
- KU11.** thorough knowledge of Cargo IMP procedures and XML application
- KU12.** cargo systems interface with respective stakeholder systems
- KU13.** technology applications
- KU14.** air waybill execution process and documentation
- KU15.** knowledge on air cargo documents, air waybill, cargo manifest, commercial invoice
- KU16.** knowledge on other important documents like shipping bill, bill of entry, let export order, out of charge order, country specific forms/certificate, dangerous goods declaration
- KU17.** aviation phonetics & IATA 03 letters code
- KU18.** knowledge on Safety Management System (SMS) and procedures
- KU19.** knowledge on various regulatory bodies of aviation

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** fill any forms related to documentation
- GS2.** prepare required reports for individual sections/management as required
- GS3.** prepare IT-related industry update relevant to user section
- GS4.** interpret impact of such industry development on the individual section's future working
- GS5.** communicate clearly with supervisors and peers
- GS6.** communicate with stations on the day to day impact of cargo IT systems on their ability to discharge their duties efficiently
- GS7.** communicate with user sections on matters that would have an impact for either party related to the application of cargo IT systems
- GS8.** study cargo IT systems and peripheral applications related to industry/company material to increase knowledge/proficiency

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Administer IT systems related to cargo commercial and operational functions</i>	21	39	-	6
PC1. gather details about the different IT ecosystems prevailing in the market to enable the senior management to make informed decisions for an appropriate IT strategy	1	3	-	-
PC2. compile and present data obtained from IT systems service providers to enable middle/senior management to analyze and choose the most appropriate IT system provider	1	3	-	-
PC3. support and facilitate the use of generic IT tools such as PCs, laptops, the various generic software as well as specific software associated with the functions of individuals based on their roles and responsibilities	1	2	-	1
PC4. assist the supervisor in the creation of IT access procedures, maintenance of sign-in codes and privileged access to designated individuals where appropriate	1	2	-	-
PC5. facilitate stock-taking of IT equipment, tools and implements used in the organization to ensure its optimum utilization and resource planning	1	2	-	1
PC6. initiate and assist in remote control access to designated individuals, where authorized	1	2	-	-
PC7. facilitate the creation of master data table related to aircraft/truck schedules, ULDs, tariff, embargo details where applicable, individual aircraft-related data and so on	1	2	-	1
PC8. liaise with stations to ensure GHAs have the communication capability with the customer airlines system	2	2	-	-
PC9. create performance measurement milestones with the section in charge of quality and standards	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. create reporting systems, flight wise, daily, weekly, monthly, quarterly, annual, with the ability to compare different time periods as per organizational requirements	1	2	-	-
PC11. disseminate shipment, flight communication protocols to be followed as provided by IATA as Cargo IMP (Interchange Message Procedure) to be used by network	1	2	-	1
PC12. approach freight forwarders through sales/customer service to enter into multilateral AWB agreement to get initiated into e-AWB	1	2	-	-
PC13. liaise with sales/customer service sections to facilitate forwarders to implement e-AWB and e-Freight related requirements	1	2	-	1
PC14. co-ordinate with users to seek feedback on the system's business utility at a determined frequency of period and feed the information back to the technical team to look at remedial and improvement steps	1	2	-	-
PC15. assist supervisor in looking at other IT tools to supplement the initiatives to boost process, information, cost and time efficiency	2	3	-	-
PC16. participate in the IT systems development-related meetings/workshops at the working level and provide inputs	2	3	-	1
PC17. contribute to the creation of use cases for testing of newer technologies which is aimed at improving operational processes and workflows	2	3	-	-
<i>Monitor inter systems communications</i>	9	21	-	4
PC18. gather basic information related to all the other IT systems of the organization which has a direct and indirect impact on the functioning, efficiency and effectiveness of cargo IT systems	1	2	-	-
PC19. liaise with IATA to get the current and updated communication protocols for implementation in the organization systems	1	2	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC20. co-ordinate with other user departments such as load control, flight operations, departure control and so on to understand the interface aspect of those systems with cargo IT systems	1	2	-	1
PC21. monitor the performance of IT systems to ensure the flow of information in both directions between cargo IT systems and other department/section systems	1	2	-	-
PC22. liaise with regulatory authorities such as customs to ensure that all mandatory information are supplied by the organization to them and the electronic approvals, where appropriate, back from such regulatory authorities are fed into the cargo IT systems on a real-time basis	1	3	-	-
PC23. liaise with all 24 x 7 units to determine the most appropriate time to bring the system down for maintenance, updates and enhancements	1	3	-	-
PC24. implement a robust disaster recovery plan and regular data backups. Periodically test backup and recovery techniques to ensure data integrity	1	2	-	1
PC25. provide inputs to the management for creation & implementation of the organizational level Business Continuity Plan (BCP) to ensure seamless flow of information and communication in the event of any planned/unplanned/unexpected system outage	1	3	-	1
PC26. represent the department in the working group related to impact on the interface of IT systems of other departments with cargo IT systems	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N6304
NOS Name	Administer cargo reservations and IT operations
Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	15/03/2024
Next Review Date	15/03/2027
NSQF Clearance Date	15/03/2024

Qualification Pack

LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

Description

This unit deals in detail with application of health, safety, security procedures at workplace and maintaining integrity, ensuring data security, professional and ethical practice.

Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations
- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

Elements and Performance Criteria

Follow health, safety and security measures during all activities

To be competent, the user/individual on the job must be able to:

- PC1.** Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.
- PC2.** Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.
- PC3.** Follow organisation procedures concerning documentation.
- PC4.** Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.

Maintain a healthy and hygienic workplace

To be competent, the user/individual on the job must be able to:

- PC5.** Ensure that the work area and supplies are organised and cleaned regularly.
- PC6.** Comply with data safety regulations of the organisation and follow clear worktable area policy.
- PC7.** Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.
- PC8.** Undertake periodical preventive health check-ups.
- PC9.** Participate in fire drills and follow 5S at workplace.

Handle emergency situations

To be competent, the user/individual on the job must be able to:

- PC10.** Act immediately during emergencies and move to safety.
- PC11.** Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC12.** In case of fire, follow fire safety practices taught during fire drills.
- PC13.** Follow procedures to rescue victims of fire without endangering self.

Qualification Pack

Maintain integrity and ensure data security

To be competent, the user/individual on the job must be able to:

- PC14.** Refrain from indulging in corrupt practices.
- PC15.** Protect customers' information and ensure acquired information is not used for personal advantage.
- PC16.** Protect data and information related to business or commercial decisions.

Professional and ethical practice

To be competent, the user/individual on the job must be able to:

- PC17.** Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.
- PC18.** Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.
- PC19.** Consult senior management when in an ethical dilemma.

Ensure regulatory compliance

To be competent, the user/individual on the job must be able to:

- PC20.** Check that documentation concerning operations is up to date and in accordance with the regulations.
- PC21.** Coordinate with regulatory authorities and assist in inspections and clearances.
- PC22.** Report any issues with regulatory compliance.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Company's policies on the use of language, Human Resources policies, code of ethics and business
- KU2.** Company's whistle-blower policy and rules related to sexual harassment
- KU3.** Company's reporting structure and documentation policy
- KU4.** Principles of code of ethics and business ethics
- KU5.** Different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU6.** The documentary compliance required for different type of products for Health Safety and Environment (HSE) practices
- KU7.** Relevant Occupational Health and Safety (OHS) regulations
- KU8.** Enterprise /site emergency procedures and techniques
- KU9.** Procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU10.** Health and safety hazards commonly present in the work environment and related precautions
- KU11.** Possible causes of risk, hazard or accident in the workplace
- KU12.** Where to find all the general health and safety equipment in the workplace
- KU13.** Various dangers associated with the use of electrical equipment
- KU14.** Preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU15.** Importance of using protective clothing/equipment while working

Qualification Pack

- KU16.** Various causes of fire and precautionary activities to prevent the fire accident
- KU17.** Different methods of extinguishing fire and techniques of using the different fire extinguishers
- KU18.** Rescue techniques applied during a fire hazard and safe lifting and carrying practices
- KU19.** Various types of safety signs and their meaning
- KU20.** Appropriate basic first aid treatment relevant to the condition e.g., shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read policy documents, work-related documents, various acts and regulations
- GS2.** Write instructions, communications to internal staff, emails and letters, and reports
- GS3.** Interact with internal and external stakeholders
- GS4.** Communicate with peers and subordinates
- GS5.** Take appropriate action in a vulnerable situation
- GS6.** Identify breaches and take necessary actions
- GS7.** Identify the documentary requirement for a specific product or regulation and take necessary action
- GS8.** Plan and organise steps/ actions as per the company's guidelines, if any violation of the code of ethics is noticed in the company
- GS9.** Plan and organise training sessions and sensitisation sessions for workforce
- GS10.** Plan review meetings to monitor compliance with ethics and regulations
- GS11.** Prevent company and customer information leakage
- GS12.** Provide proper advice or guidance to colleagues to deal with sensitive issues
- GS13.** Suggest solutions to managers and workers when in an ethical dilemma
- GS14.** Identify conflict of interests and take necessary actions
- GS15.** Review reports to identify common trends of defaults
- GS16.** Conduct a review to analyse the reasons for the default
- GS17.** Check that all regulatory compliances are adhered to
- GS18.** Check that any unethical behaviour gets captured before damage or negative impact happens
- GS19.** Write Health and safety compliance report
- GS20.** Interpret general health and safety guidelines
- GS21.** Communicate general health and safety guidelines to co-workers
- GS22.** Decide on the corrective action to be taken in case of any potential hazards

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security measures during all activities</i>	6	10	-	2
PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
PC3. Follow organisation procedures concerning documentation.	1	2	-	-
PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
<i>Maintain a healthy and hygienic workplace</i>	5	14	-	3
PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
PC8. Undertake periodical preventive health check-ups.	1	3	-	1
PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	-
<i>Handle emergency situations</i>	6	9	-	2
PC10. Act immediately during emergencies and move to safety.	2	2	-	1
PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
PC13. Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
<i>Maintain integrity and ensure data security</i>	4	8	-	-
PC14. Refrain from indulging in corrupt practices.	2	3	-	-
PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
PC16. Protect data and information related to business or commercial decisions.	1	3	-	-
<i>Professional and ethical practice</i>	4	8	-	1
PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
<i>Ensure regulatory compliance</i>	5	11	-	2
PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
PC22. Report any issues with regulatory compliance.	2	4	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9911
NOS Name	Follow health, safety, security procedures and maintain integrity, ethics at workplace
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	1
Version	1.0
Last Reviewed Date	15/03/2024
Next Review Date	15/03/2027
NSQC Clearance Date	15/03/2024

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

To be competent, the user/individual on the job must be able to:

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

To be competent, the user/individual on the job must be able to:

PC4. speak with others using some basic English phrases or sentences

Communication Skills

To be competent, the user/individual on the job must be able to:

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

To be competent, the user/individual on the job must be able to:

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

To be competent, the user/individual on the job must be able to:

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

To be competent, the user/individual on the job must be able to:

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

To be competent, the user/individual on the job must be able to:

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

To be competent, the user/individual on the job must be able to:

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

To be competent, the user/individual on the job must be able to:

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	31/01/2024
Next Review Date	31/01/2027
NSQC Clearance Date	31/01/2024

Qualification Pack

LSC/N6305: Optimise Air Transportation of Temperature Controlled Cargo

Description

This unit deals with all the commercial aspects related to the carriage of temperature controlled cargo

Scope

The scope covers the following :

- Optimise air transportation of temperature controlled cargo
- Facilitate the support functions

Elements and Performance Criteria

Optimise air transportation of temperature controlled cargo

To be competent, the user/individual on the job must be able to:

- PC1.** extract all relevant market information related to the air transportation of all types of Temperature controlled cargo such as pharmaceuticals, certain types of foodstuff
- PC2.** be aware of temperature range requirements and specific handling instructions for each type of cargo
- PC3.**
 - tabulate the relevant information related to the capability to carry temperature control cargo such as:
 - a. routes and lanes of this traffic with volumes and frequency
 - b. types of special temperature controlled ULDs such as RAPs, RKNs (active/passive)
 - c. physical locational capabilities for the various temperature ranges such as CRT, COL, FRO and so on
 - d. certification - IATA/CEIV or GDP or both
 - e. availability of trained personnel at various levels in all the stations
- PC4.** prepare the list of existing and potential customers of temperature controlled cargo with all the relevant information for senior management to evolve a suitable strategy to position the organization in this vertical
- PC5.** verify that all necessary documentation, including temperature logs, certificates, and permits, is accurate and complete
- PC6.** liaise with pricing unit to determine the pricing levels - both published and adhoc for various Temperature Controlled Products for evaluation/approval to supervisor/manager
- PC7.** co-ordinate with capacity optimization unit to arrive at pre-determined regular capacity requirements, station/route/sector-wise
- PC8.** liaise between stations and capacity optimization/pricing units to facilitate one-off or occasional capacity requirements related to temperature controlled cargo
- PC9.** establish quality assurance processes to ensure that temperature-sensitive cargo meets the required standards upon arrival
- PC10.** gather shift wise information from cargo operations related to actual uplift as against planned uplift and incoming temperature-controlled shipments to prepare uplift/discharge matrix to facilitate performance review

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- PC11.** gather specific information with associated reasons, if any, from cargo operations related to 'no show', unbooked shipments delivered for carriage, offload due to space/payload/regulatory/safety/security reasons
- PC12.** provide qualitative analysis related to temperature controlled cargo movement and organization plan to the marketing and sales units to enable them to devise their strategy

Facilitate the support functions

To be competent, the user/individual on the job must be able to:

- PC13.** gather all the basic product information related to temperature controlled cargo in a structured manner
- PC14.** provide all relevant temperature controlled cargo related information to standards and procedures unit for inclusion in the appropriate product, handling, quality and other appropriate manuals
- PC15.** liaise with quality management/standards and procedures team to identify the internal audit process to ensure commercial, regulatory and certification related conformance with the requirements
- PC16.** liaise with relevant internal sections/units in the conduct of internal audit and compilation of results, action plan and implementation of remedial measures
- PC17.** support the working-level teams during the preparation for obtaining/renewal of temperature controlled cargo related certification such as GDP, IATA CEIV and such other certification audits
- PC18.** co-ordinate pre-audit preparations leading up to external audit by customers/regulators
- PC19.** co-ordinate the activities of the working-level team during the conduct of certification audit to ensure conformance with the prescribed standards/requirements
- PC20.** compile and distribute post-audit work plan on CAPA (corrective and preventive action), assigning responsibility to the relevant unit and monitor progress to ensure timely conclusion and implementation of corrective measures
- PC21.** compile external customer/regulatory audit findings/observations and distribute work plan to formulate CAPA and successful and timely implementation of such plans
- PC22.** follow up and gather compliance-related corrective measures and feed the information to senior management
- PC23.** gather temperature controlled ULDs related supplier and product information to enable senior management to evaluate for appropriate decision

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization policies and procedures related to temperature controlled cargo
- KU2.** regulatory requirements related to temperature controlled cargo
- KU3.** regulatory/Industry related certification requirements
- KU4.** IATA temperature control regulations
- KU5.** audit standards and requirements related to temperature controlled cargo
- KU6.** terminology, codes and documents related to temperature controlled cargo
- KU7.** basic physical facility-related requirements related to temperature controlled cargo

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- KU8.** specific needs of the pharmaceutical industries related to air transport
- KU9.** basic risks associated with acceptance, storage and air transport of temperature controlled cargo
- KU10.** safety/security related requirements and processes for temperature controlled cargo
- KU11.** basic concepts of revenue management, pricing and capacity optimization
- KU12.** air waybill execution process and documentation
- KU13.** technology applications
- KU14.** knowledge on air cargo documents, air waybill, cargo manifest, commercial invoice
- KU15.** knowledge on other important documents like shipping bill, bill of entry, let export order, out of charge order, country specific forms/certificate, dangerous goods declaration
- KU16.** aviation phonetics & IATA 03 letters code
- KU17.** knowledge on Safety Management System (SMS) and procedures
- KU18.** knowledge on various regulatory bodies of aviation

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** compile all documents related to air transport of temperature controlled cargo
- GS2.** prepare market information reports
- GS3.** prepare commercial/operational performance reports
- GS4.** read and understand the organization's procedures & policies
- GS5.** communicate clearly with supervisors and peers
- GS6.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS7.** share best practices with peers and subordinates
- GS8.** monitor smooth functioning of all activities
- GS9.** prioritize and execute tasks within the scheduled time limits
- GS10.** communicate with stakeholders with etiquettes and share all relevant information
- GS11.** maintain cordial work relationship
- GS12.** identify trends/common causes for errors and suggest possible solutions to the supervisor/management
- GS13.** analyze best possible solutions (cost, time, effort, etc.) suited for customer requirement & product improvement
- GS14.** concentrate on the task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Optimise air transportation of temperature controlled cargo</i>	13	33	-	4
PC1. extract all relevant market information related to the air transportation of all types of Temperature controlled cargo such as pharmaceuticals, certain types of foodstuff	1	2	-	-
PC2. be aware of temperature range requirements and specific handling instructions for each type of cargo	1	2	-	-
PC3. <ul style="list-style-type: none"> • tabulate the relevant information related to the capability to carry temperature control cargo such as: • a. routes and lanes of this traffic with volumes and frequency • b. types of special temperature controlled ULDs such as RAPs, RKNs (active/passive) • c. physical locational capabilities for the various temperature ranges such as CRT, COL, FRO and so on • d. certification - IATA/CEIV or GDP or both • e. availability of trained personnel at various levels in all the stations 	1	3	-	1
PC4. prepare the list of existing and potential customers of temperature controlled cargo with all the relevant information for senior management to evolve a suitable strategy to position the organization in this vertical	1	3	-	-
PC5. verify that all necessary documentation, including temperature logs, certificates, and permits, is accurate and complete	1	2	-	-
PC6. liaise with pricing unit to determine the pricing levels - both published and adhoc for various Temperature Controlled Products for evaluation/approval to supervisor/manager	2	3	-	1
PC7. co-ordinate with capacity optimization unit to arrive at pre-determined regular capacity requirements, station/route/sector-wise	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC8. liaise between stations and capacity optimization/pricing units to facilitate one-off or occasional capacity requirements related to temperature controlled cargo	1	3	-	1
PC9. establish quality assurance processes to ensure that temperature-sensitive cargo meets the required standards upon arrival	1	3	-	-
PC10. gather shift wise information from cargo operations related to actual uplift as against planned uplift and incoming temperature-controlled shipments to prepare uplift/discharge matrix to facilitate performance review	1	3	-	-
PC11. gather specific information with associated reasons, if any, from cargo operations related to 'no show', unbooked shipments delivered for carriage, offload due to space/payload/regulatory/safety/security reasons	1	3	-	-
PC12. provide qualitative analysis related to temperature controlled cargo movement and organization plan to the marketing and sales units to enable them to devise their strategy	1	3	-	1
<i>Facilitate the support functions</i>	17	27	-	6
PC13. gather all the basic product information related to temperature controlled cargo in a structured manner	1	2	-	-
PC14. provide all relevant temperature controlled cargo related information to standards and procedures unit for inclusion in the appropriate product, handling, quality and other appropriate manuals	1	3	-	-
PC15. liaise with quality management/standards and procedures team to identify the internal audit process to ensure commercial, regulatory and certification related conformance with the requirements	2	3	-	1
PC16. liaise with relevant internal sections/units in the conduct of internal audit and compilation of results, action plan and implementation of remedial measures	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC17. support the working-level teams during the preparation for obtaining/renewal of temperature controlled cargo related certification such as GDP, IATA CEIV and such other certification audits	1	3	-	1
PC18. co-ordinate pre-audit preparations leading up to external audit by customers/regulators	2	2	-	-
PC19. co-ordinate the activities of the working-level team during the conduct of certification audit to ensure conformance with the prescribed standards/requirements	1	2	-	-
PC20. compile and distribute post-audit work plan on CAPA (corrective and preventive action), assigning responsibility to the relevant unit and monitor progress to ensure timely conclusion and implementation of corrective measures	1	2	-	1
PC21. compile external customer/regulatory audit findings/observations and distribute work plan to formulate CAPA and successful and timely implementation of such plans	2	2	-	1
PC22. follow up and gather compliance-related corrective measures and feed the information to senior management	2	2	-	-
PC23. gather temperature controlled ULDs related supplier and product information to enable senior management to evaluate for appropriate decision	2	3	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N6305
NOS Name	Optimise Air Transportation of Temperature Controlled Cargo
Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	15/03/2024
Next Review Date	15/03/2027
NSQC Clearance Date	15/03/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Minimum Passing % at NOS Level: 70

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N6301.Perform cargo reservations	30	60	-	10	100	20
LSC/N6302.Perform cargo pricing and interline functions	30	60	-	10	100	20
LSC/N6303.Perform cargo capacity optimization functions	30	60	-	10	100	20
LSC/N6304.Administer cargo reservations and IT operations	30	60	-	10	100	20
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	170	330	-	50	550	100

Optional: 1 Air Transportation of Temperature Controlled Cargo

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N6305.Optimise Air Transportation of Temperature Controlled Cargo	30	60	-	10	100	10
Total	30	60	-	10	100	10



Qualification Pack



Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business 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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation 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.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.