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| **Model Curriculum**  QP Name: CFS and ICD Supervisor (Options – Yard and Cargo Handling)**QP Code: LSC/Q3502****QP Version: 2.0** **NSQF Level: 5****Model Curriculum Version: 2.0**  |
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 Training Parameters

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| --- | --- |
| **Sector**  | Logistics |
| **Sub-Sector** | Ports Terminals, ICD and CFS |
| **Occupation** | Port Operations Coordination |
| **Country** | India |
| **NSQF Level** | 5 |
| **Aligned to NCO/ISCO/ISIC Code** | NCO – 2015 – 1324.02 and ISCO – 08 – 1324 |
| **Minimum Educational Qualiﬁcation and Experience**  | Completed 1st year of UG (UG Certificate) or Pursuing 2nd year of UG or Completed 1st year of diploma (after 12th) or Pursuing 2nd year of 2-year diploma after 12th or 12th pass with 1 year Vocational Education & training (NTC or NAC or CITS) or Completed 3 year diploma after 10th + 1 year relevant experience or 12th Grade pass + 2 year relevant experience or 10th Grade pass + 4 year relevant experience or Certificate-NSQF (Cargo equipment handler - level 4) with minimum education as 8th Grade pass + 3 year relevant experience or Previous relevant Qualification of NSQF Level 4.5 + 1.5 year relevant experience  |
| **Pre-Requisite License or Training**  | NA |
| **Minimum Job Entry Age** | 21 |
| **Last Reviewed On**  | NA |
| **Next Review Date** | NA |
| **NSQC Approval Date** | NA |
| **QP Version**  | 2.0 |
| **Model Curriculum Creation Date** | 02-08-2022 |
| **Model Curriculum Valid Up to Date** | 02-08-2025 |
| **Model Curriculum Version**  | 2.0 |
| **Minimum Duration of the Course** | 540 hrs |
| **Maximum Duration of the Course** | 600 hrs |

# Program Overview

This section summarizes the end objectives of the program along with its duration.

## Training Outcomes

At the end of the program, the learner will be able to:

* Plan yard activities and allocate resources by analysing vessel docking and cargo movement plans.
* Plan container management by tracking its position and usage by using IT systems.
* Plan and implement container maintenance by analysing its usage.
* Analyse container availability and usage and plan for stuffing/destuffing operation.
* Prepare necessary documentation for container handling.
* Apply the necessary precautions while handling dangerous and hazardous goods.
* Inspect compliance to dangerous goods handling methods and guide teams.
* Comply to work place integrity, ethical and regulatory practices.
* Manage workplace for safe and healthy work environment by following and ensuring compliance to regulatory and safety norms.
* Generate business for the organisation and manage relationships with stakeholders.
* Analyse cargo ageing and space occupied in yard and plan cargo movement.

Supervise safe and secure cargo movement and prepare the necessary reports and documentation.

## Compulsory Modules

The table lists the modules, their duration and mode of delivery.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NOS and Module Details | TheoryDuration | PracticalDuration | On-the-Job Training Duration (Mandatory) | On-the-Job Training Duration (Recommended) | Total Duration |
| Bridge Module | **20** | **10** |  |  | **30** |
| Module 1: Introduction to CFS and ICD Supervisor | 20 | 10 |  |  | 30  |
| **LSC/N3501 – Allocate resources and streamline operations at yard**V1.05 | **20** | **35** | **5** |  | **60** |
| Module 2: Resource allocation and yard operations management | 20 | 35 | 5 |  | 60 |
| LSC/N3507– Yard planning and cargo handlingV1.05 | **20** | **35** | **5** |  | **60** |
| Module 3: Shipment tracking system | 20 | 35 | 5 |  | 60 |
| [LSC/N3503 Plan and ensure optimal utilization of yard space](#NOS3_yardspace) V1.05 | **20** | **35** | **5** |  | **60** |
| Module 4: Yard planning | 20 | 35 | 5 |  | 60 |
| LSC/N3509 – [Plan and ensure optimal utilization of yard space](#NOS3_yardspace) V1.05 | **20** | **35** | **5** |  | **60** |
| Module 5: Container utilization planning | 20 | 35 | 5 |  | 60 |
| LSC/N3510 – Plan and execute repair and maintenance of containers V1.05 | **20** | **35** | **5** |  | **60** |
| Module 6: Container Maintenance | 20 | 35 | 5 |  | 60 |
| [LSC/N3504- Handle hazardous goods](#NOS6_hazardous_cargo)V1.05 | **20** | **35** | **5** |  | **60** |
| Module 7: Handling of hazardous goods | 20 | 35 | 5 |  | 60 |
| LSC/N9904- Maintain and monitor integrity and ethics in operationsV1.05 | **10** | **20** |  |  | **30** |
| Module 8: Guidelines on integrity and ethics | 10 | 20 |  |  | 30 |
| LSC/N9905– Follow and monitor health, safety and security proceduresV1.05 | **20** | **40** |  |  | **60** |
| Module 9: Compliance to health, safety and security norms | 20 | 40 |  |  | 60 |
| Employability SkillsDGT/VSQ/N0102 | **30** | **30** |  |  | **60** |
| Total Duration | **200** | **310** | **30** |  | **540** |

##

## Option Modules

The table lists the option modules, their duration and mode of delivery.

**Option 1: Yard and Cargo Handling**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NOS and Module Details | TheoryDuration | PracticalDuration | On-the-Job Training Duration (Mandatory) | On-the-Job Training Duration (Recommended) | Total Duration |
| **LSC/N9701 – Yard planning and cargo handling****V1.0****5** | **30** | **30** |  |  | **60** |
| Module 10: Yard planning and cargo handling | 30 | 30 |  |  | 60 |
| Total Duration | **30** | **30** |  |  | **60** |

**Module Details**

## Module 1: Introduction to CFS and ICD Supervisor

***Mapped to Bridge Module***

**Terminal Outcomes:**

* Describe the basic structure and function of supply chain
* Detail the various functions of a CFS and ICD Supervisor

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *10:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Classify the components of supply chain and logistics sector
* Detail the various sub-sectors and the opportunities in them
* Detail activities in Ports, CFS, ICD
* Explain job roles in Ports, CFS, ICD
* Detail your job role as CFS and ICD Supervisor and its interface with other job roles
 | * Identify various activities in Ports, CFS, ICD
* Identify job roles in Ports, CFS, ICD
* Identify the various MHEs and equipment used in Ports, CFS, ICD
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
|  |

Module 2: Resource Allocation and Yard Operations Management

***Mapped to LSC/N3501, v1.0***

**Terminal Outcomes:**

* Detail the steps involved in resource allocation and yard operations management

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Discuss the process of preparing yard working plan and resource allocation
* Explain cargo/container movement plan to the team
* Discuss the cargo loading/unloading process
* Develop preventive and corrective action plans for deviations
* Describe handling of hazardous cargo
* Explain relationship elements among shipping companies, freight operators, vessel, port authorities and other agencies
* Discuss operational process for improving efficiency
 | * Prepare yard working plan and resource allocation plan based on requirements
* Explain cargo/container movement plan to the team
* Perform cargo loading/unloading process
* Develop preventive and corrective action plans for deviations
* Inspect compliance to hazardous cargo handling procedures
* Identify relationship elements among shipping companies, freight operators, vessel, port authorities and other agencies
* Examine yard for compliance to cleanliness, and SOP norms
* Write operational process for improving efficiency
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
| Computers, MIS, ERP, performance review softwares, budgeting and forecasting softwares  |

##

## Module 3: Shipment Tracking System

***Mapped to LSC/N3507, V1.0***

**Terminal Outcomes:**

* Detail the steps to be followed for effective shipment tracking

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Use IT/ERP system to track container movement
* Examine yard inspection reports and EPR information for accuracy
* Prepare plan for manpower and equipment resources for global container handling
* Report container movement in ERP system
* Devise corrective and preventive actions for container mishandling
 | * Perform trend analysis of order processing, website hits, procurement, delivery, seasonality, reverse logistics etc.
* Prepare sales forecasts and the associated resource requirement for fulfilment of demand
* Coordinate with other department to get update on forecast
* Prepare contingency plans for managing variability of forecasts
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
| Computers, MIS, ERP, performance review softwares, budgeting and forecasting softwares  |

##

## Module 4: Yard Planning

***Mapped to LSC/N3503, V1.0***

**Terminal Outcomes:**

* Detail the steps to be followed for effective yard planning as per SOP

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Explain the process of analyzing usage of yard space
* Compute storage space based on container category
* Explain ageing analysis of containers in yard
* Explain container storage methods in yard
* Discuss hazardous goods handling practices
* Describe the preparation of cargo movement plan and vessel berthing plan
* Report cargo movement, damages, plan vs performance, accidents, ageing etc.
* Use IT tools for documentation
 | * Inspect the fulfilment/deliver center for the availability of product
* Allocate the orders to alternate FC/DC if the products are not available in the original FC/DC
* Establish relationship with transporter to ensure timely delivery of material
* Inspect the damage goods
* Perform item replacement process
* Inspect packaging for compliance to SOP as per product
* Manage inventory of product/ defective returns
* Prepare periodic order processing performance reports
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
| Computers, MIS, ERP, performance review softwares, budgeting and forecasting softwares  |

##

## Module 5: Container Utilization Planning

***Mapped to LSC/N3509, V1.0***

**Terminal Outcomes:**

* Detail the steps to be followed for optimum container utilization as per SOP

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Detail LCL and FCL loading and design container loading plan
* Explain cargo segregation requirements in container stuffing
* Develop container loading/unloading plan
* Allocate manpower, material and MHE requirement for container loading/unloading
* Report plan vs performance, accidents, ageing etc.
* Use IT tools for documentation
 | * Inspect product return for compliance to packaging standards, timelines and documentation
* Coordinate with transporter for delivery of retuned product
* Perform recycling, scrapping of returned product
* Approve product exchange to customer on a case-to-case basis
* Prepare reports on returns, reverse logistics, product damage, replacement/ cash return, pending
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
| Computers, MIS, ERP, performance review softwares, MHE  |

##

## Module 6: Container Maintenance

***Mapped to LSC/N3510, V1.0***

**Terminal Outcomes:**

* Detail the steps to be followed for efficient maintenance of container

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Track container ageing and their damage reports using ERP
* Explain the procedure for inspecting containers to categorise damages
* Detail repair and services required for container maintenance
* Plan budget for repair and service requirement
* Explain the procedure for inspecting repaired containers to certify fitness for usage
* document container damages and repairs in ERP
 | * Check the documentation provided by supplier before unloading the goods
* Record quantity, spillages, breakages and other unloading related parameters
* Inspect the goods before approval
* Mange sorting, segregation, storage, quarantine and documentation process for products received
* Prepare picklists based on order aggregation
* Allocate activities as per work plan and priorities
* Manage timely pickup and delivery of products by transporters/ courier agencies
* Prepare daily/ periodic/ ad-hoc reports to analyze performance of inbound and outbound operations
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
| Computers, MIS, ERP, performance review softwares, budgeting and forecasting softwares  |

##

## Module 7: Handling of Hazardous Goods

***Mapped to LSC/N3504, V1.0***

**Terminal Outcomes:**

* Demonstrate the steps to be followed for safe handling of hazardous goods

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *35:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Describe hazardous goods classification and related class, labels and markings
* Detail the various DG, IMDG and HAZCHEM codes for classification
* Explain the loading, unloading, segregation and handling process for hazardous goods
* State the right PPE, safety and security measures to be used for handling
* Detail the standard operating procedures (SOP) while handling dangerous and hazardous goods
* Explain the appropriate movement and storage activities of hazardous goods
 | * Identify hazardous goods classification and related class, labels and markings
* Use DG, IMDG and HAZCHEM codes for classification
* Prepare for hazardous goods loading, unloading, segregation and handling process
* Identify the right PPE, safety and security measures to be used for handling
* Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods
* Review movement and storage activities
* Report compliance and deviation
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
| Computers, MIS, ERP, performance review softwares, IMDG, HAZCHEM, DG codes |

Module 8: Guidelines on integrity and ethics

***Mapped to LSC/N9904, v1.0***

**Terminal Outcomes:**

* Explain the concepts of integrity, ethics
* Detail the various regulatory requirements related to logistics industry

|  |  |
| --- | --- |
| Duration: *10:00* | Duration: *20:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Describe the concepts of integrity, ethics
* Detail the various regulatory requirements related to logistics industry
* Explain data and information security practices
* Identify corrupt practices
* Comply to regulatory requirements
* Practice code of conduct and etiquettes
* Document all integrity and ethics violations
* Explain escalation matrix for reporting deviation
 | * Practice the principles of integrity and ethics
* Follow the various regulatory requirements related to logistics industry
* Perform data and information security practices
* Identify corrupt practices
* Comply to regulatory requirements
* Practice code of conduct and etiquettes
* Document all integrity and ethics violations
* Report deviation as per the escalation matrix
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
|  |

##

## Module 9 : Compliance to health, safety and security norms

***Mapped to LSC/N9905, v1.0***

**Terminal Outcomes:**

* Describe health, safety, and security procedures in warehouse
* Demonstrate the inspection procedure to ensure appropriate and safe conditions of activity area and equipment
* Illustrate the standard protocol to be followed during emergency situations, accidents and breach of safety

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *40:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Detail health, safety and security procedures in warehouse
* Describe the 5S to be followed
* Explain the inspection procedure to ensure appropriate and safe conditions of activity area and equipment
* Discuss unsafe working conditions
* Describe the inspection procedure to check safe handling of hazardous goods
* Discuss the standard protocol to be followed during emergency situations, accidents and breach pf safety
* Document health, safety and security violations
* Explain the escalation matrix for reporting deviation
 | * Follow health, safety and security procedures in warehouse
* Implement 5S at workplace
* Inspect the activity area and equipment, for appropriate and safe conditions
* Identify unsafe working conditions
* Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods
* Implement standard protocol in case of emergency situations, accidents, and breach of safety
* Prepare report on health, safety and security violations
* Report deviation as per the escalation matrix
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
| PPEs, MHEs like forklift, reach stacker, pallet truck, etc., barcode scanner, packing devices, packing material, markers and stationery, etc. |

##

# Module 10: Employability Skills

***Mapped to DGT/VSQ/N0102, v1.0***

**Terminal Outcomes:**

* Discuss the Employability Skills required for jobs in various industries
* Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
* Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan

|  |  |
| --- | --- |
| Duration: *30:00* | Duration: *30:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Discuss the Employability Skills required for jobs in various industries
* List different learning and employability related GOI and private portals and their usage
* Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
* Discuss importance of relevant 21st century skills.
* Describe the benefits of continuous learning.
* Explain the importance of active listening for effective communication
* Discuss the significance of working collaboratively with others in a team
* Discuss the significance of escalating sexual harassment issues as per POSH act.
* List the common components of salary and compute income, expenditure, taxes, investments etc.
* Discuss the legal rights, laws, and aids
* Describe the role of digital technology in today’s life
* Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely
* Explain the types of entrepreneurship and enterprises
* Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan
* Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement
* Detail the significance of analyzing different types and needs of customers
* Explain the significance of identifying customer needs and responding to them in a professional manner.
* Discuss the significance of maintaining hygiene and dressing appropriately
* Explain the significance of maintaining hygiene and confidence during an interview
* List the steps for searching and registering for apprenticeship opportunities
 | * Practice different environmentally sustainable practices.
* Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.
* Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone
* Read and interpret text written in basic English
* Write a short note/paragraph / letter/e -mail using basic English
* Create a career development plan with well-defined short- and long-term goals
* Communicate effectively using verbal and nonverbal communication etiquette.
* Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD
* Outline the importance of selecting the right financial institution, product, and service
* Demonstrate how to carry out offline and online financial transactions, safely and securely
* Operate digital devices and use the associated applications and features, safely and securely
* Create sample word documents, excel sheets and presentations using basic features
* Utilize virtual collaboration tools to work effectively
* Devise a sample business plan, for the selected business opportunity
* Create a professional Curriculum Vitae (CV)
* Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
* Perform a mock interview
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs |
| **Tools, Equipment and Other Requirements**  |
| Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer |

## Module 11: Yard Planning and Cargo Handling

***Mapped to LSC/N3502, v1.0***

**Terminal Outcomes:**

* Detail the process of yard planning and cargo handling as per SOP

|  |  |
| --- | --- |
| Duration: *30:00* | Duration: *30:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Discuss the procedure to analyse yard space usage
* Detail the mechanism of allocating storage space
* Explain the concept of cargo ageing
* Describe cargo movement plan
* Detail the operational metrics for cargo movement activities
* Discuss the various IT tools which are used for documentation
 | * Analyse yard space usage
* Allocate storage space based on goods/container category
* Compute cargo ageing in yard and take corrective action
* Develop cargo movement plan
* Measure operational metrics for cargo movement activities
* Record cargo movement transactions
* Report cargo movement metrics, damages, plan vs performance, accidents, ageing etc.
* Use IT tools for documentation
 |
| **Classroom Aids** |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser |
| **Tools, Equipment and Other Requirements**  |
| Computers, MIS, ERP, performance review softwares, budgeting and forecasting softwares  |

#

# Annexure

## Trainer Requirements

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| --- |
| Trainer Prerequisites |
| Minimum Educational Qualification | **Specialization** | **Relevant Industry Experience**  | **Training Experience** | **Remarks**  |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| Graduate  |  | 4 | Ports, CFS, ICD | 2 | Ports, CFS, ICD |  |

|  |
| --- |
| Trainer Certification |
| Domain Certification | **Platform Certification** |
| Certified for Job Role: “CFS and ICD Supervisor” mapped to QP: “LSC/Q3502, v2.0”. Minimum accepted score is 80% | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80% |

**Assessor Requirements**

|  |
| --- |
| Assessor Prerequisites |
| Minimum Educational Qualification  | **Specialization** | **Relevant Industry Experience** | **Training/Assessment Experience** | **Remarks**  |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| Graduate  |  | 3 | Ports, CFS, ICD | 1 | Ports, CFS, ICD |  |

|  |
| --- |
| Assessor Certification |
| Domain Certification | **Platform Certification** |
| Certified for Job Role: “ CFS and ICD Supervisor” mapped to QP: “LSC/Q3502, v2.0”. Minimum accepted score is 80% | Recommended that the Assessor is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80% |

**Assessment Strategy**

The emphasis is on ‘learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. **Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

1. **Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.
2. **On-Job Training:** OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.
3. **Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:
	1. True / False Statements
	2. Multiple Choice Questions
	3. Matching Type Questions.
	4. Fill in the blanks
	5. Scenario based Questions
	6. Identification Questions

**QA Regarding Assessors:**

Assessors are selected as per the “eligibility criteria” laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts “Training of Assessors” program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

* + 1. Guidance regarding NSQF
		2. Qualification Pack Structure
		3. Guidance for the assessor to conduct theory, practical and viva assessments
		4. Guidance for trainees to be given by assessor before the start of the assessments.
		5. Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
		6. Viva guidance for uniformity and consistency across the batch.
		7. Mock assessments
		8. Sample question paper and practical demonstration

# References

## Glossary

|  |  |
| --- | --- |
| Term | Description |
| Declarative Knowledge | Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.  |
| Key Learning Outcome | Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application). |
| OJT (M) | On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site |
| OJT (R) | On-the-job training (Recommended); trainees are recommended the specified hours of training on site |
| Procedural Knowledge | Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.  |
| Training Outcome | Training outcome is a statement of what a learner will know, understand and be able to do **upon** **the** **completion of the training**.  |
| Terminal Outcome | Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome. |

## Acronyms and Abbreviations

|  |  |
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| Term | Description |
| QP | Qualification Pack |
| NSQF | National Skills Qualification Framework |
| NSQC | National Skills Qualification Committee |
| NOS | National Occupational Standards |