

Qualification Pack



Clearance Support Agent

QP Code: LSC/Q3030

Version: 3.0

NSQF Level: 4

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LSC/Q3030: Clearance Support Agent

Brief Job Description

Clearance Support Agents are also known as Clearance Process Executives. Individuals in this role are staff who work in corporate offices and are responsible for assessing additional information required for shipment clearance, contacting the consignee/consignor to obtain the required documents and submitting them to the customs to get inbound/outbound shipment clearance. They are a key part of the clearance team as they perform the role of customer-facing to obtain the required documents and update them on the clearance status.

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N3021: Obtain existing information and assess additional information required for shipment clearance](#)
2. [LSC/N3022: Contact the consignee and receive the required documents](#)
3. [LSC/N3023: Submit documents to customs and follow up to ensure that shipment is cleared](#)
4. [LSC/N3049: Maintain Health and Safety and security standards during shipment clearance](#)
5. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Gateway Operation
Country	India
NSQF Level	4

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Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2004/9322.70
Minimum Educational Qualification & Experience	<p>11th Class OR Diploma (Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma) OR 10th Class (plus 1 year NTC/ NAC) OR 8th Class (plus 2 year NTC + 1 Year NAC) OR 8th Class (plus 1 year NTC + 1 Year NAC plus CITS) OR 10th Class (and pursuing continuous schooling) OR 10th Class with 2 Years of experience relevant experience OR Certificate-NSQF (Courier Associate - level 3) with minimum education as 5th Grade pass) with 2 Years of experience relevant experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	31/03/2025
NSQC Approval Date	31/03/2022
Version	3.0
Reference code on NQR	2022/TLW/LSC/06856
NQR Version	1.0

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LSC/N3021: Obtain existing information and assess additional information required for shipment clearance

Description

This unit is about obtaining existing information and assessing additional information required for shipment clearance

Scope

The scope covers the following :

- Obtain requisite information for clearance support
- Assess additional information required for shipment clearance
- Safety and Security aspects

Elements and Performance Criteria

Obtain requisite information for clearance support

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

- PC1.** obtain the list of shipments that is not cleared by customs
- PC2.** collect and compile documents available for the shipments
- PC3.** categorize the shipments on the basis of their type

Assess additional information required for shipment clearance

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

- PC4.** identify the type of shipment that is not cleared by customs
- PC5.** review the existing list of documents to assess the available information
- PC6.** understand the list of documents that are required for the clearance of the shipment
- PC7.** assess the additional information/documents that are required for clearance
- PC8.** document the list of information/documents required against each shipment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork required to seek payment approval from the consignee
- KU3.** knowledge of acceptable payment modes
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of customs requirement for different kinds of shipments
- KU7.** knowledge on import/export controls
- KU8.** knowledge on specialized clearance procedures such as SEZ, etc

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- KU9.** understanding of bill of entry/shipping bill and other documents pertaining to shipment clearance
- KU10.** knowledge of different geographies
- KU11.** knowledge of customs valuation for determination of value on imported goods where customs duty is levied
- KU12.** knowledge of customs acts and legal provisions
- KU13.** knowledge of operating computers

Generic Skills (GS)

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

- GS1.** ability to write formal e-mails and reports
- GS2.** read and understand customs acts and legal provisions
- GS3.** read and understand various documents pertaining to customs clearance
- GS4.** read and understand e-mails
- GS5.** communicate clearly with consignees and peers
- GS6.** share best practices with peers and juniors
- GS7.** ability to make a judgment as to what additional documents are required for customs clearance
- GS8.** ability to concentrate on task at hand and complete it without errors
- GS9.** be a team player and achieve joint goals.
- GS10.** flexibility to re-assess schedule in case of additional shipment hold-ups
- GS11.** ability to converse with the consignee in a suitable manner
- GS12.** understand the customer timelines and ensure that they are met.
- GS13.** identify trends/common causes for shipment hold-ups
- GS14.** identify the type of shipment and the customs regulations pertaining to it
- GS15.** ability to assess additional documents required for shipment clearance
- GS16.** ability to keep track of the progress of each shipment in real time until clearance
- GS17.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain requisite information for clearance support</i>	8	34	-	-
PC1. obtain the list of shipments that is not cleared by customs	3	13	-	-
PC2. collect and compile documents available for the shipments	3	13	-	-
PC3. categorize the shipments on the basis of their type	2	8	-	-
<i>Assess additional information required for shipment clearance</i>	12	46	-	-
PC4. identify the type of shipment that is not cleared by customs	2	8	-	-
PC5. review the existing list of documents to assess the available information	2	8	-	-
PC6. understand the list of documents that are required for the clearance of the shipment	4	14	-	-
PC7. assess the additional information/documents that are required for clearance	2	8	-	-
PC8. document the list of information/documents required against each shipment	2	8	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3021
NOS Name	Obtain existing information and assess additional information required for shipment clearance
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Gateway Operation
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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LSC/N3022: Contact the consignee and receive the required documents

Description

This unit is about contacting the consignee/consignor and receiving the required documents

Scope

The scope covers the following :

- Contact the consignee/consignor regarding documents required
- Receive the required documents
- Safety and Security aspects

Elements and Performance Criteria

Contact the consignee/consignor regarding documents required

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

- PC1.** obtain the consignee's/consignors contact number and e-mail address
- PC2.** understand the information/documents required from the consignee/consignor for shipment clearance, before contacting
- PC3.** contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up
- PC4.** communicate clearly the documents required for shipment clearance verbally
- PC5.** also communicate the documents required for shipment clearance and the address that is to be sent, through an e-mail
- PC6.** provide consignee/consignor with duty and tax advice notification, if applicable
- PC7.** seek payment approval from the consignee/consignor when the duty and tax amounts payable exceeds payment limits, if applicable

Receive the required documents

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

- PC8.** follow up with the consignee/consignor for the required documents
- PC9.** obtain a soft copy of the required documents and check if they match the documents for shipment clearance
- PC10.** receive the required document at the address shared
- PC11.** check if the documents received match the required documents for shipment clearance
- PC12.** thank the consignee/consignor once the documents are received

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork required to seek payment approval from the consignee

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- KU3.** knowledge of acceptable payment modes
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of customs requirement for different kinds of shipments
- KU7.** knowledge on import/export controls
- KU8.** knowledge on specialized clearance procedures such as sez, etc
- KU9.** understanding of bill of entry/shipping bill and other documents pertaining to shipment clearance
- KU10.** knowledge of different geographies
- KU11.** knowledge of customs valuation for determination of value on imported goods where customs duty is levied
- KU12.** knowledge of customs acts and legal provisions
- KU13.** knowledge of operating computers

Generic Skills (GS)

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

- GS1.** ability to write formal e-mails and reports
- GS2.** read and understand customs acts and legal provisions
- GS3.** read and understand various documents pertaining to customs clearance
- GS4.** read and understand e-mails
- GS5.** communicate clearly with consignees and peers
- GS6.** share best practices with peers and juniors
- GS7.** ability to make a judgment as to what additional documents are required for customs clearance
- GS8.** ability to concentrate on task at hand and complete it without errors
- GS9.** be a team player and achieve joint goals.
- GS10.** flexibility to re-assess schedule in case of additional shipment hold-ups
- GS11.** ability to converse with the consignee in a suitable manner
- GS12.** understand the customer timelines and ensure that they are met.
- GS13.** identify trends/common causes for shipment hold-ups
- GS14.** identify the type of shipment and the customs regulations pertaining to it
- GS15.** ability to assess additional documents required for shipment clearance
- GS16.** ability to keep track of the progress of each shipment in real time until clearance
- GS17.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Contact the consignee/consignor regarding documents required</i>	14	26	-	-
PC1. obtain the consignee's/consignors contact number and e-mail address	2	3	-	-
PC2. understand the information/documents required from the consignee/consignor for shipment clearance, before contacting	2	3	-	-
PC3. contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up	2	3	-	-
PC4. communicate clearly the documents required for shipment clearance verbally	2	3	-	-
PC5. also communicate the documents required for shipment clearance and the address that is to be sent, through an e-mail	2	3	-	-
PC6. provide consignee/consignor with duty and tax advice notification, if applicable	2	3	-	-
PC7. seek payment approval from the consignee/consignor when the duty and tax amounts payable exceeds payment limits, if applicable	2	8	-	-
<i>Receive the required documents</i>	16	44	-	-
PC8. follow up with the consignee/consignor for the required documents	2	8	-	-
PC9. obtain a soft copy of the required documents and check if they match the documents for shipment clearance	2	3	-	-
PC10. receive the required document at the address shared	4	11	-	-
PC11. check if the documents received match the required documents for shipment clearance	4	11	-	-
PC12. thank the consignee/consignor once the documents are received	4	11	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3022
NOS Name	Contact the consignee and receive the required documents
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Gateway Operation
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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LSC/N3023: Submit documents to customs and follow up to ensure that shipment is cleared

Description

This unit is about submitting documents to customs and following-up to ensure that shipment is cleared

Scope

The scope covers the following :

- Submit documents to customs
- Follow-up to ensure that shipment is cleared
- Safety and Security aspects

Elements and Performance Criteria

Submit documents to customs

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

- PC1.** contact the relevant customs agent/broker to intimate regarding shipment clearance
- PC2.** share the documents received with the customs agent/broker
- PC3.** follow up with the customs agent/broker to ensure documents are submitted to customs

Follow-up to ensure that shipment is cleared

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

- PC4.** follow up with the customs agent/broker to check the latest status of the shipment clearance
- PC5.** update consignee/consignor on the latest status of the shipment clearance
- PC6.** notify consignee/consignor if any additional documents are required
- PC7.** request the consignee/consignor to send the additional documents, if required, and submit them to customs
- PC8.** inform the consignee/consignor once the shipment is cleared and redirect him to the customer service team for any queries on the delivery date of the shipment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork required to seek payment approval from the consignee
- KU3.** knowledge of acceptable payment modes
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of customs requirement for different kinds of shipments
- KU7.** knowledge on import/export controls
- KU8.** knowledge on specialized clearance procedures such as sez, etc

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- KU9.** understanding of bill of entry/shipping bill and other documents pertaining to shipment clearance
- KU10.** knowledge of different geographies
- KU11.** knowledge of customs valuation for determination of value on imported goods where customs duty is levied
- KU12.** knowledge of customs acts and legal provisions
- KU13.** knowledge of operating computers

Generic Skills (GS)

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

- GS1.** ability to write formal e-mails and reports
- GS2.** read and understand customs acts and legal provisions
- GS3.** read and understand various documents pertaining to customs clearance
- GS4.** read and understand e-mails
- GS5.** communicate clearly with consignees and peers
- GS6.** share best practices with peers and juniors
- GS7.** ability to make a judgment as to what additional documents are required for customs clearance
- GS8.** ability to concentrate on task at hand and complete it without errors
- GS9.** be a team player and achieve joint goals.
- GS10.** flexibility to re-assess schedule in case of additional shipment hold-ups
- GS11.** ability to converse with the consignee in a suitable manner
- GS12.** understand the customer timelines and ensure that they are met.
- GS13.** identify trends/common causes for shipment hold-ups
- GS14.** identify the type of shipment and the customs regulations pertaining to it
- GS15.** ability to assess additional documents required for shipment clearance
- GS16.** ability to keep track of the progress of each shipment in real time until clearance
- GS17.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Submit documents to customs</i>	12	18	-	-
PC1. contact the relevant customs agent/broker to intimate regarding shipment clearance	4	6	-	-
PC2. share the documents received with the customs agent/broker	4	6	-	-
PC3. follow up with the customs agent/broker to ensure documents are submitted to customs	4	6	-	-
<i>Follow-up to ensure that shipment is cleared</i>	18	52	-	-
PC4. follow up with the customs agent/broker to check the latest status of the shipment clearance	4	6	-	-
PC5. update consignee/consignor on the latest status of the shipment clearance	4	11	-	-
PC6. notify consignee/consignor if any additional documents are required	2	13	-	-
PC7. request the consignee/consignor to send the additional documents, if required, and submit them to customs	4	11	-	-
PC8. inform the consignee/consignor once the shipment is cleared and redirect him to the customer service team for any queries on the delivery date of the shipment	4	11	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3023
NOS Name	Submit documents to customs and follow up to ensure that shipment is cleared
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Gateway Operation
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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LSC/N3049: Maintain Health and Safety and security standards during shipment clearance

Description

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

Scope

The scope covers the following :

- Maintain health, safety and security standards during shipment clearance

Elements and Performance Criteria

Maintain health, safety and security standards during shipment clearance

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

- PC1.** Follow all security procedures with respect to company information
- PC2.** Follow all precautionary data handling procedures
- PC3.** Maintain clean work table area
- PC4.** Recognize and report unsafe conditions and practices

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational procedures
- KU2.** knowledge of paperwork required to seek payment approval from the consignee
- KU3.** knowledge of acceptable payment modes
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of customs requirement for different kinds of shipments
- KU7.** knowledge on import/export controls
- KU8.** knowledge on specialized clearance procedures such as sez, etc
- KU9.** understanding of bill of entry/shipping bill and other documents pertaining to shipment clearance
- KU10.** knowledge of different geographies.
- KU11.** knowledge of customs valuation for determination of value on imported goods where customs duty is levied
- KU12.** knowledge of customs acts and legal provisions
- KU13.** knowledge of operating computers

Generic Skills (GS)

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

- GS1.** ability to write formal e-mails and reports
- GS2.** read and understand customs acts and legal provisions
- GS3.** read and understand various documents pertaining to customs clearance
- GS4.** read and understand e-mails
- GS5.** communicate clearly with consignees and peers
- GS6.** share best practices with peers and juniors
- GS7.** ability to make a judgment as to what additional documents are required for customs clearance
- GS8.** ability to concentrate on task at hand and complete it without errors
- GS9.** be a team player and achieve joint goals
- GS10.** flexibility to re-assess schedule in case of additional shipment hold-ups
- GS11.** ability to converse with the consignee in a suitable manner
- GS12.** understand the customer timelines and ensure that they are met.
- GS13.** identify trends/common causes for shipment hold-ups
- GS14.** identify the type of shipment and the customs regulations pertaining to it
- GS15.** ability to assess additional documents required for shipment clearance
- GS16.** ability to keep track of the progress of each shipment in real time until clearance
- GS17.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain health, safety and security standards during shipment clearance</i>	20	80	-	-
PC1. Follow all security procedures with respect to company information	5	20	-	-
PC2. Follow all precautionary data handling procedures	5	20	-	-
PC3. Maintain clean work table area	5	20	-	-
PC4. Recognize and report unsafe conditions and practices	5	20	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3049
NOS Name	Maintain Health and Safety and security standards during shipment clearance
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Gateway Operation
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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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:

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- 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.

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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



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- 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

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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	-	-

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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	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions validated and approved 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 these criteria.
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 reassessment 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.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3021.Obtain existing information and assess additional information required for shipment clearance	20	80	-	-	100	20
LSC/N3022.Contact the consignee and receive the required documents	30	70	-	-	100	20
LSC/N3023.Submit documents to customs and follow up to ensure that shipment is cleared	30	70	-	-	100	20
LSC/N3049.Maintain Health and Safety and security standards during shipment clearance	20	80	-	-	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	20
Total	120	330	0	0	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.