

## Qualification Pack



# Courier Supervisor - Operations

Options: Customs Clearance Supervision/ Profit Management/ Business Development

QP Code: LSC/Q1903

Version: 2.0

NSQF Level: 5

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## Qualification Pack

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## Qualification Pack

### LSC/Q1903: Courier Supervisor - Operations

#### Brief Job Description

The individual is responsible for supervising courier centre/hub activities such as courier handling, sorting, bagging, delivery and cash collection. The individual would manage the workforce and equipment deployed and resolve issues to ensure effective and smooth operations.

#### Personal Attributes

A courier supervisor should have good communication and team management skills, and reasoning ability to identify issues and suggest remedial measures for the same. The person should also have good physical strength, and ability to coordinate activities between multiple stakeholders.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N1909: Allocate resources and streamline operations in courier hub/ branch](#)
2. [LSC/N1910: Supervise courier delivery center and hub operations](#)
3. [LSC/N1911: Supervise last mile operations](#)
4. [LSC/N9904: Maintain integrity and ethics in operation](#)
5. [LSC/N9905: Follow health, safety and security procedures.](#)
6. [LSC/N9906: Verify GST invoices](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

##### Options(Not mandatory):

###### Option 1: Customs Clearance Supervision

The individual would prepare sales target, make pitch to existing clients and new prospects. S/he would also liaise with customs and other government officials, vendors and other contractors

1. [LSC/N2343: Supervise customs clearance activities](#)

###### Option 2: Profit Management

The individual would review department wise budget, financial performance and analyze profitability and business performance trends

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### 1. [LSC/N9603: Profit and Loss account management and cost accounting](#)

#### Option 3: Business Development

The individual would prepare sales target, make pitch to existing clients and new prospects. S/he would also liaise with customs and other government officials, vendors and other contractors

### 1. [LSC/N9701: Business development and stakeholder relations](#)

## Qualification Pack (QP) Parameters

|   |  |
|---|--|
| <b>Sector</b>   | Logistics  |
| <b>Sub-Sector</b>   | Courier / Express Services   |
| <b>Occupation</b>   | Courier and Express Ground Operations, Hub/branch operations   |
| <b>Country</b>  | India  |
| <b>NSQF Level</b>   | 5  |
| <b>Credits</b>  | 24   |
| <b>Aligned to NCO/ISCO/ISIC Code</b>                      | NCO-2015/8321.0201, 9333, 9321, 9621 and ISCO-88/8321, 8322, 4412, 4411  |
| <b>Minimum Educational Qualification &amp; Experience</b> | Completed 2nd year of UG (UG Diploma) (Completed 2nd year of UG)<br>OR<br>Completed 2nd year diploma after 12th<br>OR<br>Completed 3 year diploma after 10th with 1 Year of experience relevant experience in courier industry<br>OR<br>12th grade Pass with 2 Years of experience relevant experience<br>OR<br>Certificate-NSQF (Level 4 - Courier Executive-Operations) and with minimum education as 8th Grade pass) with 3 Years of experience relevant experience |
| <b>Minimum Level of Education for Training in School</b>  |  |
| <b>Pre-Requisite License or Training</b>                  | NA   |



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|                              |                            |
|------------------------------|----------------------------|
| <b>Minimum Job Entry Age</b> | 21 Years                   |
| <b>Last Reviewed On</b>      | NA                         |
| <b>Next Review Date</b>      | 28/02/2026                 |
| <b>NSQC Approval Date</b>    | 28/02/2023                 |
| <b>Version</b>               | 2.0                        |
| <b>Reference code on NQR</b> | QG-05-TW-00230-2023-V1-LSC |
| <b>NQR Version</b>           | 1.0                        |

## Qualification Pack

# LSC/N1909: Allocate resources and streamline operations in courier hub/branch

## Description

This unit is about allocating resources and streamlining operations

## Scope

The scope covers the following :

- Prepare daily plan and allocate resources
- Resolve escalated issues
- Monitor daily operations 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 daily work plan and allocate resources*

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

- PC1.** obtain order details such as transport plans, delivery schedules, priority orders, weekly work allocation
- PC2.** develop daily work plan factoring in priority cases, cases requiring exceptional handling
- PC3.** get the work plan approved from the manager
- PC4.** allocate tasks to workers and associates
- PC5.** Budget and allocate the requisite MHE for different tasks at hand

### *Resolve escalated issues*

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

- PC6.** identify priorities as and when they come and allocate adequate resources to address them
- PC7.** provide guidance to assistants and workers when they get stuck
- PC8.** suggest possible solutions, work around and to resolve issues
- PC9.** escalate the matter to manager for external technical help
- PC10.** coordinate with other departments to plan movement shipments
- PC11.** liaison with officials and external stakeholders to streamline operations

### *Monitor daily operations*

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

- PC12.** conduct field inspections to review the status of different on-going activities
- PC13.** conduct inspection of operational area, warehouse for safety, cleanliness, etc.
- PC14.** identify cases that require allocation of additional resources
- PC15.** identify idle resources and put them to use

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- PC16.** monitor the work of the assistants and executives check for errors in documentation and daily operation
- PC17.** review work of the assistants and workers with respect to the allocated work, accidents and damages

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** Information Technology (IT) system and ERP system of the organization
- KU9.** use of computer and associated data management devices
- KU10.** basic trouble shooting regarding data management devices
- KU11.** scheduling and planning of different activities
- KU12.** geographical locations and route maps
- KU13.** information from the ERP system
- KU14.** geographical spread of states and cities
- KU15.** labels and instructions regarding shipments, MHEs, equipment and work-place
- KU16.** overall courier value chain
- KU17.** types of shipments being handled
- KU18.** special characteristics and handling requirements of shipments, if any

## Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** ERP and computer generated reports
- GS4.** work-orders and instructions
- GS5.** checklist of activities, delays, undelivered items, contacts, etc
- GS6.** daily reports
- GS7.** communicate with customers and workers
- GS8.** communicate and collect information from different departments
- GS9.** escalate the query and to which department
- GS10.** resolve a problem quickly internally

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- GS11.** prioritise shipments
- GS12.** plan and alternate or alternate transport in case a delivery/ pickup vehicle is stuck
- GS13.** plan and estimate the co-ordination required for resolving a query.
- GS14.** maintain punctuality
- GS15.** respond to the client in a timely manner
- GS16.** prioritize and execute tasks based on client requirements
- GS17.** make work plans and resource allocation plans
- GS18.** make checks on execution of work plans
- GS19.** be a team player and achieve joint goals
- GS20.** adhere to the customer timelines
- GS21.** address the urgency regarding shipments and activities
- GS22.** identify trends/common causes for delays, issue in tracking, etc.
- GS23.** co-ordinate and handle major issues with different departments
- GS24.** identify bottlenecks and operational problems and suggest remedial action
- GS25.** assess the resource requirement for a particular task at hand
- GS26.** assess and prepare for backup transport in case of continuous delays
- GS27.** plan for shipment movement so that the resources are optimally utilised
- GS28.** resolve issues in a quick and cost effective manner
- GS29.** develop work plans factoring in external factors



## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Prepare daily work plan and allocate resources</i>   | <b>10</b>    | <b>22</b>       | -             | -          |
| <b>PC1.</b> obtain order details such as transport plans, delivery schedules, priority orders, weekly work allocation | 2            | 5               | -             | -          |
| <b>PC2.</b> develop daily work plan factoring in priority cases, cases requiring exceptional handling                 | 2            | 5               | -             | -          |
| <b>PC3.</b> get the work plan approved from the manager   | 2            | 4               | -             | -          |
| <b>PC4.</b> allocate tasks to workers and associates  | 2            | 4               | -             | -          |
| <b>PC5.</b> Budget and allocate the requisite MHE for different tasks at hand   | 2            | 4               | -             | -          |
| <i>Resolve escalated issues</i>   | <b>12</b>    | <b>24</b>       | -             | -          |
| <b>PC6.</b> identify priorities as and when they come and allocate adequate resources to address them                 | 2            | 4               | -             | -          |
| <b>PC7.</b> provide guidance to assistants and workers when they get stuck  | 2            | 4               | -             | -          |
| <b>PC8.</b> suggest possible solutions, work around and to resolve issues   | 2            | 4               | -             | -          |
| <b>PC9.</b> escalate the matter to manager for external technical help  | 2            | 4               | -             | -          |
| <b>PC10.</b> coordinate with other departments to plan movement shipments   | 2            | 4               | -             | -          |
| <b>PC11.</b> liaison with officials and external stakeholders to streamline operations                                | 2            | 4               | -             | -          |
| <i>Monitor daily operations</i>   | <b>8</b>     | <b>24</b>       | -             | -          |
| <b>PC12.</b> conduct field inspections to review the status of different on-going activities                          | 2            | 4               | -             | -          |
| <b>PC13.</b> conduct inspection of operational area, warehouse for safety, cleanliness, etc.                          | 2            | 4               | -             | -          |

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| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC14.</b> identify cases that require allocation of additional resources  | 1            | 4               | -             | -          |
| <b>PC15.</b> identify idle resources and put them to use   | 1            | 4               | -             | -          |
| <b>PC16.</b> monitor the work of the assistants and executives check for errors in documentation and daily operation | 1            | 4               | -             | -          |
| <b>PC17.</b> review work of the assistants and workers with respect to the allocated work, accidents and damages     | 1            | 4               | -             | -          |
| <b>NOS Total</b>   | <b>30</b>    | <b>70</b>       | -             | -          |

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### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | LSC/N1909   |
| <b>NOS Name</b>            | Allocate resources and streamline operations in courier hub/ branch |
| <b>Sector</b>              | Logistics   |
| <b>Sub-Sector</b>          | Courier / Express Services  |
| <b>Occupation</b>          | Courier and Express Ground Operations, Hub/branch operations        |
| <b>NSQF Level</b>          | 5   |
| <b>Credits</b>             | 3   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | NA  |
| <b>Next Review Date</b>    | 28/02/2026  |
| <b>NSQC Clearance Date</b> | 28/02/2023  |

## Qualification Pack

### LSC/N1910: Supervise courier delivery center and hub operations

#### Description

This unit is about supervising on ground courier operations

#### Scope

The scope covers the following :

- Monitor and track courier operations
- Perform closing and reporting 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

##### *Monitor and track courier operations*

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

- PC1.** track and monitor loading, unloading, sorting and binning activities
- PC2.** review and inspect shop floor for cleanliness, errors, damages, etc.
- PC3.** inspect material handling equipment for fitness, highlight and escalate cases requiring repairs
- PC4.** obtain real time updates from the delivery and collection executives on delivery/pick-up activities and follow-up with the executives to check the status, if the updates are not received
- PC5.** monitor loading, unloading and other operational activities for adherence to timeliness and accuracy
- PC6.** provide solution for on-ground staff regarding escalations related to missing shipment, parcel handling damages, missing documents, quarantine requirements etc.
- PC7.** identify bottlenecks, delays and issues and allocate alternate or additional resources as required
- PC8.** escalate critical and delayed cases to management for resolution

##### *Perform closing and reporting*

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

- PC9.** obtain daily status from associates regarding the operations completed, accidents, delays and damages
- PC10.** report on daily damages, MHE repair requirements, accidents, transport delays in pickups and deliveries to manager
- PC11.** suggest ideas to streamline operations to increase efficiency

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail.
- KU8.** Information Technology (IT) system and ERP system of the organization
- KU9.** use of computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** reading information from the ERP/ Management Information System (MIS) system
- KU14.** geographical spread of states and cities
- KU15.** how to read labels and understand instructions in the customer query resolution log book
- KU16.** various escalations regarding resolving and catering to the customer query
- KU17.** overall process from pickup to delivery and different departments engaged in the process
- KU18.** types of goods being handled
- KU19.** special characteristics and handling requirements of goods, if any

## Generic Skills (GS)

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

- GS1.** read and understand written instructions
- GS2.** read product instructions as per the invoicing label and shipment labels
- GS3.** read information from MIS reports and computer generated reports
- GS4.** read management directions in English
- GS5.** write work-orders and instructions for resources
- GS6.** prepare list of activities, delays, undelivered items, contacts, etc
- GS7.** write end of the day reports
- GS8.** communicate clearly in local language or English with customers and various internal departments and workers
- GS9.** communicate and collect information from different departments
- GS10.** escalate the query and to which department
- GS11.** resolved a problem quickly internally
- GS12.** prioritise a shipment
- GS13.** plan an alternate route or alternate transport in case a delivery/ pickup vehicle is stuck
- GS14.** plan and estimate the co-ordination required for resolving a query.
- GS15.** maintain punctuality and avoid absenteeism
- GS16.** should respond to the client in a timely manner

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- 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 customer timelines
- GS22.** understand and communicate the urgency of customers to the relevant department
- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** co-ordinate and handle major issues with different departments
- GS25.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS26.** identify challenges in delivery and pickup operations and accordingly suggest remedial actions
- GS27.** assess the resource requirement for a particular task at hand
- GS28.** assess and prepare for backup transport in case of continuous delays
- GS29.** plan for shipment movement so that the resources are optimally utilised
- GS30.** resolve issues in a quick and cost effective manner
- GS31.** develop work plans factoring in external factors while designing unloading and loading allocations, resource budgets, etc.

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Monitor and track courier operations</i>  | <b>21</b>    | <b>52</b>       | -             | -          |
| <b>PC1.</b> track and monitor loading, unloading, sorting and binning activities   | 3            | 7               | -             | -          |
| <b>PC2.</b> review and inspect shop floor for cleanliness, errors, damages, etc.   | 2            | 7               | -             | -          |
| <b>PC3.</b> inspect material handling equipment for fitness, highlight and escalate cases requiring repairs  | 2            | 7               | -             | -          |
| <b>PC4.</b> obtain real time updates from the delivery and collection executives on delivery/pick-up activities and follow-up with the executives to check the status, if the updates are not received | 2            | 7               | -             | -          |
| <b>PC5.</b> monitor loading, unloading and other operational activities for adherence to timeliness and accuracy   | 3            | 6               | -             | -          |
| <b>PC6.</b> provide solution for on-ground staff regarding escalations related to missing shipment, parcel handling damages, missing documents, quarantine requirements etc.                           | 3            | 6               | -             | -          |
| <b>PC7.</b> identify bottlenecks, delays and issues and allocate alternate or additional resources as required   | 3            | 6               | -             | -          |
| <b>PC8.</b> escalate critical and delayed cases to management for resolution   | 3            | 6               | -             | -          |
| <i>Perform closing and reporting</i>   | <b>9</b>     | <b>18</b>       | -             | -          |
| <b>PC9.</b> obtain daily status from associates regarding the operations completed, accidents, delays and damages  | 3            | 6               | -             | -          |
| <b>PC10.</b> report on daily damages, MHE repair requirements, accidents, transport delays in pickups and deliveries to manager  | 3            | 6               | -             | -          |
| <b>PC11.</b> suggest ideas to streamline operations to increase efficiency   | 3            | 6               | -             | -          |



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



## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | LSC/N1910  |
| <b>NOS Name</b>            | Supervise courier delivery center and hub operations         |
| <b>Sector</b>              | Logistics  |
| <b>Sub-Sector</b>          | Courier / Express Services                                   |
| <b>Occupation</b>          | Courier and Express Ground Operations, Hub/branch operations |
| <b>NSQF Level</b>          | 5  |
| <b>Credits</b>             | 3  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 28/02/2026   |
| <b>NSQC Clearance Date</b> | 28/02/2023   |

## Qualification Pack

### LSC/N1911: Supervise last mile operations

#### Description

This unit is about supervising supervising operations at last mile and transport planning

#### Scope

The scope covers the following :

- Prepare daily route plans
- Monitor transport movement
- Perform closing activities and reporting Range: Stationery, Radio Frequency Identification (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Management Information System (MIS), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), etc.

#### Elements and Performance Criteria

##### *Prepare daily route plans*

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

- PC1.** obtain the list of deliveries to be made during the day
- PC2.** prioritize the shipment to be delivered/picked-up based on the deadlines
- PC3.** prepare route map factoring in traffic, external environments and regulations for delivery activities for the day
- PC4.** review the vehicle inspection reports for conformance to fitness requirement
- PC5.** allocate tasks to delivery associates
- PC6.** communicate the route plan to the executive for feeding into the system

##### *Monitor transport movement*

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

- PC7.** review the report on readiness of the vehicle with appropriate documents
- PC8.** track the outbound shipments via GPS
- PC9.** monitor movement of delivery transport vehicles in accordance with the schedule
- PC10.** identify the cases of delays, vehicle breakdowns, etc. and arrange for alternate delivery channels
- PC11.** resolve issues of the delivery truck drivers and executives, where drivers unable to connect to customer
- PC12.** resolve queries on on-ground staff and associates to ensure smooth operations
- PC13.** coordinate with authorities to resolve issues wherein trucks are stuck
- PC14.** coordinate with clients and customers where the executive is facing issues
- PC15.** escalate cases of expected delays and critical issues to management for further action
- PC16.** obtain daily status from delivery and pickup drivers
- PC17.** obtain payments from the delivery associates, verify with respect to invoicing and handover cash to the accounts team

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### *Perform closing activities and reporting*

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

- PC18.** compile list of undelivered shipments and contact consignees of undelivered shipments
- PC19.** prepare daily operation reports in terms of courier movement, total loading and unloading activities, resource utilization and manpower deployment
- PC20.** report on daily damages, MHE repair requirements, accidents, transport delays in pickups and deliveries etc.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different hubs and service stations of the organization
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** coding system followed to label mail
- KU8.** the Information Technology (IT) system and ERP system of the organization
- KU9.** use of computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** reading information from the ERP/ MIS system
- KU14.** geographical spread of states and cities
- KU15.** how to read labels and understand instructions in the customer query resolution log book
- KU16.** various escalations regarding resolving and catering to the customer query
- KU17.** overall process from pickup to delivery and different departments engaged in the process
- KU18.** types of shipments being handled
- KU19.** special characteristics and handling requirements of shipments, if any

## Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** invoicing label and shipment labels
- GS3.** read information from ERP and computer generated reports
- GS4.** write work-orders and instructions
- GS5.** prepare list of activities, delays, undelivered items, contacts, etc
- GS6.** write daily reports

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- GS7.** communicate clearly in local language or English with customers and various internal departments and workers
- GS8.** communicate and collect information from different departments
- GS9.** escalate the query and to which department
- GS10.** resolve a problem quickly internally
- GS11.** prioritise shipments
- GS12.** plan alternate route or alternate transport in case a delivery/ pickup vehicle is stuck
- GS13.** plan and estimate the co-ordination required for resolving a query.
- GS14.** maintain punctuality
- GS15.** should respond to the client in a timely manner
- GS16.** prioritize and execute tasks based on client requirements
- GS17.** make work plans and resource allocation plans
- GS18.** make checks on execution of work plans
- GS19.** be a team player and achieve joint goals
- GS20.** adhere to customer timelines
- GS21.** address urgency of customers to the relevant department
- GS22.** identify trends/common causes for delays, issue in tracking, etc.
- GS23.** co-ordinate and handle major issues with different departments
- GS24.** identify bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** identify challenges in delivery and pickup operations and accordingly suggest remedial actions
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continuous delays
- GS28.** plan for shipment movement so that the resources are optimally utilised
- GS29.** resolve issues in a quick and cost effective manner
- GS30.** develop work plans factoring in external factors while designing route maps, unloading and loading allocations, budgets, etc.

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Prepare daily route plans</i>  | <b>6</b>     | <b>24</b>       | -             | -          |
| <b>PC1.</b> obtain the list of deliveries to be made during the day   | 1            | 4               | -             | -          |
| <b>PC2.</b> prioritize the shipment to be delivered/picked-up based on the deadlines  | 1            | 4               | -             | -          |
| <b>PC3.</b> prepare route map factoring in traffic, external environments and regulations for delivery activities for the day | 1            | 4               | -             | -          |
| <b>PC4.</b> review the vehicle inspection reports for conformance to fitness requirement                                      | 1            | 4               | -             | -          |
| <b>PC5.</b> allocate tasks to delivery associates   | 1            | 4               | -             | -          |
| <b>PC6.</b> communicate the route plan to the executive for feeding into the system   | 1            | 4               | -             | -          |
| <i>Monitor transport movement</i>   | <b>18</b>    | <b>37</b>       | -             | -          |
| <b>PC7.</b> review the report on readiness of the vehicle with appropriate documents  | 1            | 4               | -             | -          |
| <b>PC8.</b> track the outbound shipments via GPS  | 1            | 4               | -             | -          |
| <b>PC9.</b> monitor movement of delivery transport vehicles in accordance with the schedule                                   | 1            | 4               | -             | -          |
| <b>PC10.</b> identify the cases of delays, vehicle breakdowns, etc. and arrange for alternate delivery channels               | 1            | 4               | -             | -          |
| <b>PC11.</b> resolve issues of the delivery truck drivers and executives, where drivers unable to connect to customer         | 2            | 3               | -             | -          |
| <b>PC12.</b> resolve queries on on-ground staff and associates to ensure smooth operations                                    | 2            | 3               | -             | -          |
| <b>PC13.</b> coordinate with authorities to resolve issues wherein trucks are stuck   | 2            | 3               | -             | -          |
| <b>PC14.</b> coordinate with clients and customers where the executive is facing issues                                       | 2            | 3               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC15.</b> escalate cases of expected delays and critical issues to management for further action   | 2            | 3               | -             | -          |
| <b>PC16.</b> obtain daily status from delivery and pickup drivers   | 2            | 3               | -             | -          |
| <b>PC17.</b> obtain payments from the delivery associates, verify with respect to invoicing and handover cash to the accounts team                              | 2            | 3               | -             | -          |
| <i>Perform closing activities and reporting</i>   | <b>6</b>     | <b>9</b>        | -             | -          |
| <b>PC18.</b> compile list of undelivered shipments and contact consignees of undelivered shipments  | 2            | 3               | -             | -          |
| <b>PC19.</b> prepare daily operation reports in terms of courier movement, total loading and unloading activities, resource utilization and manpower deployment | 2            | 3               | -             | -          |
| <b>PC20.</b> report on daily damages, MHE repair requirements, accidents, transport delays in pickups and deliveries etc.                                       | 2            | 3               | -             | -          |
| <b>NOS Total</b>  | <b>30</b>    | <b>70</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | LSC/N1911  |
| <b>NOS Name</b>            | Supervise last mile operations                               |
| <b>Sector</b>              | Logistics  |
| <b>Sub-Sector</b>          | Courier / Express Services                                   |
| <b>Occupation</b>          | Courier and Express Ground Operations, Hub/branch operations |
| <b>NSQF Level</b>          | 5  |
| <b>Credits</b>             | 3  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 28/02/2026   |
| <b>NSQF Clearance Date</b> | 28/02/2023   |

## Qualification Pack

### 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)



## Qualification Pack

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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | LSC/N9904                                  |
| <b>NOS Name</b>            | Maintain integrity and ethics in operation |
| <b>Sector</b>              | Logistics                                  |
| <b>Sub-Sector</b>          | Generic                                    |
| <b>Occupation</b>          | Generic                                    |
| <b>NSQF Level</b>          | 4  |
| <b>Credits</b>             | 1  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 28/02/2026                                 |
| <b>NSQF Clearance Date</b> | 28/02/2023                                 |

## Qualification Pack

### 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

## Qualification Pack

- 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



## Qualification Pack

- 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

## Qualification Pack

### Assessment Criteria

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



### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | LSC/N9905                                      |
| <b>NOS Name</b>            | Follow health, safety and security procedures. |
| <b>Sector</b>              | Logistics                                      |
| <b>Sub-Sector</b>          | Generic  |
| <b>Occupation</b>          | Generic  |
| <b>NSQF Level</b>          | 4  |
| <b>Credits</b>             | 1  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 28/02/2026                                     |
| <b>NSQF Clearance Date</b> | 28/02/2023                                     |

## Qualification Pack

### LSC/N9906: Verify GST invoices

#### Description

This unit is about checking applicability of GST and verifying invoice.

#### Scope

The scope covers the following :

- Check applicability of GST
- Verify invoice

#### Elements and Performance Criteria

##### *Check applicability of GST*

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

- PC1.** identify location of service recipient and place of supply of services
- PC2.** identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)
- PC3.** identify if GST is payable under reverse charge in case the Service provider is unregistered party

##### *Verify invoice*

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

- PC4.** obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient
- PC5.** obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code
- PC6.** receive unique identification number (UIN) for multilateral entity
- PC7.** check for relevant notification in case of exempt clients
- PC8.** calculate taxable value considering applicable rate of GST based on SAC/HSN
- PC9.** check for vendor invoices for all mandatory particulars and applicable GST

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure to support and expedite project activities
- KU2.** company's policy and work instructions on quality standards
- KU3.** company's products and services
- KU4.** organisational guidelines for dealing with receipts and payments
- KU5.** company's policy on mode of receipts
- KU6.** company's policy on processes and methods of collection and payments

## Qualification Pack

- KU7.** financial concepts such as calculation of interest and taxes
- KU8.** Concept and applicability of GST
- KU9.** bifurcation of taxes
- KU10.** reverse charge mechanism
- KU11.** exemptions under GST
- KU12.** refund process
- KU13.** use of MS office (Excel, Word)
- KU14.** CGST Act, 2017 (preferable not mandatory)

## Generic Skills (GS)

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

- GS1.** read various accounting procedures and updates
- GS2.** read forms and policy directives
- GS3.** read vendor invoices
- GS4.** maintain record of invoices verified
- GS5.** coordinate with colleagues and seniors
- GS6.** decide on applicability of tax rates
- GS7.** plan and organise information for verifying invoice
- GS8.** ensure tax indicated is correct
- GS9.** inform about any errors or refunds to be sought and extra taxes to be paid
- GS10.** resolve tax related issues with accounts department and vendors
- GS11.** analyse invoices for tax calculation
- GS12.** check for error in invoice

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Check applicability of GST</i>  | <b>10</b>    | <b>23</b>       | -             | -          |
| <b>PC1.</b> identify location of service recipient and place of supply of services   | 4            | 7               | -             | -          |
| <b>PC2.</b> identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST) | 3            | 8               | -             | -          |
| <b>PC3.</b> identify if GST is payable under reverse charge in case the Service provider is unregistered party   | 3            | 8               | -             | -          |
| <i>Verify invoice</i>  | <b>20</b>    | <b>47</b>       | -             | -          |
| <b>PC4.</b> obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient   | 3            | 8               | -             | -          |
| <b>PC5.</b> obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code  | 3            | 8               | -             | -          |
| <b>PC6.</b> receive unique identification number (UIN) for multilateral entity   | 3            | 8               | -             | -          |
| <b>PC7.</b> check for relevant notification in case of exempt clients  | 3            | 8               | -             | -          |
| <b>PC8.</b> calculate taxable value considering applicable rate of GST based on SAC/HSN  | 5            | 7               | -             | -          |
| <b>PC9.</b> check for vendor invoices for all mandatory particulars and applicable GST   | 3            | 8               | -             | -          |
| <b>NOS Total</b>   | <b>30</b>    | <b>70</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                     |
|----------------------------|---------------------|
| <b>NOS Code</b>            | LSC/N9906           |
| <b>NOS Name</b>            | Verify GST invoices |
| <b>Sector</b>              | Logistics           |
| <b>Sub-Sector</b>          | Generic             |
| <b>Occupation</b>          | Generic             |
| <b>NSQF Level</b>          | 4                   |
| <b>Credits</b>             | 1                   |
| <b>Version</b>             | 2.0                 |
| <b>Last Reviewed Date</b>  | NA                  |
| <b>Next Review Date</b>    | 28/02/2026          |
| <b>NSQC Clearance Date</b> | 28/02/2023          |

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

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

##### *Becoming a Professional in the 21st Century*

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

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

##### *Basic English Skills*

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

## Qualification Pack

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

### *Career Development & Goal Setting*

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

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

### *Communication Skills*

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

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

### *Diversity & Inclusion*

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

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

### *Financial and Legal Literacy*

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

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

### *Essential Digital Skills*

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

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

### *Entrepreneurship*

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

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

### *Customer Service*

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

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



## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

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

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

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

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

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

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

**KU11.** how to compute income and expenditure

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

**KU13.** different legal rights and laws

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

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

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

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

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

## Generic Skills (GS)

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

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

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



## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i>  | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC1.</b> identify employability skills required for jobs in various industries  | -            | -               | -             | -          |
| <b>PC2.</b> identify and explore learning and employability portals  | -            | -               | -             | -          |
| <i>Constitutional values - Citizenship</i>   | <b>1</b>     | <b>1</b>        | -             | -          |
| <b>PC3.</b> 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.   | -            | -               | -             | -          |
| <b>PC4.</b> follow environmentally sustainable practices   | -            | -               | -             | -          |
| <i>Becoming a Professional in the 21st Century</i>   | <b>2</b>     | <b>4</b>        | -             | -          |
| <b>PC5.</b> recognize the significance of 21st Century Skills for employment   | -            | -               | -             | -          |
| <b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life | -            | -               | -             | -          |
| <i>Basic English Skills</i>  | <b>2</b>     | <b>3</b>        | -             | -          |
| <b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone  | -            | -               | -             | -          |
| <b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English   | -            | -               | -             | -          |
| <b>PC9.</b> write short messages, notes, letters, e-mails etc. in English  | -            | -               | -             | -          |
| <i>Career Development &amp; Goal Setting</i>   | <b>1</b>     | <b>2</b>        | -             | -          |

### Qualification Pack

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |                                 |
|----------------------------|---------------------------------|
| <b>NOS Code</b>            | DGT/VSQ/N0102                   |
| <b>NOS Name</b>            | Employability Skills (60 Hours) |
| <b>Sector</b>              | Cross Sectoral                  |
| <b>Sub-Sector</b>          | Professional Skills             |
| <b>Occupation</b>          | Employability                   |
| <b>NSQF Level</b>          | 4                               |
| <b>Credits</b>             | 2                               |
| <b>Version</b>             | 1.0                             |
| <b>Last Reviewed Date</b>  | NA                              |
| <b>Next Review Date</b>    | 28/02/2026                      |
| <b>NSQC Clearance Date</b> | 28/02/2023                      |

## Qualification Pack

### LSC/N2343: Supervise customs clearance activities

#### Description

This OS unit is about supervising day to day customs clearance operations and to deal with all stakeholders for smooth clearance

#### Scope

The scope covers the following :

- Supervise day to day customs clearance operations
- Arrange documents for the clearance of cargo
- Assist customs official in clearing cargo
- Coordinate with all stakeholders

#### Elements and Performance Criteria

##### *Supervise day to day customs office operations*

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

- PC1.** check that new regulations on customs are understood by the team and implemented
- PC2.** clarify teams queries in regard to customs clearance process
- PC3.** check if the classification of product is under correct Harmonized System of Nomenclature (HSN) codes and see the associated benefits (under schemes, etc.)
- PC4.** compute duties and tariffs levied to and from foreign destinations and export schemes and drawbacks
- PC5.** check for Rules of Origin (ROO) certificate availability and authenticity
- PC6.** check and file bill of entity (BoE) of the importer shipping bills; and Bill of Lading (BoL) for the exporter
- PC7.** collect debit note from shipping companies
- PC8.** verify the documents consigned to assistants for customs processing and clearance
- PC9.** respond to any queries related to customs documentation
- PC10.** coordinate and collect duty orders (D.O) and payments

##### *Arrange documents for the clearance of cargo*

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

- PC11.** check if clearance of shipment is done on time without delay
- PC12.** inspect all EXIM documentation as required for customs clearance
- PC13.** monitor packaging and labelling of cargo
- PC14.** inspect goods/ cargo while unloading and ensure there is no damage during the transit
- PC15.** communicate with the transport supervisor to arrange for the cargo transportation
- PC16.** coordinate and update the status of cargo in the portal
- PC17.** cross check and verify if all approved documents are received and submitted to the documentation executive for filing

##### *Assist customs official in clearing cargo*

## Qualification Pack

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

- PC18.** prepare import and export declarations
- PC19.** liaise with customs and other governing authorities regarding different regulatory requirements
- PC20.** communicate with customs officials to obtain release of incoming or outgoing freight and resolve delays
- PC21.** respond to any queries raised by the customs official
- PC22.** accompany the customs inspector for a random package check, as required
- PC23.** respond to any objection raised by customs authorities on the cargo and the details
- PC24.** check if the receiving is taken for Out of Customs charge/ Let Export approval on clearance by customs official

### *Coordinate with all stakeholders*

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

- PC25.** prepare import and export declarations and process it through various departments at customs
- PC26.** liaise with customs and other governing authorities for any issues that will arise during clearance of cargo
- PC27.** communicate with customs officials as appropriate to obtain release of incoming or outgoing freight and resolve delays
- PC28.** represent the client and company on all matters related to customs
- PC29.** coordinate and follow-up with clients on payments

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** business and performance of the organization
- KU3.** organizations fee and charges structure
- KU4.** organizations contact with customs office
- KU5.** paperwork required before handling cargo
- KU6.** organizations policy of data maintenance, recording and handling
- KU7.** reporting structure
- KU8.** different types of cargo exported, their eligibility of duty free and documentation requirement
- KU9.** International protocols on cargo movement
- KU10.** HSN Codes and INCOTERMS
- KU11.** foreign trade policy to classify the cargo imported as per regulatory requirement
- KU12.** different airline/ shipping line available for different routes
- KU13.** changes and updates in acts, procedures, etc. with reference to customs clearance and applicable duties



## Qualification Pack

- KU14.** Customs Tariff Act 1975, Foreign Trade (Development and Regulation) Act 1992, Foreign Exchange Regulation Act, 1973, Indian Explosives Act 1884, Arms Act 1959, Opium Act 1878, Drugs and Cosmetics Act 1940, Destructive Insects and Pests Acts 1914, Dangerous Drugs Act 1930
- KU15.** application of GST and its nuances
- KU16.** various city level trade associations their operations and by laws as well as governing norms
- KU17.** mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry, import license, insurance certificate, purchase order, letter of credit, test report, etc.
- KU18.** usage of computer and software (for e.g.; soft link, Remote EDI System (RES)U soft, etc.) to update documentation/reports
- KU19.** operating systems related to customs such as EDI and ICEGATE and their functions
- KU20.** terms and terminologies used in import and export trade
- KU21.** number of copies to be prepared for different type of transaction
- KU22.** details of the transport availability in different routes
- KU23.** transit rules and regulations and destination countries requirements and fiscal regimes
- KU24.** nature of the products transported and the variances in their characteristics
- KU25.** type of packaging required
- KU26.** special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous goods, material handling procedure, etc.

## Generic Skills (GS)

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

- GS1.** work related instructions
- GS2.** foreign trade policies and PGA circulars
- GS3.** regulatory requirement associated with customs clearance
- GS4.** schedule and plan for cargo movement
- GS5.** details of the cargo
- GS6.** different forms related to customs clearance
- GS7.** fill forms related to customs clearance requirement
- GS8.** maintain the record as per companys policies
- GS9.** speak politely and build relationship with the transporters, customs agents, airline agents, etc.
- GS10.** communicate clearly in local language with the transporters
- GS11.** listen to the requirements of the client and internal management
- GS12.** present information effectively and respond to questions from top management, customs official, peers and various agents
- GS13.** decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc.
- GS14.** decide if all customs and other regulatory requirement for the cargo is met

## Qualification Pack

- GS15.** decide seeing the document, if additional information is required for the given task
- GS16.** plan for transportation, customs clearance and other arrangement for cargo
- GS17.** prioritize and execute tasks within the scheduled time limits
- GS18.** develop plan based on customer specification
- GS19.** liaison with customs authorities to ensure smooth clearance process
- GS20.** represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.
- GS21.** take prompt action on queries raised by the customs officials
- GS22.** escalate client concerns that are beyond the scope of handling
- GS23.** identify and correct errors in documents
- GS24.** identify which additional information is required
- GS25.** resolve issues with customs officials regarding shipments
- GS26.** review documentation such as commercial invoices, shippers export declaration, etc.
- GS27.** analyse the product category and suggest eligible duty benefits
- GS28.** assess based on past experience and act proactively
- GS29.** check if specific documents need to be submitted for import of capital goods are collected
- GS30.** identify dangerous goods and ensure that adequate precautions are taken
- GS31.** estimate the documentation required for a certain task
- GS32.** follow-up with all the field assistants to get timely inputs
- GS33.** follow-up with stakeholders to avoid delays or any breach in agreement
- GS34.** improve work processes by interacting with others and adopting best practices
- GS35.** anticipate problems related to holidays, software issues and accordingly keep buffer for same

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Supervise day to day customs office operations</i>   | <b>10</b>    | <b>24</b>       | -             | -          |
| <b>PC1.</b> check that new regulations on customs are understood by the team and implemented  | 1            | 2               | -             | -          |
| <b>PC2.</b> clarify teams queries in regard to customs clearance process  | 1            | 2               | -             | -          |
| <b>PC3.</b> check if the classification of product is under correct Harmonized System of Nomenclature (HSN) codes and see the associated benefits (under schemes, etc.) | 1            | 2               | -             | -          |
| <b>PC4.</b> compute duties and tariffs levied to and from foreign destinations and export schemes and drawbacks   | 1            | 3               | -             | -          |
| <b>PC5.</b> check for Rules of Origin (ROO) certificate availability and authenticity   | 1            | 2               | -             | -          |
| <b>PC6.</b> check and file bill of entity (BoE) of the importer shipping bills; and Bill of Lading (BoL) for the exporter   | 1            | 3               | -             | -          |
| <b>PC7.</b> collect debit note from shipping companies  | 1            | 2               | -             | -          |
| <b>PC8.</b> verify the documents consigned to assistants for customs processing and clearance   | 1            | 3               | -             | -          |
| <b>PC9.</b> respond to any queries related to customs documentation   | 1            | 3               | -             | -          |
| <b>PC10.</b> coordinate and collect duty orders (D.O) and payments  | 1            | 2               | -             | -          |
| <i>Arrange documents for the clearance of cargo</i>   | <b>7</b>     | <b>17</b>       | -             | -          |
| <b>PC11.</b> check if clearance of shipment is done on time without delay   | 1            | 2               | -             | -          |
| <b>PC12.</b> inspect all EXIM documentation as required for customs clearance   | 1            | 3               | -             | -          |
| <b>PC13.</b> monitor packaging and labelling of cargo   | 1            | 2               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC14.</b> inspect goods/ cargo while unloading and ensure there is no damage during the transit                                 | 1            | 3               | -             | -          |
| <b>PC15.</b> communicate with the transport supervisor to arrange for the cargo transportation                                     | 1            | 2               | -             | -          |
| <b>PC16.</b> coordinate and update the status of cargo in the portal   | 1            | 2               | -             | -          |
| <b>PC17.</b> cross check and verify if all approved documents are received and submitted to the documentation executive for filing | 1            | 3               | -             | -          |
| <i>Assist customs official in clearing cargo</i>   | <b>8</b>     | <b>17</b>       | -             | -          |
| <b>PC18.</b> prepare import and export declarations  | 1            | 3               | -             | -          |
| <b>PC19.</b> liaise with customs and other governing authorities regarding different regulatory requirements                       | 1            | 3               | -             | -          |
| <b>PC20.</b> communicate with customs officials to obtain release of incoming or outgoing freight and resolve delays               | 1            | 3               | -             | -          |
| <b>PC21.</b> respond to any queries raised by the customs official   | 2            | 2               | -             | -          |
| <b>PC22.</b> accompany the customs inspector for a random package check, as required   | 1            | 2               | -             | -          |
| <b>PC23.</b> respond to any objection raised by customs authorities on the cargo and the details                                   | 1            | 2               | -             | -          |
| <b>PC24.</b> check if the receiving is taken for Out of Customs charge/ Let Export approval on clearance by customs official       | 1            | 2               | -             | -          |
| <i>Coordinate with all stakeholders</i>  | <b>5</b>     | <b>12</b>       | -             | -          |
| <b>PC25.</b> prepare import and export declarations and process it through various departments at customs                          | 1            | 3               | -             | -          |
| <b>PC26.</b> liaise with customs and other governing authorities for any issues that will arise during clearance of cargo          | 1            | 3               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes  | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <b>PC27.</b> communicate with customs officials as appropriate to obtain release of incoming or outgoing freight and resolve delays | 1            | 2               | -             | -          |
| <b>PC28.</b> represent the client and company on all matters related to customs   | 1            | 2               | -             | -          |
| <b>PC29.</b> coordinate and follow-up with clients on payments  | 1            | 2               | -             | -          |
| <b>NOS Total</b>  | <b>30</b>    | <b>70</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |   |
|----------------------------|---|
| <b>NOS Code</b>            | LSC/N2343   |
| <b>NOS Name</b>            | Supervise customs clearance activities  |
| <b>Sector</b>              | Logistics   |
| <b>Sub-Sector</b>          | EXIM Logistics - Freight Forwarding and Customs clearance                               |
| <b>Occupation</b>          | Freight Forwarding Operations, Customer Service Management, Customs Clearance Operation |
| <b>NSQF Level</b>          | 5   |
| <b>Credits</b>             | 2   |
| <b>Version</b>             | 2.0   |
| <b>Last Reviewed Date</b>  | NA  |
| <b>Next Review Date</b>    | 28/02/2026  |
| <b>NSQC Clearance Date</b> | 28/02/2023  |

## Qualification Pack

### LSC/N9603: Profit and Loss account management and cost accounting

#### Description

This unit is about about Profit and loss account management and cost accounting

#### Scope

The scope covers the following :

- Profit and loss account management and review
- Analysis of activity based costs

#### Elements and Performance Criteria

##### *Profit and Loss account management and review*

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

- PC1.** review department wise budgets and make amendments if required
- PC2.** collate and prepare annual budgets along with sales and profit targets
- PC3.** schedule both capital and operational expenses accordance to the budget
- PC4.** analyze and review the P&L performance for the unit
- PC5.** analyze profitability and business performance trends department wise
- PC6.** periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions
- PC7.** periodically analyse the physical output and performance with respect to the budget and identify places for improvements
- PC8.** undertake adequate risk management so as to meet Key Performance targets
- PC9.** manage and control budgets of different departments on a periodic basis to optimize financial performance

##### *Analysis of activity based costs*

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

- PC10.** periodically review activity and department financial performance
- PC11.** identify the activities having high variance with respect to the budgeted costs or the forecasted revenue
- PC12.** analyze the actual cost w.r.t physical output to draw inferences
- PC13.** identify reasons in discussion with department and take remedial and corrective actions where-ever required
- PC14.** work towards rationalizing the cost of the activity wise operations to achieve higher financial goals

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards as well as documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards, handling of special and dangerous goods, etc.
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined TATs and output metrics for daily operations
- KU13.** coding system followed to label items
- KU14.** IT system and ERP system of the organization
- KU15.** organizational goal for the year as well as branch/ territory targets
- KU16.** process flow of service operation and understanding of basic supply chain value chain
- KU17.** state/country taxes and routing
- KU18.** local and global geographies
- KU19.** use of enterprise resource planning software (ERP) and the MIS
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU24.** transit rules and regulations
- KU25.** working and capacities of different MHEs and other equipment used for handling the shipment
- KU26.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU27.** significance of team coordination to achieve revenue and productivity targets of the organization
- KU28.** various techniques for performance improvement and cost accounting
- KU29.** budgeting exercises

## Generic Skills (GS)

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

- GS1.** companys work instructions, customer requirement and quality policy
- GS2.** egal policies and regulations
- GS3.** internal communications memorandums
- GS4.** written instructions, standard operating procedures



## Qualification Pack

- GS5.** SOPs and documents required for all operational activities
- GS6.** inferences drawn from the system reports
- GS7.** financial statements
- GS8.** maintain the record of as per company's policy
- GS9.** make the note of instructions to team members
- GS10.** develop operating procedures and update them
- GS11.** write communications, letters, etc.
- GS12.** prepare daily reports, checklists
- GS13.** prepare reports and presentations based on data analytics and ERP reports
- GS14.** communicate with client, external coordinators, internal staff effectively
- GS15.** motivate employees
- GS16.** share experiences and provide guidance to juniors and peers
- GS17.** assess business performance to identify need for interventions
- GS18.** identify areas for improvement and accordingly suggest remedial action
- GS19.** identify areas for budget modifications and budget cuts
- GS20.** decide on ways to improve performance
- GS21.** plan and organise performance review sessions
- GS22.** make action plan for performance improvement
- GS23.** organise projects/ training plans for performance improvement
- GS24.** monitor the activities of the performance improvement plan
- GS25.** sensitive employees towards customer requirements
- GS26.** focus on customer satisfaction as a key part of the performance review
- GS27.** identify reasons for variances and resolve them in discussion with team and management
- GS28.** suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance
- GS29.** analyze reasons for variances across departments
- GS30.** compare with past trends to see if it is seasonal or cyclical in nature
- GS31.** identify areas that are crucial for improvement and accordingly revisit budgets
- GS32.** assess the financial performance and make strategic decisions regarding budgets, focus areas
- GS33.** motivate and ensure output so as to achieve financial goals

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Profit and Loss account management and review</i>   | <b>20</b>    | <b>45</b>       | -             | -          |
| <b>PC1.</b> review department wise budgets and make amendments if required   | 3            | 5               | -             | -          |
| <b>PC2.</b> collate and prepare annual budgets along with sales and profit targets   | 3            | 5               | -             | -          |
| <b>PC3.</b> schedule both capital and operational expenses accordance to the budget  | 2            | 5               | -             | -          |
| <b>PC4.</b> analyze and review the P&L performance for the unit  | 2            | 5               | -             | -          |
| <b>PC5.</b> analyze profitability and business performance trends department wise  | 2            | 5               | -             | -          |
| <b>PC6.</b> periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions     | 2            | 5               | -             | -          |
| <b>PC7.</b> periodically analyse the physical output and performance with respect to the budget and identify places for improvements | 2            | 5               | -             | -          |
| <b>PC8.</b> undertake adequate risk management so as to meet Key Performance targets   | 2            | 5               | -             | -          |
| <b>PC9.</b> manage and control budgets of different departments on a periodic basis to optimize financial performance                | 2            | 5               | -             | -          |
| <i>Analysis of activity based costs</i>  | <b>10</b>    | <b>25</b>       | -             | -          |
| <b>PC10.</b> periodically review activity and department financial performance   | 2            | 5               | -             | -          |
| <b>PC11.</b> identify the activities having high variance with respect to the budgeted costs or the forecasted revenue               | 2            | 5               | -             | -          |
| <b>PC12.</b> analyze the actual cost w.r.t physical output to draw inferences  | 2            | 5               | -             | -          |

### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC13.</b> identify reasons in discussion with department and take remedial and corrective actions where-ever required | 2            | 5               | -             | -          |
| <b>PC14.</b> work towards rationalizing the cost of the activity wise operations to achieve higher financial goals       | 2            | 5               | -             | -          |
| <b>NOS Total</b>   | <b>30</b>    | <b>70</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | LSC/N9603  |
| <b>NOS Name</b>            | Profit and Loss account management and cost accounting |
| <b>Sector</b>              | Logistics  |
| <b>Sub-Sector</b>          | Generic  |
| <b>Occupation</b>          | Generic  |
| <b>NSQF Level</b>          | 5  |
| <b>Credits</b>             | 2  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 28/02/2026   |
| <b>NSQC Clearance Date</b> | 28/02/2023   |

## Qualification Pack

### LSC/N9701: Business development and stakeholder relations

#### Description

This unit is about generating new business and maintaining relation with all stakeholders

#### Scope

The scope covers the following :

- Generate new business prospects
- Maintain customer relations
- Co-ordinate with government officials, vendors and contractors

#### Elements and Performance Criteria

##### *Generate new business prospects*

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

- PC1.** update information into ERP, inform the relevant departments on sale closure
- PC2.** obtain list of existing clients and new prospects from the company's sales database.
- PC3.** prepare sales targets and relationship strategies
- PC4.** prioritize the clients for contacting, based on the previous relationship building calls made to each of them
- PC5.** call clients and prospects to seek meeting
- PC6.** meet client to offer new services and take feedback for current services
- PC7.** identify clients business need and offer customized and bundled solutions
- PC8.** negotiate on costs, close the deal and collect organizational and payment details of the client
- PC9.** take client's feedback before leaving

##### *Maintain customer relations*

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

- PC10.** regularly interact with the client over phone, emails or personal visits
- PC11.** address the query raised by the customers effectively and timely
- PC12.** take appropriate actions on escalations raised by customers
- PC13.** handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.
- PC14.** provide regular information to clients regarding new offerings, discounts, customized solutions, etc.

##### *Co-ordinate with government officials, vendors and contractors*

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

- PC15.** liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them
- PC16.** analyse and manage insurance claim requests
- PC17.** co-ordinate with marketing agencies for publicity of services of the company

## Qualification Pack

- PC18.** negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.
- PC19.** co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards and documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards and handling of dangerous and special goods
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined Turn Around Time (TATs) and output metrics for daily operations
- KU13.** just in time (JIT) mode of inventory management
- KU14.** coding system followed to label items
- KU15.** the Information Technology(IT) system and Enterprise resource planning (ERP) system of the organization
- KU16.** process flow of service operation, value chain and basic supply chain value map within the sub sector
- KU17.** state/country taxes and routing
- KU18.** local and global geographical knowledge
- KU19.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU24.** transit rules and regulations
- KU25.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU26.** customer relationship management
- KU27.** about contract management and SLA
- KU28.** factors for evaluation of performance of vendors

## Qualification Pack

### Generic Skills (GS)

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

- GS1.** read company quality policy, work instructions and customer requirement
- GS2.** read transit rules and trade policies
- GS3.** read regulatory requirement associated with custom clearance
- GS4.** read e-mails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** write e-mails and letters to government officials, customers, vendors, etc.
- GS6.** note information about vendors on factors like quality of service, on-time order completion, cooperation etc
- GS7.** listen to the requirements of the client
- GS8.** communicate with clients, government officials and other external stakeholders by using various communication channels
- GS9.** exchange information with other managers, supervisory and operational staff at all levels
- GS10.** carefully listen to vendor concerns and issues
- GS11.** decide on corrective measures to improve customer ratings
- GS12.** decide on actions to be taken on escalations raised by the customer
- GS13.** decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL)
- GS14.** identify and prioritise on select clients and prospects for generating business
- GS15.** liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** understand customer requirement and offer customised or bundled solutions
- GS20.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS21.** resolve the queries raised by customers as well as government officials
- GS22.** address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives
- GS23.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS24.** identify bundles and customisations that cater to the requirement of majority of customers
- GS25.** analyse key reasons for non-performance and customer dis-satisfaction
- GS26.** identify key areas that are crucial for performance improvement
- GS27.** improve work processes by adopting best practices with respect to quality of service to the customers
- GS28.** act upon constructively on any problems as pointed by customers, vendors or government officials
- GS29.** handle personality clashes effectively

## Qualification Pack

### Assessment Criteria

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Generate new business prospects</i>   | <b>14</b>    | <b>36</b>       | -             | -          |
| <b>PC1.</b> update information into ERP, inform the relevant departments on sale closure   | 1            | 4               | -             | -          |
| <b>PC2.</b> obtain list of existing clients and new prospects from the company's sales database.   | 2            | 4               | -             | -          |
| <b>PC3.</b> prepare sales targets and relationship strategies  | 2            | 4               | -             | -          |
| <b>PC4.</b> prioritize the clients for contacting, based on the previous relationship building calls made to each of them                                | 2            | 4               | -             | -          |
| <b>PC5.</b> call clients and prospects to seek meeting   | 2            | 4               | -             | -          |
| <b>PC6.</b> meet client to offer new services and take feedback for current services   | 2            | 4               | -             | -          |
| <b>PC7.</b> identify clients business need and offer customized and bundled solutions  | 1            | 4               | -             | -          |
| <b>PC8.</b> negotiate on costs, close the deal and collect organizational and payment details of the client  | 1            | 4               | -             | -          |
| <b>PC9.</b> take client's feedback before leaving  | 1            | 4               | -             | -          |
| <i>Maintain customer relations</i>   | <b>6</b>     | <b>19</b>       | -             | -          |
| <b>PC10.</b> regularly interact with the client over phone, emails or personal visits  | 1            | 4               | -             | -          |
| <b>PC11.</b> address the query raised by the customers effectively and timely  | 1            | 4               | -             | -          |
| <b>PC12.</b> take appropriate actions on escalations raised by customers   | 1            | 4               | -             | -          |
| <b>PC13.</b> handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc. | 1            | 4               | -             | -          |



### Qualification Pack

| Assessment Criteria for Outcomes   | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <b>PC14.</b> provide regular information to clients regarding new offerings, discounts, customized solutions, etc.   | 2            | 3               | -             | -          |
| <i>Co-ordinate with government officials, vendors and contractors</i>  | <b>10</b>    | <b>15</b>       | -             | -          |
| <b>PC15.</b> liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them   | 2            | 3               | -             | -          |
| <b>PC16.</b> analyse and manage insurance claim requests   | 2            | 3               | -             | -          |
| <b>PC17.</b> co-ordinate with marketing agencies for publicity of services of the company  | 2            | 3               | -             | -          |
| <b>PC18.</b> negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc. | 2            | 3               | -             | -          |
| <b>PC19.</b> co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand  | 2            | 3               | -             | -          |
| <b>NOS Total</b>   | <b>30</b>    | <b>70</b>       | -             | -          |

## Qualification Pack

### National Occupational Standards (NOS) Parameters

|                            |  |
|----------------------------|--|
| <b>NOS Code</b>            | LSC/N9701                                      |
| <b>NOS Name</b>            | Business development and stakeholder relations |
| <b>Sector</b>              | Logistics                                      |
| <b>Sub-Sector</b>          | Generic  |
| <b>Occupation</b>          | Generic  |
| <b>NSQF Level</b>          | 5  |
| <b>Credits</b>             | 2  |
| <b>Version</b>             | 2.0  |
| <b>Last Reviewed Date</b>  | NA   |
| <b>Next Review Date</b>    | 28/02/2026                                     |
| <b>NSQF Clearance Date</b> | 28/02/2023                                     |

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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

## 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.)

### Assessment Weightage

Compulsory NOS

| National Occupational Standards   | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage  |
|---|--------------|-----------------|---------------|------------|-------------|------------|
| LSC/N1909.Allocate resources and streamline operations in courier hub/ branch | 30           | 70              | -             | -          | 100         | 20         |
| LSC/N1910.Supervise courier delivery center and hub operations                | 30           | 70              | -             | -          | 100         | 20         |
| LSC/N1911.Supervise last mile operations                                      | 30           | 70              | -             | -          | 100         | 20         |
| LSC/N9904.Maintain integrity and ethics in operation                          | 40           | 60              | -             | -          | 100         | 10         |
| LSC/N9905.Follow health, safety and security procedures.                      | 40           | 60              | -             | -          | 100         | 10         |
| LSC/N9906.Verify GST invoices   | 30           | 70              | -             | -          | 100         | 10         |
| DGT/VSQ/N0102.Employability Skills (60 Hours)                                 | 20           | 30              | -             | -          | 50          | 10         |
| <b>Total</b>  | <b>220</b>   | <b>430</b>      | <b>-</b>      | <b>-</b>   | <b>650</b>  | <b>100</b> |

Optional: 1 Customs Clearance Supervision

| National Occupational Standards                  | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N2343.Supervise customs clearance activities | 30           | 70              | -             | -          | 100         | 10        |
| <b>Total</b>                                     | <b>30</b>    | <b>70</b>       | <b>-</b>      | <b>-</b>   | <b>100</b>  | <b>10</b> |

### Qualification Pack

Optional: 2 Profit Management

| National Occupational Standards                                  | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N9603.Profit and Loss account management and cost accounting | 30           | 70              | -             | -          | 100         | 10        |
| <b>Total</b>   | <b>30</b>    | <b>70</b>       | <b>-</b>      | <b>-</b>   | <b>100</b>  | <b>10</b> |

Optional: 3 Business Development

| National Occupational Standards                          | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|-----------|
| LSC/N9701.Business development and stakeholder relations | 30           | 70              | -             | -          | 100         | 10        |
| <b>Total</b>   | <b>30</b>    | <b>70</b>       | <b>-</b>      | <b>-</b>   | <b>100</b>  | <b>10</b> |



## Qualification Pack

### Acronyms

|             |   |
|-------------|---|
| <b>NOS</b>  | National Occupational Standard(s)               |
| <b>NSQF</b> | National Skills Qualifications Framework        |
| <b>QP</b>   | Qualifications Pack                             |
| <b>TVET</b> | Technical and Vocational Education and Training |

## Qualification Pack

### Glossary

|  |  |
|--|--|
| <b>Sector</b>                                | 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.  |
| <b>Sub-sector</b>                            | Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.   |
| <b>Occupation</b>                            | Occupation is a set of job roles, which perform similar/ related set of functions in an industry.  |
| <b>Job role</b>                              | Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.  |
| <b>Occupational Standards (OS)</b>           | 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. |
| <b>Performance Criteria (PC)</b>             | Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.  |
| <b>National Occupational Standards (NOS)</b> | NOS are occupational standards which apply uniquely in the Indian context.   |
| <b>Qualifications Pack (QP)</b>              | 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.   |
| <b>Unit Code</b>                             | Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'  |
| <b>Unit Title</b>                            | Unit title gives a clear overall statement about what the incumbent should be able to do.  |
| <b>Description</b>                           | 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.   |
| <b>Scope</b>                                 | 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.  |

## Qualification Pack

|   |  |
|---|--|
| <b>Knowledge and Understanding (KU)</b> | 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.   |
| <b>Organisational Context</b>           | 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.   |
| <b>Technical Knowledge</b>              | Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.   |
| <b>Core Skills/ Generic Skills (GS)</b> | 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. |
| <b>Electives</b>                        | 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.  |
| <b>Options</b>                          | 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.  |