

NSQF QUALIFICATION FILE

Approved in 17th NSQC Meeting – NCVET – 31st March 2022

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Name and contact details of individual dealing with the submission

Name : Ms. Reena Murray
Position in the Organization : Head – Standards & Quality Assurance
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List of documents submitted in support of the Qualification File

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

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SUMMARY

1	Qualification Title	Clearance Support Agent
2	Qualification Code, if any	LSC/Q3030
3	NCO code and occupation	NCO-2004/9322.70
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	Nature: Certificate course of Clearance Support Agent Long term Purpose: Learners who attain this qualification are competent in Courier operation and can get a job as Clearance Support Agent to Obtain existing information and assess additional information required for shipment clearance, Contact the consignee and receive the required documents, Submit documents to customs and follow-up to ensure that shipment is cleared
5	Body/bodies which will award the qualification	Logistics Sector Skill Council
6	Body which will accredit providers to offer courses leading to the qualification	Logistics Sector Skill Council
7	Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)	Yes Both accreditation and affiliation are done by LSC based on due diligence report via SIP
8	Occupation(s) to which the qualification gives access	to assess additional information required for shipment clearance, contact the consignee/consignor to obtain the required documents and submit them to the customs to get inbound/outbound shipment clearance.
9	Job description of the occupation	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

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		customer-facing to obtain the required documents and update them on the clearance status.
10	Licensing requirements	Not applicable
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable
12	Level of the qualification in the NSQF	4
13	Anticipated volume of training/learning required to complete the qualification	450 hours
14	Indicative list of training tools required to deliver this qualification	<p>For a class of 30 candidates</p> <p>Teaching board – 1 Projector – 1 White board - 1 Video player or TV – 1 Printer – 1 Tracker - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipment's – 1 Corrugated cardboard boxes – 5 Packaging symbols & standards – 5 Tracking sheets - 5 RFID Scanner - 15 PPE – 15 Standard Forms – 15 SOP - 5 GST guidelines – 10</p>
15	Entry requirements and/or recommendations and minimum age	<p>11th grade pass + No Experience required or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma + No Experience required or 10th grade pass plus 1-year NTC/ NAC + No Experience required or 8th grade pass plus 2-year NTC + 1 Year NAC or 8th pass plus 1-year NTC + 1-Year NAC plus CITS + No Experience required or 10th grade pass and pursuing continuous schooling + No Experience required or 10th Grade Pass + 2 year relevant experience or Previous relevant Qualification of NSQF</p>

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		Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience		
16	Progression from the qualification (Please show Professional and academic progression)	Courier supervisor		
17	Arrangements for the Recognition of Prior learning (RPL)	<p>LSC currently undertakes RPL through the following modes –</p> <ol style="list-style-type: none"> 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification. 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission. 		
18	International comparability where known (research evidence to be provided)	Under Study		
19	Date of planned review of the qualification.	31 st March, 2025		
20	Formal structure of the qualification			
	Title of unit or other component	Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			

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	Introduction	Mandatory	30	4
	LSC/N3021: Obtain existing information and assess additional information required for shipment clearance	Mandatory	90	4
	LSC/N3022: Contact the consignee and receive the required documents	Mandatory	90	4
	LSC/N3023: Submit documents to customs and follow-up to ensure that shipment is cleared	Mandatory	90	4
	LSC/N3049: Maintain Health and Safety and security standards during shipment clearance	Mandatory	90	4
	Employability Skills	Mandatory	60	4
	Sub Total (A)		450 Hrs	
	Optional/ elective component	NIL		
	Subtotal B			
	Total (A+B)		450 Hrs	

SECTION 1 ASSESSMENT

21	Body/Bodies which will carry out assessment: All the empanelled assessment agency will do the assessment
22	How will RPL assessment be managed and who will carry it out? RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments <ol style="list-style-type: none">1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL program post which, LSC will conducts assessment and provide certification for the same2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification.3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification.4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
23	Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.

Assessment policy of LSC

- 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.
- 2) Qualification and experience have to be set for the assessors.
- 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.
- 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.
- 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.
- 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines.
- 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner
- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print.
- 13) Questions framed as per blueprint and without ambiguity by SMEs.
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

- 1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance

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- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.
- 3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.
- 4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.
- 5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hour in advance from the time of assessment.
- 6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.
- 7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.
- 8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council
- 9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.
- 10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.
- 11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.
- 12) 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.
- 13) In case of unsuccessful completion, the trainee may seek Re-assessment on the QP.

2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity

The eligibility of assessors for “Job role – Clearance Support Agent” are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

11th grade pass
or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma
or 10th grade pass plus 1-year NTC/ NAC
or 8th grade pass plus 2-year NTC + 1 Year NAC
or 8th pass plus 1-year NTC + 1-Year NAC plus CITS
or 10th grade pass and pursuing continuous schooling
or 10th Grade Pass + 2 year relevant experience
or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience
or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience

4. MARKING SCHEME:

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Sr. No.	Method of Assessments	Weightage marks) (Max.
1	Theory	30%
2	Practical	70%
Total		100

5. PASSING MARKS: Every trainee should score minimum 70%

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidence

1. LSC have created 16 points check list to collect on the day of assessment.
2. Assessment agencies must ensure to collect all the evidence without fail.
3. Training Partner must cooperate on collecting assessment evidence.
4. Candidates must present with their original Aadhaar's and alternative id proof which is having clear face picture on the day of assessment.
5. Assessment agency must submit all the collected evidence through LSC MIS portal.

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Title of Component:

Outcomes to be assessed/NOSs to be assessed	Assessment criteria for the outcome
1. LSC/N3021: Obtain existing information and assess additional information required for shipment clearance	<p>To be competent, the user/ individual on the job must be able to:</p> <ol style="list-style-type: none">1. 1 obtain the list of shipments that is not cleared by customs1. 2 collect and compile documents available for the shipments1. 3 categorize the shipments on the basis of their type1. 4 identify the type of shipment that is not cleared by customs1. 5 review the existing list of documents to assess the available information1. 6 understand the list of documents that are required for the clearance of the shipment1. 7 assess the additional information/documents that are required for clearance1. 8 document the list of information/documents required against each shipment

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<p>2. LSC/N3022: Contact the consignee and receive the required documents</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <ol style="list-style-type: none">2. 1 obtain the consignee's/consignors contact number and e-mail address2. 2 understand the information/documents required from the consignee/consignor for shipment clearance, before contacting2. 3 contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up2. 4 communicate clearly the documents required for shipment clearance verbally2. 5 also communicate the documents required for shipment clearance and the address that is to be sent, through an e-mail2. 6 provide consignee/consignor with duty and tax advice notification, if applicable2. 7 seek payment approval from the consignee/consignor when the duty and tax amounts payable exceeds payment limits, if applicable2. 8 follow up with the consignee/consignor for the required documents2. 9 obtain a soft copy of the required documents and check if they match the documents for shipment clearance2. 10 receive the required document at the address shared2. 11 check if the documents received match the required documents for shipment clearance2. 12 thank the consignee/consignor once the documents are received
<p>3. LSC/N3023: Submit documents to customs and follow-up to ensure that shipment is cleared</p>	<p>To be competent, the user/ individual on the job must be able to:</p> <ol style="list-style-type: none">3.1 contact the relevant customs agent/broker to intimate regarding shipment clearance3.2 share the documents received with the customs agent/broker3.3 follow up with the customs agent/broker to ensure documents are submitted to customs3.4 follow up with the customs agent/broker to check the latest status of the shipment clearance3.5 update consignee/consignor on the latest status of the shipment clearance

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	<p>3.6 notify consignee/consignor if any additional documents are required</p> <p>3.7 request the consignee/consignor to send the additional documents, if required, and submit them to customs</p> <p>3.8 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</p>
4. LSC/N3049: Maintain health, safety and security standards during shipment clearance	<p>To be competent, the user/ individual on the job must be able to:</p> <p>4.1 Follow all security procedures with respect to company information</p> <p>4.2 Follow all precautionary data handling procedures</p> <p>4.3 Maintain clean work table area</p> <p>4.4 Recognize and report unsafe conditions and practices</p>

Employability Skills (60 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1.5	2
2.	Constitutional values - Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	2.5	6
4.	Basic English Skills	10	6
5.	Career Development & Goal Setting	2	3
6.	Communication Skills	5	4
7.	Diversity & Inclusion	2.5	2
8.	Financial and Legal Literacy	5	5
9.	Essential Digital Skills	10	8
10.	Entrepreneurship	7	4
11.	Customer Service	5	3
12.	Getting Ready for Apprenticeship & Jobs	8	5
	Total	60	50

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SECTION 2

25. EVIDENCE OF LEVEL

OPTION A

Title/Name of qualification/component: Enter the title here number			Level: Add level
NSQF Domain	Outcomes of the Qualification/Component	How the outcomes relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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Option B:

Title/Name of qualification/component: Clearance Support Agent (NSQF – 4)			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<p>The individual in the job is required to:</p> <ul style="list-style-type: none">• assess additional information required for shipment clearance• contact the consignee/consignor to obtain the required documents and submit them to the customs to get inbound/outbound shipment clearance.	<p>The process is based on obtaining the list of shipments that is not cleared by customs due to missing of documents that are required for the clearance of the shipment. S/he has to categorize the shipments on the basis of their type and compile documents available for the shipments which is routine and predictable. S/he has to identify the type of shipment that is not cleared by customs, review the existing list of documents to assess the available information, understand the list of documents that are required for the clearance of the shipment and assess the additional information/documents that are required for clearance. S/he has to communicate to the consignee / consignor on the documents required for clearance and duty & tax advice notification and seek payment approval. S/he has to obtain a soft copy of the required documents and check if they match the documents for shipment clearance and submit the same to customs for clearance.</p>	4

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Professional knowledge	<p>S/he would have knowledge of</p> <ul style="list-style-type: none"> • Different documents required for customs clearance • Customs valuation • Paperwork required for seeking payment approval from consignee 	<p>The job holder has to be aware about customs requirement for different kinds of shipments, Import / Export Controls, Bill of Entry / Shipping Bill and other documents pertaining to shipment clearance and specialized clearance procedures such as SEZ, etc. S/he has to possess knowledge about customs valuation for determination of value on imported goods where Customs duty is levied, customs acts and legal provisions. S/he has to know paperwork required to seek payment approval from the consignee, acceptable payment modes and risk and impact of not following defined procedures for submitting the required documents during the shipment clearance. S/he has to be aware on the consignment being handled for clearance by the consignee / consignor to collect the required documents if required for clearance.</p>	4
Professional skill	<p>Recall and demonstrate:</p> <ul style="list-style-type: none"> • Decision making skills • Problem solving skills • Customer centric behaviour 	<p>The job holder has to have the ability to make a judgment while making decisions as to what additional documents are required for customs clearance. S/he has to be customer centric by having the ability to converse with the consignee in a suitable manner, understand the customer timelines and ensure that they are met. S/he has to assess additional documents required for shipment clearance and to keep track of the progress of each shipment in real time until clearance. S/he has to have problem solving skills to identify the type of shipment, customs regulations pertaining to it and trends/common causes for shipment hold-ups. S/he has to be flexible to re-assess schedule in case of additional shipment hold-ups.</p>	4

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Core skill	<ul style="list-style-type: none"> • Communicate effectively with consignor/consignee/customs clearance broker and peers • Writing skills • Read, understand, and Prepare reports, documents 	<p>The job holder communicates clearly with consignee / consignor, customs clearance broker and peers for shipment's customs clearance. S/he has to read and understand customs acts and legal provisions and various documents pertaining to customs clearance. S/he has to possess good writing skills while drafting the email to the consignee / consignor for required documents. S/he has to contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up and documents required for shipment clearance.</p>	4
Responsibility	<p>The individual is responsible for:</p> <ul style="list-style-type: none"> • obtaining requisite information for clearance support from customs, • assessing additional information required for shipment clearance • Submitting documents to customs and do follow ups to ensure shipment is cleared 	<p>The job holder has the responsibility 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. S/he has to perform the role of customer-facing to obtain the required documents and update them on the clearance status. S/he has to obtain requisite information for clearance support from customs, assess additional information required for shipment clearance, contact the consignee/consignor regarding documents required and recheck on the received required documents. S/he has to submit documents to customs and follow up to ensure that shipment is cleared.</p>	4

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SECTION 3

EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	<p>While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same.</p> <p>The same are also indicated in various skill studies conducted for the logistic sector –</p> <ol style="list-style-type: none">1. Skill requirement in logistics sector <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view</p>
	Industry Relevance	<p>As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.</p>
	Usage of the qualification	<p>The information related to past uptake performance of previous QPs related to courier sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.</p>
	Estimated uptake	<p>Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is</p> <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p>

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27	<p>Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence</p> <p>Approval has been given by Line Ministry on 3rd August 2021.</p>
28	<p>What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification</p> <p>NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work</p>
29	<p>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here</p> <ul style="list-style-type: none">• Qualification that has been developed would be valid for 3 years from the date of upload in NQR.• Periodical interaction with the training partners to gather feedback in implementation.• Employer feedback will be sought post-placement on performance and training standards

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

SECTION 4

EVIDENCE OF PROGRESSION

30

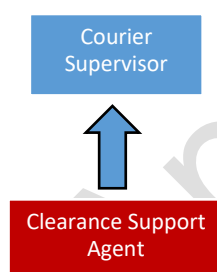
What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Show the career map here to reflect the clear progression

Occupational and career maps indicating horizontal and vertical mobility have been created and are being used.

Occupational Map: Refer annexure - LSC_Occupational Mapping and Career Progression chart (given as supporting document)

Career Progression:



Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.