

Qualification Pack



Air Cargo Customer Care Executive

QP Code: LSC/Q6302

Version: 1.0

NSQF Level: 4

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LSC/Q6302: Air Cargo Customer Care Executive

Brief Job Description

The Air Cargo Customer Care Executive is responsible for performing functions related to cargo reservations, sales/marketing and customer relations for general and special cargo. S/ he is also tasked with the responsibility of handling business development and general cargo commercial related functions.

Personal Attributes

The individual should ideally possess good customer orientation and 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/N6306: Manage cargo customer relations, claims & service recovery](#)
3. [LSC/N6307: Support and contribute to teamwork](#)
4. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial, Customer Support/ Relations (Consignment Booking)
Country	India
NSQF Level	4
Credits	13
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221; 4222

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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
NSQC Approval Date	15/03/2024
Version	1.0
Reference code on NQR	QG-04-TW-02194-2024-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/N6306: Manage cargo customer relations, claims & service recovery

Description

This unit is about managing the cargo customer relations, claims and service recovery caused by service deviations/ soft behavioural issues, both at the transaction and at the overall relationship level. This unit is responsible for the ultimate processing and decision making related to the appropriateness of cargo claims of the customer and the quantum of settlement/service recovery measures.

Scope

The scope covers the following :

- Cargo related service deviations
- Cargo customer claims processing

Elements and Performance Criteria

Cargo related service deviations

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

- PC1.** gather details of the various types of customers and enter the details in 'customer relationship management' or equivalent system/database
- PC2.** prepare a matrix with service satisfaction related elements under the supervisor's guidance on customer service irregularities
- PC3.** analyze the complaint received from operational/commercial units to identify the root cause
- PC4.** identify internal triggers responsible for any service irregularity/claims and advise concerned section to prevent recurrence
- PC5.** analyze potential approaches in case of service irregularities/claims caused by external factors and advise supervisor/manager of possible methods to be adopted
- PC6.** prepare background notes for presentation to supervisor/manager to meet with the aggrieved customer
- PC7.** initiate and recommend service recovery measures to assist supervisor/manager to convince the customer to continue his/her business demonstrating corrective measures proposed/taken
- PC8.** liaise with marketing/sales units to assess potential methods/measures of service recovery
- PC9.** assess the efficacy of the service recovery measures implemented based on lessons derived from earlier irregularities
- PC10.** report to senior management of areas requiring improvement in a proactive manner to prevent future

Cargo customer claims processing

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

- PC11.** listen, record customer verbal and written complaint/s
- PC12.** acknowledge receipt of the complaint/s with a suitable response as per organizational procedures

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- PC13.** apologize to the customer for the inconvenience and, where possible, provide the expected time taken for resolution of the problem in full or in part
- PC14.** liaise with concerned operational/commercial unit/s to identify the potential locations of missing shipment or any missing piece/s
- PC15.** prepare detailed summary to include cause/s that led to service irregularities in the case of individual transaction/shipment
- PC16.** assess the eligible level of compensation payable to customer at the transactional level based on company, industry, international regulations, standards and procedures
- PC17.** propose the level of compensation payable for the specific transaction-related claim to the supervisor
- PC18.** update the customer on the claim amount approved by the management and escalate if the customer is not satisfied with the amount approved.
- PC19.** follow up individual customer's service irregularity related case and update the records accordingly
- PC20.** escalate to supervisor/manager in the case of any repeated service irregularity suffered by a particular customer or where the customer's profile warrants a special considered view due to a potential adverse impact in the future.
- PC21.** prepare MIS report related to claims received, settled/pending, special approvals, performance of claims over a given period, including supporting information
- PC22.** close the files of resolved cases

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization/IATA policies and procedures relating to claims/discrepancies/liabilities
- KU2.** special cargo's operational/documentation requirements and additional specific requirements based on the type of special cargo
- KU3.** updated information on regulatory requirements/industry trends and direction
- KU4.** various potential cargo-related discrepancies
- KU5.** customer complaint related basic procedures, systems and actions required
- KU6.** service recovery measures both within and outside the industry
- KU7.** the potential impact of a high profile customer ceasing support
- KU8.** reporting procedures related to customer complaints/claims/service recovery requests
- KU9.** assessment procedures related to damaged cargo and its inspection

Generic Skills (GS)

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

- GS1.** effect logbook entries and briefing sheets
- GS2.** write any report required by management
- GS3.** read and understand the organization policies & procedures
- GS4.** communicate clearly with supervisors, peers

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- GS5.** regularly communicate with all employees in the chain of activities to ensure activities are running smoothly
- GS6.** share best practices with peers and subordinates
- GS7.** identify prohibited/suspect items and act in line with organization procedure
- GS8.** monitor efficient functioning of all activities
- GS9.** plan and organize work to achieve targets and deadlines
- GS10.** communicate with shippers/forwarders/consignees in a clear and concise manner
- GS11.** identify trends/common causes for errors and suggest possible solutions to the supervisor/management
- GS12.** analyze the best possible solutions to resolve issues
- GS13.** concentrate on the task at hand and complete it without errors
- GS14.** apply balanced judgments to different situations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Cargo related service deviations</i>	13	29	-	5
PC1. gather details of the various types of customers and enter the details in 'customer relationship management' or equivalent system/database	2	3	-	-
PC2. prepare a matrix with service satisfaction related elements under the supervisor's guidance on customer service irregularities	1	3	-	-
PC3. analyze the complaint received from operational/commercial units to identify the root cause	1	2	-	1
PC4. identify internal triggers responsible for any service irregularity/claims and advise concerned section to prevent recurrence	2	3	-	-
PC5. analyze potential approaches in case of service irregularities/claims caused by external factors and advise supervisor/manager of possible methods to be adopted	1	3	-	-
PC6. prepare background notes for presentation to supervisor/manager to meet with the aggrieved customer	1	3	-	1
PC7. initiate and recommend service recovery measures to assist supervisor/manager to convince the customer to continue his/her business demonstrating corrective measures proposed/taken	2	3	-	1
PC8. liaise with marketing/sales units to assess potential methods/measures of service recovery	1	3	-	1
PC9. assess the efficacy of the service recovery measures implemented based on lessons derived from earlier irregularities	1	3	-	-
PC10. report to senior management of areas requiring improvement in a proactive manner to prevent future	1	3	-	1
<i>Cargo customer claims processing</i>	17	31	-	5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. listen, record customer verbal and written complaint/s	1	3	-	-
PC12. acknowledge receipt of the complaint/s with a suitable response as per organizational procedures	1	2	-	1
PC13. apologize to the customer for the inconvenience and, where possible, provide the expected time taken for resolution of the problem in full or in part	1	2	-	-
PC14. liaise with concerned operational/commercial unit/s to identify the potential locations of missing shipment or any missing piece/s	1	3	-	1
PC15. prepare detailed summary to include cause/s that led to service irregularities in the case of individual transaction/shipment	2	2	-	1
PC16. assess the eligible level of compensation payable to customer at the transactional level based on company, industry, international regulations, standards and procedures	2	3	-	-
PC17. propose the level of compensation payable for the specific transaction-related claim to the supervisor	2	3	-	-
PC18. update the customer on the claim amount approved by the management and escalate if the customer is not satisfied with the amount approved.	1	3	-	-
PC19. follow up individual customer's service irregularity related case and update the records accordingly	2	2	-	-
PC20. escalate to supervisor/manager in the case of any repeated service irregularity suffered by a particular customer or where the customer's profile warrants a special considered view due to a potential adverse impact in the future.	1	2	-	1
PC21. prepare MIS report related to claims received, settled/pending, special approvals, performance of claims over a given period, including supporting information	1	3	-	1
PC22. close the files of resolved cases	2	3	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N6306
NOS Name	Manage cargo customer relations, claims & service recovery
Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial, Customer Support/ Relations (Consignment Booking)
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/N6307: Support and contribute to teamwork

Description

This OS describes the skills and knowledge required to support and contribute to teamwork within and with teams.

Scope

The scope covers the following :

- Support the team's work
- Maintain personal presentation
- Develop effective work habits and contribute to teamwork

Elements and Performance Criteria

Support the team's work

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

- PC1.** Display courteous, professional and helpful behavior at all times.
- PC2.** Take opportunities to enhance the level of assistance offered to colleagues to enhance teamwork.
- PC3.** Meet all reasonable requests for assistance within acceptable workplace timeframes.
- PC4.** Complete allocated tasks as required.
- PC5.** Seek assistance when difficulties arise.
- PC6.** Use questioning techniques to clarify instructions or responsibilities.
- PC7.** Identify and display a nondiscriminatory attitude in all contacts with customers and other staff members.

Maintain personal presentation

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

- PC8.** Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.
- PC9.** Follow personal hygiene procedures according to organizational policy and relevant legislation.

Develop effective work habits and contribute to teamwork

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

- PC10.** Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.
- PC11.** Interpret, confirm and act on legal requirements regarding anti-discrimination, sexual harassment and bullying.
- PC12.** Ask questions to seek and clarify workplace information and instructions/guidelines.
- PC13.** Plan and organize daily work routine within the scope of the job role.
- PC14.** Prioritize and complete tasks within the required timeframes.
- PC15.** Identify work priorities and achieve a balance between competing priorities.

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- PC16.** Escalate issues to superiors in case of issues faced in any of the above areas.
- PC17.** Maintain decorum and display a professional approach when dealing with external organizations - both regulatory and other agencies.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The policies and procedures relating to the job role.
- KU2.** The value system of the organization.
- KU3.** Employee rights and obligations.
- KU4.** The reporting hierarchy and escalation matrix.
- KU5.** Ask questions to identify and confirm requirements/guidelines.
- KU6.** Follow routine instructions through clear and direct communication.
- KU7.** Use language and concepts appropriate to cultural differences.
- KU8.** Use and interpret non-verbal communication.
- KU9.** The scope of information or materials required within the parameters of the job role.
- KU10.** Consequences of poor team participation on job outcomes.
- KU11.** Work, health and safety requirements.

Generic Skills (GS)

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

- GS1.** Complete documentation accurately.
- GS2.** Write simple reports when required.
- GS3.** Read information accurately.
- GS4.** Read and interpret data sheets.
- GS5.** Listen to and orally communicate information with all concerned.
- GS6.** Make appropriate decisions regarding the responsibilities of the job role.
- GS7.** Plan and organize work to achieve targets and deadlines.
- GS8.** Communicate with customers and other stakeholders courteously.
- GS9.** Maintain effective work relationship within the organization and with stakeholder organizations.
- GS10.** Identify trends/common causes for errors and suggest possible solutions to the supervisor/management.
- GS11.** Analyze optimum solutions (cost, time, effort, etc.) suited for operations.
- GS12.** Concentrate on the task at hand and complete it without errors.
- GS13.** Apply balanced judgments to different situations.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Support the team's work</i>	12	24	-	3
PC1. Display courteous, professional and helpful behavior at all times.	1	3	-	-
PC2. Take opportunities to enhance the level of assistance offered to colleagues to enhance teamwork.	2	4	-	-
PC3. Meet all reasonable requests for assistance within acceptable workplace timeframes.	2	3	-	-
PC4. Complete allocated tasks as required.	2	3	-	1
PC5. Seek assistance when difficulties arise.	1	4	-	-
PC6. Use questioning techniques to clarify instructions or responsibilities.	2	3	-	1
PC7. Identify and display a nondiscriminatory attitude in all contacts with customers and other staff members.	2	4	-	1
<i>Maintain personal presentation</i>	2	8	-	1
PC8. Observe appropriate dress code and presentation as required by the workplace, job role and level of customer contact.	1	4	-	1
PC9. Follow personal hygiene procedures according to organizational policy and relevant legislation.	1	4	-	-
<i>Develop effective work habits and contribute to teamwork</i>	16	28	-	6
PC10. Interpret, confirm and act on workplace information, instructions and procedures relevant to the particular task.	2	3	-	1
PC11. Interpret, confirm and act on legal requirements regarding anti-discrimination, sexual harassment and bullying.	2	4	-	1
PC12. Ask questions to seek and clarify workplace information and instructions/guidelines.	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Plan and organize daily work routine within the scope of the job role.	2	3	-	1
PC14. Prioritize and complete tasks within the required timeframes.	2	4	-	1
PC15. Identify work priorities and achieve a balance between competing priorities.	2	4	-	-
PC16. Escalate issues to superiors in case of issues faced in any of the above areas.	2	4	-	1
PC17. Maintain decorum and display a professional approach when dealing with external organizations - both regulatory and other agencies.	2	3	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N6307
NOS Name	Support and contribute to teamwork
Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial, Customer Support/ Relations (Consignment Booking)
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

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/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings



Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization 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. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	29/11/2026
NSQC Clearance Date	30/11/2023

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

Qualification Pack

(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/N6306.Manage cargo customer relations, claims & service recovery	30	60	-	10	100	20
LSC/N6307.Support and contribute to teamwork	30	60	-	10	100	20
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	140	270	-	40	450	100



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.