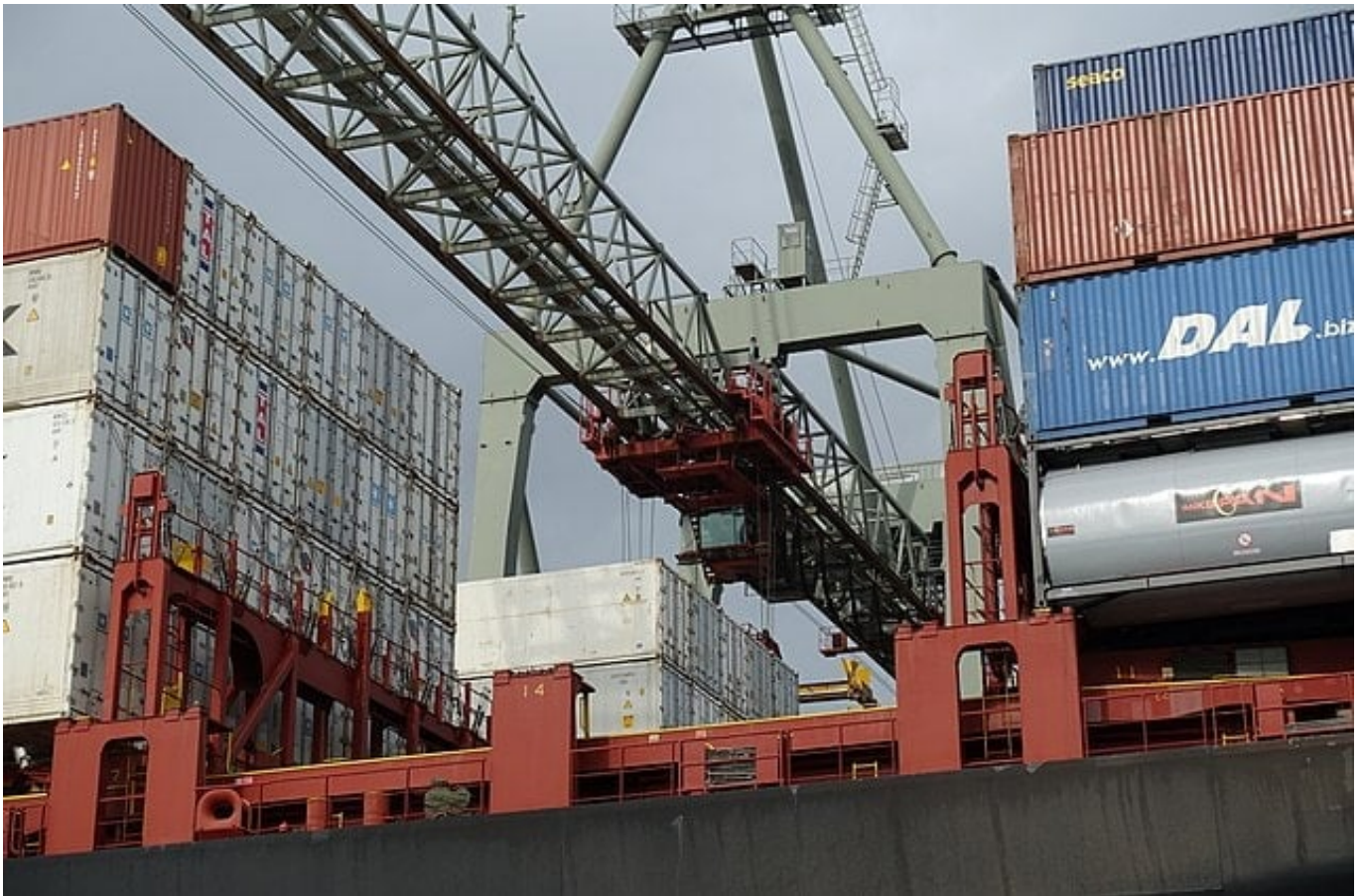# Container Repair and Maintenance Supervisor

Yard Management/ Shipment Tracking and ERP/ Optimal Container Utilization

QP Code: LSC/Q0404

Version: 1.0

NSQF Level: 5

Logistics Sector Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam Chennai - 600035 || email:hari@lsc-india.com

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LSC/Q0404: Container Repair and Maintenance Supervisor

Brief Job Description

The individual is responsible for the overall quality of the survey, quality of repairs and maintenance of all the empty containers that come into the depot.

Personal Attributes

The individual should have good communication skills, analytical skills and professional values. The individual should be able to help the operations team provide good containers to the shipper to load cargo. The role may require working for additional hours from time to time and a good amount of physical effort. S/he should have English and Vernacular language proficiency, demonstrable in spoken, written and oral communication.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N0421: Inspection of Containers

2. LSC/N0423: Repair Estimates and Approvals

3. LSC/N0422: Quality of Container Repairs

4. LSC/N9904: Maintain integrity and ethics in operation

5. LSC/N9905: Follow health, safety and security procedures.

6. DGT/VSQ/N0102: Employability Skills (60 Hours)

Options*(Not mandatory):*

Option 1: Yard Management

1. LSC/N3501: Allocate resources and streamline operations at yard

Option 2: Shipment Tracking and ERP

1. LSC/N3507: Extract and analyse shipment information from IT systems

Option 3: Optimal Container Utilization

1. LSC/N3509: Plan and coordinate for optimal utilization of containers

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Port Terminals
Occupation	Engineering/Maintenance, Port Operations Coordination
Country	India
NSQF Level	5
Credits	24
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3115,2141
Minimum Educational Qualification & Experience	UG in any field (Completed 2nd year of UG) OR Completed 2nd year diploma after 12th (Diploma in Mechanical / Electrical engineering) OR Pursuing 2nd year of UG (and continuous education in Mechanical / Electrical engineering) OR 12th grade Pass with 2 Years of experience in handling container repair
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	NA
Next Review Date	31/08/2026
NSQC Approval Date	31/08/2023
Version	1.0
Reference code on NQR	QG-05-TW-00864-2023-V1-LSC
NQR Version	1.0

Qualification Pack

LSC/N0421: Inspection of Containers

Description

This unit is about checking the quality of the empty containers that come into the depot and go out from the depot.

Scope

The scope covers the following :

- Review of important documents
- Inspection of the containers
- Safety and security measures while inspecting the containers
- Survey reports after the completion of the inspection

Elements and Performance Criteria

Review of important documents

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

PC1. Check the Email for any important documents received.

PC2. Document the Delivery Orders / Acceptance Orders provided by the Shipping Liners / Container Leasing Companies for further operations.

PC3. Receive the delivery order/ acceptance order copy from the truck driver on arrival of the container into the depot

PC4. Verify the delivery order/ acceptance order against the copy provided by the shipping liner/leasing companies

Inspection of containers

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

PC5. Arrange and document the inspection Criteria, Guidelines, Standard Operating Procedures (SOP) and Technical Bulletins which are provided by the Shipping Liners / Container Leasing Companies.

PC6. track status of different containers in the ERP, their ageing and damage reports.

PC7. Relocate the container to the survey area and arrange the proper stands for placing the container.

PC8. Arrange survey tools, torch and other important equipment to survey the containers.

PC9. Take photos and record the damages found.

PC10. Check for any damages which are repair worthy

PC11. Indicate the appropriate extent and method of repair to correct the damage.

PC12. Explain about the container damages to the CHA, CHA's representatives, shipping liners' representatives

Safety and security measures

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

PC13. Identify and segregate hazardous cargo containers

PC14. Read and interpret different cargo labels associated with different class and types of hazardous cargo before starting the container survey

PC15. Use appropriate protective gears to protect from hazardous cargo residues

Inspection reports

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

PC16. Document the damages, repair methods, appropriate size of the repair upon completion of the survey

PC17. Update the report on the depot internal software for further operations.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge about the Different Types of Cargo Containers

KU2. Knowledge about the Empty Container Inspection Standards and Criteria

KU3. Knowledge about the Container Survey Tools

KU4. Knowledge about the Different kinds of Hazardous Cargos

KU5. Company's Quality Policy

KU6. Different types of Container Damage Measurement Techniques

KU7. Knowledge about the Different Types of Container Repair Methods to Indicate the appropriate size and method of repair to correct the damage.

Generic Skills (GS)

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

GS1. Inspection Criteria of Shipping Liner / Container Leasing Companies

GS2. Standard Operating Procedures (SOP) of Shipping Liner / Container Leasing Companies

GS3. Technical Bulletins issued by the Shipping Liner / Container Leasing Companies

GS4. Reading Emails about the Delivery Orders, Acceptance Orders issued by the Shipping Liner / Container Leasing Companies.

GS5. Survey Report preparations as per the requirements of Shipping Liner / Container Leasing Companies

GS6. Communicate with Truck drivers, CHA, Shipping Liners for Delivery Orders Verification.

GS7. Able to Explain about the Container Damages to the CHA, CHA's Representatives, Shipping Liners' Representatives

GS8. Decide to give the appropriate repair methods for the container damages

GS9. Decide the responsibility of container damage (Shipping Liner or CHA) (Shipping liner or Container Leasing Company)

GS10. Categorize the containers as heavy damage containers, light damage containers.

GS11. Plan to give the survey reports within the stipulated time

GS12. Maintain the Quality of Survey to provide a good container to the customers

GS13. Minimize the Cost of Repair by providing appropriate size and method of repair

GS14. Resolve the problems of damage responsibility between the Shipping Liner & CHA

GS15. Resolve the problems of damage responsibility between the Shipping Liner & Container Leasing Companies

GS16. Analyze and identify the reason for the damage, area of damage and responsible party of the damages

GS17. Avoid loses for organization for under estimations

GS18. Check for errors in the container survey reports

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Review of important documents	**8**	**17**	**-**	**2**
PC1. Check the Email for any important documents received.	2	4	-	-
PC2. Document the Delivery Orders / Acceptance Orders provided by the Shipping Liners / Container Leasing Companies for further operations.	2	4	-	-
PC3. Receive the delivery order/ acceptance order copy from the truck driver on arrival of the container into the depot	2	4	-	1
PC4. Verify the delivery order/ acceptance order against the copy provided by the shipping liner/leasing companies	2	5	-	1
Inspection of containers	**13**	**25**	**-**	**5**
PC5. Arrange and document the inspection Criteria, Guidelines, Standard Operating Procedures (SOP) and Technical Bulletins which are provided by the Shipping Liners / Container Leasing Companies.	2	-	-	1
PC6. track status of different containers in the ERP, their ageing and damage reports.	1	2	-	1
PC7. Relocate the container to the survey area and arrange the proper stands for placing the container.	2	5	-	1
PC8. Arrange survey tools, torch and other important equipment to survey the containers.	2	5	-	-
PC9. Take photos and record the damages found.	1	2	-	1
PC10. Check for any damages which are repair worthy	1	2	-	-
PC11. Indicate the appropriate extent and method of repair to correct the damage.	2	5	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Explain about the container damages to the CHA, CHA's representatives, shipping liners' representatives	2	4	-	-
Safety and security measures	**6**	**11**	**-**	**2**
PC13. Identify and segregate hazardous cargo containers	2	4	-	1
PC14. Read and interpret different cargo labels associated with different class and types of hazardous cargo before starting the container survey	2	4	-	-
PC15. Use appropriate protective gears to protect from hazardous cargo residues	2	3	-	1
Inspection reports	**3**	**7**	**-**	**1**
PC16. Document the damages, repair methods, appropriate size of the repair upon completion of the survey	2	4	-	1
PC17. Update the report on the depot internal software for further operations.	1	3	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0421
NOS Name	Inspection of Containers
Sector	Logistics
Sub-Sector	Port Terminals
Occupation	Engineering/Maintenance, Port Operations Coordination
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

LSC/N0423: Repair Estimates and Approvals

Description

This unit is about calculating repair estimates and getting it approved from the shipping liners/container leasing companies.

Scope

The scope covers the following :

- Prepare and send repair estimates
- Getting the repair approvals

Elements and Performance Criteria

Prepare and Send Repair Estimates

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

PC1. Upon completion of the survey, prepare the repair estimates as per the agreed repair tariff of the Shipping Liner / Container Leasing Company

PC2. Send the repair estimates to the customer for getting repair approval via Email, EDI, Web Applications

PC3. Send the damaged photos to the customer, If required.

PC4. Respond to the queries of the customer related to the container damages and responsible party of damages

Getting the Repair Approvals

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

PC5. Check email & web applications of the customers frequently to get the repair approval from the customers.

PC6. Coordinate and fix timelines for on-site or off-site servicing and arrange for pickup and drop of containers in case of off-site servicing

PC7. Frequently follow up with customers for getting repair approvals

PC8. Respond quickly to any queries raised regarding repair estimates

PC9. Check for any repair rejections in the repair approval of the customer.

PC10. If any repair rejections are found, update the repair estimates as per the repair approval for further proceedings.

PC11. Update service/repairs undertaken in ERP and endorse usage of containers in ERP

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Knowledge about the Electronic Data Interchange Standards (EDIS) for the container industry to send the repair estimate to the Customer

KU2. Knowledge of coding followed for repair estimation creation.

KU3. Repair Estimate formats of Each Customer.

KU4. Clients and their agreed tariffs

KU5. Understand clearly the needs and requirements of the of the Clients

KU6. Knowledge about Spread Sheet, Word, Email clients and also able to handle Web applications, FTP server and Depot Software

KU7. How to make error free repair estimate with the help of various software, devices, equipment

KU8. The importance of documenting, classifying, prioritizing service requests of customer

Generic Skills (GS)

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

GS1. Read emails about customer's requirements and queries

GS2. Read Repair Tariffs of Customers

GS3. Send the email reply to the Customer queries

GS4. Preparing the repair estimates as per the Customer Requirement

GS5. Preparing the Job Order

GS6. Explain about the Damage and Repair related queries of CHA, Shipping Liners & Leasing Companies

GS7. Communicate with seniors to report on any issues or delay in repair approvals

GS8. Follow rule-based decision-making processes

GS9. Decide to Change the Repair Estimates as per customer's requirements

GS10. Plan to prioritize the works as per the requirements of customers

GS11. Plan and organize the work to achieve targets and deadlines

GS12. Understand the customer timelines and ensure that they are met

GS13. Understand the agreed tariffs of the customer and ensure that they are met in every repair estimate

GS14. Manage repair estimates of the various customers efficiently

GS15. Manage the discrepancies related to the damage responsibility between the container owner and the container user.

GS16. Manage multiple clients and their repair tariffs efficiently

GS17. Identify the correct repair amount

GS18. Check for errors in the Repair Estimates

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare and Send Repair Estimates	**10**	**19**	**-**	**3**
PC1. Upon completion of the survey, prepare the repair estimates as per the agreed repair tariff of the Shipping Liner / Container Leasing Company	2	6	-	-
PC2. Send the repair estimates to the customer for getting repair approval via Email, EDI, Web Applications	3	6	-	1
PC3. Send the damaged photos to the customer, If required.	3	6	-	1
PC4. Respond to the queries of the customer related to the container damages and responsible party of damages	2	1	-	1
Getting the Repair Approvals	**20**	**41**	**-**	**7**
PC5. Check email & web applications of the customers frequently to get the repair approval from the customers.	2	4	-	1
PC6. Coordinate and fix timelines for on-site or off-site servicing and arrange for pickup and drop of containers in case of off-site servicing	1	2	-	1
PC7. Frequently follow up with customers for getting repair approvals	3	7	-	1
PC8. Respond quickly to any queries raised regarding repair estimates	3	7	-	1
PC9. Check for any repair rejections in the repair approval of the customer.	4	7	-	1
PC10. If any repair rejections are found, update the repair estimates as per the repair approval for further proceedings.	3	7	-	1
PC11. Update service/repairs undertaken in ERP and endorse usage of containers in ERP	4	7	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0423
NOS Name	Repair Estimates and Approvals
Sector	Logistics
Sub-Sector	Port Terminals
Occupation	Engineering/Maintenance, Port Operations Coordination
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

LSC/N0422: Quality of Container Repairs

Description

This unit is about checking the quality of the container repairs

Scope

The scope covers the following :

- Provide the job order
- Arrange the prerequisite to repair the containers
- Inspect the quality of repairs
- Declare repair completion
- Safety and waste management

Elements and Performance Criteria

Provide the Job Order

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

PC1. Prepare the Job order for each damaged containers as per standard practice

PC2. Issue the job orders to the repairers

Arrange the Prerequisite to Repair the Containers

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

PC3. Arrange to move the damaged containers to the workshop area with the help of MHE's.

PC4. Arrange materials, equipment and machinery required for repair such as Plywood, Steel Panels, Welding Machine, Cleaning Machine Repair Tools etc.

PC5. Check the quality of Repair Material (Plywood, Steel Panels, Welding Rods etc.) before repair

Inspect the Quality of Repairs

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

PC6. Check the quality of welding frequently to ensure it is done properly

PC7. Provide proper instructions to repairers to correct the mistakes if any

PC8. Maintain the quality checklists as per SOP

Declare Repair Completion

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

PC9. Once the repair of the containers is completed, stack the container in the allocated places.

PC10. Update the repair completion details in the system for further Operations

PC11. Inform the repair completion details to the customer

PC12. Arrange to take the post repair photos of the containers, and send it to the customer, if required by the customer

Safety and Waste Management

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

PC13. Check the repairers frequently whether they are following the personal safety rules, fire safety rules, electrical safety rules etc.

PC14. Check and instruct the repairers to segregate the scrap materials, hazardous material residues and waste materials to keep it in the allocated place.

PC15. Provide necessary tools, components and protective gear to carry out maintenance activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Different types of repair methods & Container Cleaning Methods

KU2. Safety Rules and Regulations of Repair Workshop.

KU3. Repair Tools and Repair Materials used for container Repair.

KU4. Waste Materials and Scrap Material Management.

KU5. Knowledge about the Welding Standards,

KU6. Company's work instructions on quality standards

KU7. Roles and responsibilities of labourers

KU8. Formats for maintenance checklists used in the organization

KU9. Knowledge of possible difficulties in Workshop activity

KU10. Knowledge about the Calibration Techniques used to measure the Material Quality.

KU11. Check the Quality of Welding and Paint film thickness

KU12. Prioritize activities in maintenance scheduling

KU13. Detailed knowledge of all activities being done in a Workshop

KU14. Knowledge of technical specifications of different types of containers and Container Parts.

Generic Skills (GS)

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

GS1. Read company's work instructions, customer requirement and quality policy, Standard Operating Procedures (SOPs)

GS2. Read safety instructions

GS3. Maintain the record of job completed as per company's policy

GS4. Write Emails to the Customer about the Repair Completion Details

GS5. Write Job Orders, Quality check lists

GS6. Communicate to workers clearly about the requirements in maintenance activities

GS7. Communicate to Operation team about the Repair Progress and Completion Details

GS8. Communicate to the Clients about the Repair Progress and Completion Details

GS9. Maintain the record of job completed as per company's policy

GS10. Decide to change work plan to accommodate immediate requirements

GS11. Schedule and plan to complete the Repairs on time

GS12. Prioritize and execute tasks in an efficient manner and within the scheduled time limit.

GS13. Ability to prioritize and execute tasks in a high-pressure environment

GS14. Manage space for damaged containers in the Workshop

GS15. Plan to react in emergencies, if customer asks the containers for Emergency Booking.

GS16. Monitor smooth functioning of all activities of Workshop.

GS17. Ensure completion of work as per schedule and Repair Estimate

GS18. Answer queries from clients promptly

GS19. Customer requirements concerning quality expectations

GS20. Understand the customer timelines and ensure that they are met

GS21. Keep contingent plan ready in case of any deviation from plan

GS22. Take appropriate action if the repairer is doing the improper repairs

GS23. Handle day to day problems like repair material, equipment shortages.

GS24. Identify methods to improve the speed of repairs

GS25. Estimate working time of each repairs

GS26. Ability to identify components required for repair process.

GS27. Take decision on the number of workers to be allocated for repairs

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Provide the Job Order	**4**	**9**	**-**	**1**
PC1. Prepare the Job order for each damaged containers as per standard practice	2	5	-	-
PC2. Issue the job orders to the repairers	2	4	-	1
Arrange the Prerequisite to Repair the Containers	**6**	**12**	**-**	**3**
PC3. Arrange to move the damaged containers to the workshop area with the help of MHE's.	2	4	-	1
PC4. Arrange materials, equipment and machinery required for repair such as Plywood, Steel Panels, Welding Machine, Cleaning Machine Repair Tools etc.	2	4	-	1
PC5. Check the quality of Repair Material (Plywood, Steel Panels, Welding Rods etc.) before repair	2	4	-	1
Inspect the Quality of Repairs	**6**	**10**	**-**	**2**
PC6. Check the quality of welding frequently to ensure it is done properly	2	4	-	-
PC7. Provide proper instructions to repairers to correct the mistakes if any	2	2	-	1
PC8. Maintain the quality checklists as per SOP	2	4	-	1
Declare Repair Completion	**8**	**16**	**-**	**2**
PC9. Once the repair of the containers is completed, stack the container in the allocated places.	2	4	-	-
PC10. Update the repair completion details in the system for further Operations	2	5	-	1
PC11. Inform the repair completion details to the customer	2	4	-	-
PC12. Arrange to take the post repair photos of the containers, and send it to the customer, if required by the customer	2	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Safety and Waste Management	**6**	**13**	**-**	**2**
PC13. Check the repairers frequently whether they are following the personal safety rules, fire safety rules, electrical safety rules etc.	2	4	-	-
PC14. Check and instruct the repairers to segregate the scrap materials, hazardous material residues and waste materials to keep it in the allocated place.	2	4	-	1
PC15. Provide necessary tools, components and protective gear to carry out maintenance activities	2	5	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0422
NOS Name	Quality of Container Repairs
Sector	Logistics
Sub-Sector	Port Terminals
Occupation	Engineering/Maintenance, Port Operations Coordination
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

LSC/N9904: Maintain integrity and ethics in operation

Description

This unit is about maintaining integrity, ensuring data security, and professional and ethical practices

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practices
- Ensure regulatory compliance

Elements and Performance Criteria

Maintain integrity ensuring data security

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

PC1. refrain from indulging in corrupt practices.

PC2. avoid using company's funds, property or resources for undertaking personal activities

PC3. protect customer's information and ensure it is not misused

PC4. protect data and information related to business or commercial decisions

PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations

PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues

PC7. avoid nepotism

PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical

PC9. report promptly all violations of code of ethics

PC10. dress up and conduct in a professional manner

PC11. communicate with clients and stakeholders in a soft and polite manner

PC12. follow etiquettes in accordance to the place

PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor

PC14. perform activities considering the regulatory requirements

PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements

PC16. identify the different types of dangerous goods and handling methodologies

PC17. follow the SOP for handling of different types of dangerous goods

PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical

PC19. promptly report all regulatory violations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company's policies on use of language

KU2. company's Human Resources policies

KU3. company's code of ethics

KU4. company's whistle blower policy

KU5. company's rules related to sexual harassment

KU6. company's reporting structure

KU7. company's documentation policy

KU8. principles of code of ethics and business ethics

KU9. various regulatory requirements

KU10. documentary compliance for various regulations

KU11. different dangerous shipment

KU12. regulations with regard to w.r.t dangerous shipment

Generic Skills (GS)

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

GS1. read company policy documents and work related documents

GS2. read emails and written instructions

GS3. fill documentation pertaining to ethics and regulatory requirement

GS4. communicate with team members to work efficiently

GS5. communicate with peers and subordinates about information security and building trust

GS6. identify a shipment as dangerous goods

GS7. assess if the situation needs to be reported regarding regulations

GS8. plan and organise actions as per companys guidelines

GS9. prevent company and customer information leakage

GS10. advise colleagues regarding sensitive issues pertaining to conduct and regulations

GS11. provide professional services diligently and with integrity

GS12. avoid defaming companys name by indulging into pilferage or fiddling with quality or quantity of shipment

GS13. be fair and reasonable in profession and disclose conflict of interests

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain integrity ensuring data security	**40**	**60**	**-**	**-**
PC1. refrain from indulging in corrupt practices.	3	3	-	-
PC2. avoid using company's funds, property or resources for undertaking personal activities	3	3	-	-
PC3. protect customer's information and ensure it is not misused	2	4	-	-
PC4. protect data and information related to business or commercial decisions	2	4	-	-
PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations	2	4	-	-
PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues	2	3	-	-
PC7. avoid nepotism	2	3	-	-
PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC9. report promptly all violations of code of ethics	2	3	-	-
PC10. dress up and conduct in a professional manner	2	3	-	-
PC11. communicate with clients and stakeholders in a soft and polite manner	2	3	-	-
PC12. follow etiquettes in accordance to the place	2	3	-	-
PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor	2	3	-	-
PC14. perform activities considering the regulatory requirements	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements	2	3	-	-
PC16. identify the different types of dangerous goods and handling methodologies	2	3	-	-
PC17. follow the SOP for handling of different types of dangerous goods	2	3	-	-
PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC19. promptly report all regulatory violations	2	3	-	-
NOS Total	**40**	**60**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9904
NOS Name	Maintain integrity and ethics in operation
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

LSC/N9905: Follow health, safety and security procedures.

Description

This unit is about ensuring compliance with health, safety and security procedures at the workplace

Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security

Elements and Performance Criteria

Follow health, safety and security procedures

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

PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation

PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area

PC3. follow standard driving practice to ensure safety of life and material

PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety

PC5. undertake periodical preventive health check ups

PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods

PC7. follow security procedures like green gate in port, customs area, factory security, etc.

PC8. comply with data safety regulations of the organisation

PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway

Ensure compliance to health, safety and security

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

PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority

PC11. inspect the activity area and equipment for appropriate and safe condition

PC12. check if stacking is done at defined height and is not on the walk way

PC13. check if walk way is free from grease/ oil

PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places

PC15. participate in fire drills

PC16. check if standard material handling procedure are being followed

PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition

PC18. check if all the safety and security related tags, labels and signage are placed in the cargo

PC19. check if loading instrument is certified and operational

PC20. implement 5S at workplace

PC21. check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. health, safety and security policies and procedures

KU2. special instructions for hazardous cargo handling

KU3. defined standard operating procedures

KU4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations

KU5. escalation matrix for reporting identified problem

KU6. basics of Occupational Safety and Health Administration (OSHA)

KU7. 5S implementation and practice

KU8. necessary security procedures for airport, customs area, etc.

KU9. tools and equipment for material handling

KU10. standard material handling procedures while handling cargo

KU11. safety and security signage and their functions

KU12. different security tags, labels and signage

KU13. handling procedure for hazardous / fragile cargo

KU14. security procedures for dangerous / hazardous shipment

KU15. different PPE, their usage and purpose

KU16. safe driving techniques

Generic Skills (GS)

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

GS1. read SOP's and safety precautions for different ground operations and handling cargo

GS2. read different documents related to security and movement of cargo

GS3. fill forms related to health, safety and security procedures

GS4. communicate clearly with colleagues regarding safety procedures

GS5. share experience and guide peers

GS6. decide how to avoid any damage / accident to personal health / cargo handled, whenever required

GS7. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS8. plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader

GS9. prioritize and execute tasks within the schedule time limits

GS10. plan and drive based on traffic and road condition using radio links/navigation aids wherever available

GS11. ensure safe and secure movement of shipments, cargos etc.

GS12. identify any threats on personal health, safety, security, etc. and take appropriate actions

GS13. identify risks at the workplace and address them

GS14. analyse past mistakes and address them to avoid mishap in the future

GS15. check that right safety measures and procedures are in place

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow health, safety and security procedures	**19**	**33**	-	-
PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	3	4	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area	3	4	-	-
PC3. follow standard driving practice to ensure safety of life and material	3	4	-	-
PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	4	-	-
PC5. undertake periodical preventive health check ups	2	4	-	-
PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods	2	4	-	-
PC7. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC8. comply with data safety regulations of the organisation	1	3	-	-
PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway	1	3	-	-
Ensure compliance to health, safety and security	**21**	**27**	-	-
PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. check if stacking is done at defined height and is not on the walk way	1	3	-	-
PC13. check if walk way is free from grease/ oil	2	2	-	-
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	2	-	-
PC15. participate in fire drills	2	2	-	-
PC16. check if standard material handling procedure are being followed	2	2	-	-
PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition	2	2	-	-
PC18. check if all the safety and security related tags, labels and signage are placed in the cargo	2	2	-	-
PC19. check if loading instrument is certified and operational	2	2	-	-
PC20. implement 5S at workplace	2	2	-	-
PC21. check if cargo has passed security checks and report in case of any violation	2	2	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9905
NOS Name	Follow health, safety and security procedures.
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

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:

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.

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	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	-	-	-	-
Becoming a Professional in the 21st Century	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	-	-	-	-
Basic English Skills	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	-	-	-	-
Career Development & Goal Setting	1	2	-	-

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	-	-	-	-
Communication Skills	**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	-	-	-	-
Diversity & Inclusion	**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	-	-	-	-
Financial and Legal Literacy	**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	-	-	-	-
Essential Digital Skills	**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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**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	-	-	-	-
Customer Service	**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	-	-	-	-
Getting ready for apprenticeship & Jobs	**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**	**-**	**-**

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	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

LSC/N3501: Allocate resources and streamline operations at yard

Description

This unit is about allocating resources for cargo movement, supervision of operations and streamlining operations at yard

Scope

The scope covers the following :

- Prepare work plan and allocate resources
- Monitor daily operations
- Yard Inspection
- Resolve escalated issues
- Range: Stationery, Radio-Frequency Identification (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Enterprise Resource Planning (ERP), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), etc.

Elements and Performance Criteria

Prepare work plan and allocate resources

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

PC1. obtain details of vessel docking plans, cargo and container movement plans, etc.

PC2. develop daily work plan factoring in priority cases, time bound requirements, special handling requirements, etc.

PC3. get the work plan approved by the yard manager or CFS/ICD manager and allocate tasks to subordinates

PC4. budget and allocate the requisite MHE for tasks at hand

Monitor daily operations

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

PC5. inspect yard for markings/demarcation, storage and cleanliness as per safety norms

PC6. monitor cargo loading, unloading and movement operations

PC7. engage resources in alternate operation when there is a delay of planned operations

PC8. allocate additional and ad-hoc manpower and equipment during exigency

PC9. escalate issues regarding MHE operations, transporter delays, vessel delays, accidents, damages, etc. to manager

PC10. provide corrective and preventive action plans based on accident and damage reports

PC11. liaise with port officials, customs officials and external stakeholders

Yard inspection

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

PC12. conduct periodic inspection of the yard for cleanliness, usage of PPEs and adherence to SOP and regulations

PC13. ensure cargo bays are clearly marked and segregated, containers and cargo are stored as per prescribed norms

PC14. check for parking and positioning of equipment as per SOP

PC15. ensure all necessary precautions for storage of hazardous cargo are complied with and emergency services are available

PC16. submit inspection report highlighting any deviation from SOP

Resolve escalated issues

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

PC17. review escalated issues and identify root cause for providing corrective action

PC18. provide technical guidance to the team for execution

PC19. escalate the issues to manager when external or additional help is required

PC20. coordinate with other departments, transporters, freight operators, port authorities, shipping companies and others to resolve escalations if required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational and security procedures

KU2. documentation and reporting as per organization's mandate

KU3. escalation matrix for reporting identified problems

KU4. risk and impact of not following defined procedures/work instructions

KU5. coding system followed to label cargo

KU6. IT system and ERP system of the organization

KU7. yard operations and its technicalities

KU8. different type of cranes and MHEs their capacities, constraints and usage

KU9. use of rope, flags and other manual equipment

KU10. vessel layout and loading and unloading activities

KU11. different type of vessels, cargo, container sizes and their handling

KU12. handling of hazardous and non-hazardous cargo International Maritime Dangerous Goods (IMDG) code

KU13. stuffing and de-stuffing norms with respect to different cargo and its special characteristics

Generic Skills (GS)

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

GS1. written instructions

GS2. shiping manifest, Bill of lading shipping bills and related documents

GS3. ERP and computer generated reports

GS4. cargo stowage plans and vessel plans

GS5. Standard Operating Procedures (SOPs) and safety regulation manuals

GS6. work-orders and instructions

GS7. checklist of activities, delays, undelivered items, contacts, etc

GS8. daily reports

GS9. communicate with customers, firenght operators, transporters, shipping companies, other supervisors and port authorities

GS10. communicate with cargo equipment operators and ground staff over Very High Frequency (VHF) radio

GS11. guide cargo handlers for smooth operations

GS12. decide on required workforce and equipment for performing a particular task

GS13. assess the environmental condition and type of cargo to assess if it is safe for operations

GS14. resolve a problem quickly internally

GS15. prioritise shipments

GS16. decide on deployment of alternate resources when required

GS17. plan and estimate the co-ordination required for resolving a querry.

GS18. maintain punctuality

GS19. respond to the client in a timely manner

GS20. prioritize and execute tasks based on client requirements

GS21. make work plans and resource allocation plans

GS22. make checks on execution of work plans

GS23. be a team player and achieve joint goals

GS24. adhere to the customer timelines

GS25. address the urgency regarding shipments and activities

GS26. make adjustment to working requirements for difficult weathers and hazardous goods

GS27. identify trends/common causes for delays, damages, etc.

GS28. co-ordinate and handle major issues with different departments

GS29. identify bottlenecks and operational problems and suggest remedial action

GS30. assess the resource requirement for a particular task at hand

GS31. assess and prepare for backup resources in case of delays

GS32. plan for cargo movement so that the resources and stroage space is optimally utilised

GS33. resolve issues in a qucik and cost effective manner

GS34. develop work plans factoring in external factors

GS35. Check that all security measures and safety protocals are followed at all times

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare work plan and allocate resources	**8**	**16**	**-**	**3**
PC1. obtain details of vessel docking plans, cargo and container movement plans, etc.	2	4	-	1
PC2. develop daily work plan factoring in priority cases, time bound requirements, special handling requirements, etc.	2	4	-	-
PC3. get the work plan approved by the yard manager or CFS/ICD manager and allocate tasks to subordinates	2	4	-	1
PC4. budget and allocate the requisite MHE for tasks at hand	2	4	-	1
Monitor daily operations	**11**	**25**	**-**	**3**
PC5. inspect yard for markings/demarcation, storage and cleanliness as per safety norms	1	3	-	-
PC6. monitor cargo loading, unloading and movement operations	1	3	-	-
PC7. engage resources in alternate operation when there is a delay of planned operations	2	4	-	1
PC8. allocate additional and ad-hoc manpower and equipment during exigency	2	4	-	1
PC9. escalate issues regarding MHE operations, transporter delays, vessel delays, accidents, damages, etc. to manager	1	3	-	-
PC10. provide corrective and preventive action plans based on accident and damage reports	2	4	-	1
PC11. liaise with port officials, customs officials and external stakeholders	2	4	-	-
Yard inspection	**7**	**11**	**-**	**2**
PC12. conduct periodic inspection of the yard for cleanliness, usage of PPEs and adherence to SOP and regulations	2	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. ensure cargo bays are clearly marked and segregated, containers and cargo are stored as per prescribed norms	1	2	-	-
PC14. check for parking and positioning of equipment as per SOP	1	2	-	-
PC15. ensure all necessary precautions for storage of hazardous cargo are complied with and emergency services are available	2	2	-	1
PC16. submit inspection report highlighting any deviation from SOP	1	2	-	-
Resolve escalated issues	**4**	**8**	**-**	**2**
PC17. review escalated issues and identify root cause for providing corrective action	1	2	-	-
PC18. provide technical guidance to the team for execution	1	2	-	1
PC19. escalate the issues to manager when external or additional help is required	1	2	-	-
PC20. coordinate with other departments, transporters, freight operators, port authorities, shipping companies and others to resolve escalations if required	1	2	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3501
NOS Name	Allocate resources and streamline operations at yard
Sector	Logistics
Sub-Sector	ICDs and CFS, Port Terminals
Occupation	Port Operations Coordination, Documentation and reporting
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

Qualification Pack

LSC/N3507: Extract and analyse shipment information from IT systems

Description

This unit is about reading shipment tracking ERPs, extracting information and analysing the same

Scope

The scope covers the following :

- Feed information into the ERP
- Track position of consignments and containers globally
- Document and report
- Range: Stationery, Standard Operating Procedures (SOP), Radio-Frequency Identification (RFID) scanner, bar code scanner, markers, ERP, computer, display board, printer, etc.

Elements and Performance Criteria

Feed information into ERP

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

PC1. obtain details of all containers moving in and out the CFS including container number, cargo content, destination, shipper and vessel details, date of servicing, etc.

PC2. cross verify container status based on physical inspection report and yard utilization report

PC3. Correct the information in the shipment tracking ERP

Track position of consignments and containers globally

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

PC4. track position of container in the ERP by feeding the Container index number

PC5. extract information regarding present location, shipper details, cargo content, estimated date of arrival at destination, etc.

PC6. estimate equipment and workforce requirement considering the type of cargo, stuffing/destuffing/packing requirement based on location and route

Document and report

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

PC7. prepare detailed documentation and present the analysis to the CFS or ICD manager

PC8. highlight any accidents, issues in tracking, etc.

PC9. suggest corrective action in case of container packing mistakes, sealing errors, that has led to damage or accidents

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures

KU2. documentation and reporting as per organization's mandate

KU3. security procedures to be followed

KU4. escalation matrix for reporting identified problems

KU5. risk and impact of not following defined procedures/work instructions

KU6. coding system followed to label cargo

KU7. IT system and ERP system of the organization

KU8. basics of operations in a port terminal, ICD and CFS

KU9. use of various cargo handling equipment

KU10. vessel layout and loading and unloading activities

KU11. procedures of tank cleaning, cargo movement

KU12. requirements regarding handling of cargo

KU13. different type of vessels and cargo and container sizes

KU14. different type of cranes and Material Handling Equipment (MHEs) their capacities, constraints and usage

KU15. handling of hazardous and non-hazardous cargo - International Maritime Dangerous Goods (IMDG) code

KU16. marking of material and people movement areas

KU17. stuffing and de-stuffing norms with respect to different cargo

KU18. special characteristics and handling requirements of shipments, if any

KU19. different container tracking ERPs and their operation

KU20. location of different destinations on the map and the globe

Generic Skills (GS)

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

GS1. written instructions

GS2. shiping manifest, Bill of lading shipping bills and related documents

GS3. ERP and computer generated reports

GS4. cargo stowage plans and vessel plans

GS5. SOPs and safety regulation manuals

GS6. work-orders and instructions

GS7. checklist of activities, delays, undelivered items, contacts, etc

GS8. daily reports

GS9. communicate with customers, fireght operators, transporters, shipping companies, other supervisors and port authorities

GS10. communicate with cargo equipment operators and ground staff over VHF radio

GS11. guide cargo handlers for smooth operations

GS12. decide if a particular shipment has been correctly tagged in the ERP

GS13. decide the ageing and decide for container repairs and servicing

GS14. plan and estimate the co-ordination required for resolving a querry.

GS15. maintain punctuality

GS16. respond to the client in a timely manner

GS17. prioritize and execute tasks based on client requirements

GS18. make work plans and resource allocation plans

GS19. make checks on execution of work plans

GS20. be a team player and achieve joint goals

GS21. adhere to the customer timelines

GS22. address the urgency regarding shipments and activities

GS23. make adjustment to effectively track missing containers

GS24. identify trends/common causes for delays, damages, etc.

GS25. co-ordinate and handle major issues with different departments

GS26. identify bottlenecks and operational problems and suggest remedial action

GS27. assess if the availble resources fit for the type and volume of cargo handled as per ERP

GS28. identify commonly carried cargo and routes and destination

GS29. plan for container repair and servicing

GS30. resolve issues in a qucik and cost effective manner

GS31. develop inferences based on analysis and data of ERPs

GS32. check that all security measures and safety protocals are followed at all times for all its containers across the globe

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Feed information into ERP	**10**	**21**	**-**	**4**
PC1. obtain details of all containers moving in and out the CFS including container number, cargo content, destination, shipper and vessel details, date of servicing, etc.	3	7	-	1
PC2. cross verify container status based on physical inspection report and yard utilization report	3	7	-	2
PC3. Correct the information in the shipment tracking ERP	4	7	-	1
Track position of consignments and containers globally	**11**	**21**	**-**	**3**
PC4. track position of container in the ERP by feeding the Container index number	3	7	-	1
PC5. extract information regarding present location, shipper details, cargo content, estimated date of arrival at destination, etc.	4	7	-	1
PC6. estimate equipment and workforce requirement considering the type of cargo, stuffing/destuffing/packing requirement based on location and route	4	7	-	1
Document and report	**9**	**18**	**-**	**3**
PC7. prepare detailed documentation and present the analysis to the CFS or ICD manager	3	6	-	1
PC8. highlight any accidents, issues in tracking, etc.	3	6	-	1
PC9. suggest corrective action in case of container packing mistakes, sealing errors, that has led to damage or accidents	3	6	-	1
NOS Total	**30**	**60**	**-**	**10**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3507
NOS Name	Extract and analyse shipment information from IT systems
Sector	Logistics
Sub-Sector	ICDs and CFS, Port Terminals
Occupation	Port Operations Coordination
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

LSC/N3509: Plan and coordinate for optimal utilization of containers

Description

The unit is about and planning and coordinating for utilization of available containers and their stuffing and cargo containerisation

Scope

The scope covers the following :

- Identify and use available containers
- Allocate resources for container stuffing and de-stuffing
- Allocate resources for container handling
- Review gate movement of containers and reporting
- Range: Stationery, Standard Operating Procedures (SOP), Personal Protective Equipment (PPE), Material Handling Equipment (MHEs), Radio-Frequency Identification (RFID) scanner, bar code scanner, markers, Enterprise Resource Planning (ERP), computer, display board, printer, etc.

Elements and Performance Criteria

Identify and use available containers

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

PC1. track status of containers in the ERP and identify containers that are empty or returning from servicing or repairs, and containers that are carrying LCL load

PC2. check with shipper the requirement regarding the type of cargo and if FCL or LCL is required and recommend solution with available container

PC3. check that necessary precaution and segregation of type of cargo has been considered while allocating LCL containers

PC4. coordinate with client and finalise the timelines for container loading and movement

Allocate resources for container stuffing and de-stuffing

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

PC5. obtain the weekly container movement plan and prepare the daily stuffing and de-stuffing plan

PC6. budget and allocate resources for stuffing, de-stuffing

PC7. conduct morning meeting with staff and workers to communicate the daily plan and allocate the tasks

PC8. coordinate with the shipper or transporter to ensure if the cargo is available for stuffing

PC9. oversee that container cargo handling operations are done with all precautions and as per SOP to minimise errors and damages

Allocate resources for container handling

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

PC10. allocate resources and work orders for storage of stuffed/ de-stuffed containers within the yard

PC11. coordinate with the equipment handlers regarding daily task for container movement within the yard

PC12. coordinate with shipper and transporter for movement of stuffed/ de-stuffed containers outside the CFS/ ICD

Review gate movement of containers and reporting

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

PC13. check gate logs and entries for movement of containers into and outside of the CFS/ ICD

PC14. prepare documentation of daily container movement and cargo handling activities

PC15. update the ERP regarding the container details, location and status

PC16. provide daily end of the day report to manager regarding status of activities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures

KU2. documentation and reporting as per organization's mandate

KU3. security procedures to be followed

KU4. escalation matrix for reporting identified problems

KU5. risk and impact of not following defined procedures/work instructions

KU6. coding system followed to label cargo

KU7. IT system and ERP system of the organization

KU8. basics of operations in a port terminal, ICD and CFS

KU9. use of various cargo handling equipment

KU10. use of rope, flags and other manual equipment

KU11. vessel layout and loading and unloading activities

KU12. procedures of tank cleaning, cargo movement

KU13. requirements regarding handling of cargo

KU14. different type of vessels and cargo and container sizes

KU15. different type of cranes and MHEs their capacities, constraints and usage

KU16. handling of hazardous and non-hazardous cargo International Maritime Dangerous Goods (IMDG) code

KU17. marking of material and people movement areas

KU18. stuffing and de-stuffing norms with respect to different cargo

KU19. special characteristics and handling requirements of shipments, if any

KU20. IMDG code

Generic Skills (GS)

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

GS1. written instructions

GS2. shiping manifest, Bill of Lading, shipping bills and related documents

GS3. ERP and computer generated reports

GS4. cargo stowage plans and vessel plans

GS5. SOPs and safety regulation manuals

GS6. work-orders and instructions

GS7. checklist of activities, delays, undelivered items, contacts, etc

GS8. daily reports

GS9. communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities

GS10. communicate with cargo equipment operators and ground staff over VHF radio

GS11. guide cargo handlers for smooth operations

GS12. decide on required workforce and equipment for performing a particular task

GS13. assess the environmental condition and type of cargo to assess if it is safe for operations

GS14. resolve a problem quickly internally

GS15. prioritise shipments

GS16. decide on deployment of alternate resources when required

GS17. plan and estimate the co-ordination required for resolving a querry.

GS18. maintain punctuality

GS19. respond to the client in a timely manner

GS20. prioritize and execute tasks based on client requirements

GS21. make work plans and resource allocation plans

GS22. make checks on execution of work plans

GS23. be a team player and achieve joint goals

GS24. adhere to the customer timelines

GS25. address the urgency regarding shipments and activities

GS26. make adjustment to working requirements for difficult weathers and hazardous goods

GS27. identify trends/common causes for delays, damages, etc.

GS28. co-ordinate and handle major issues with different departments

GS29. identify bottlenecks and operational problems and suggest remedial action

GS30. assess the resource requirement for a particular task at hand

GS31. assess and prepare for backup resources in case of delays

GS32. plan for cargo movement so that the resources and stroage space is optimally utilised

GS33. resolve issues in a qucik and cost effective manner

GS34. develop work plans factoring in external factors

GS35. check that all security measures and safety protocols are followed at all times

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Identify and use available containers	**8**	**16**	**-**	**2**
PC1. track status of containers in the ERP and identify containers that are empty or returning from servicing or repairs, and containers that are carrying LCL load	2	4	-	-
PC2. check with shipper the requirement regarding the type of cargo and if FCL or LCL is required and recommend solution with available container	2	4	-	1
PC3. check that necessary precaution and segregation of type of cargo has been considered while allocating LCL containers	2	4	-	-
PC4. coordinate with client and finalise the timelines for container loading and movement	2	4	-	1
Allocate resources for container stuffing and de-stuffing	**10**	**17**	**-**	**3**
PC5. obtain the weekly container movement plan and prepare the daily stuffing and de-stuffing plan	2	4	-	-
PC6. budget and allocate resources for stuffing, de-stuffing	2	4	-	-
PC7. conduct morning meeting with staff and workers to communicate the daily plan and allocate the tasks	2	3	-	1
PC8. coordinate with the shipper or transporter to ensure if the cargo is available for stuffing	2	3	-	1
PC9. oversee that container cargo handling operations are done with all precautions and as per SOP to minimise errors and damages	2	3	-	1
Allocate resources for container handling	**6**	**12**	**-**	**3**
PC10. allocate resources and work orders for storage of stuffed/ de-stuffed containers within the yard	2	4	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. coordinate with the equipment handlers regarding daily task for container movement within the yard	2	4	-	1
PC12. coordinate with shipper and transporter for movement of stuffed/ de-stuffed containers outside the CFS/ ICD	2	4	-	1
Review gate movement of containers and reporting	**6**	**15**	**-**	**2**
PC13. check gate logs and entries for movement of containers into and outside of the CFS/ ICD	1	3	-	-
PC14. prepare documentation of daily container movement and cargo handling activities	1	4	-	1
PC15. update the ERP regarding the container details, location and status	2	4	-	1
PC16. provide daily end of the day report to manager regarding status of activities	2	4	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3509
NOS Name	Plan and coordinate for optimal utilization of containers
Sector	Logistics
Sub-Sector	ICDs and CFS, Port Terminals
Occupation	Port Operations Coordination
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion

5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles

6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Minimum Passing % at NOS Level: 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0421.Inspection of Containers	30	60	0	10	100	20
LSC/N0423.Repair Estimates and Approvals	30	60	0	10	100	20
LSC/N0422.Quality of Container Repairs	30	60	0	10	100	20
LSC/N9904.Maintain integrity and ethics in operation	40	60	-	-	100	20
LSC/N9905.Follow health, safety and security procedures.	40	60	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	**190**	**330**	**-**	**30**	**550**	**100**

Optional: 1 Yard Management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3501.Allocate resources and streamline operations at yard	30	60	0	10	100	10
Total	**30**	**60**	**-**	**10**	**100**	**10**

Optional: 2 Shipment Tracking and ERP

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3507.Extract and analyse shipment information from IT systems	30	60	0	10	100	10
Total	**30**	**60**	**-**	**10**	**100**	**10**

Optional: 3 Optimal Container Utilization

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3509.Plan and coordinate for optimal utilization of containers	30	60	0	10	100	10
Total	**30**	**60**	**-**	**10**	**100**	**10**

Acronyms

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

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.

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.