

Qualification Pack



EXIM - Supervisor

Options: Business Development

QP Code: LSC/Q2104

Version: 2.0

NSQF Level: 5

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LSC/Q2104: EXIM - Supervisor

Brief Job Description

The individual supervises daily operations of customs clearance, freight transportation and liaises with stakeholders to ensure efficient and timely clearance and shipment of cargo.

Personal Attributes

The individual should have attention to detail, problem-solving and mathematical skills and should be observant and diligent in monitoring operations and performance. The individual should have English and Vernacular language proficiency, demonstrable in spoken, written and oral communication.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2134: Allocate resource and supervise work in EXIM](#)
2. [LSC/N2135: Supervise freight forwarding activities](#)
3. [LSC/N2343: Supervise customs clearance activities](#)
4. [LSC/N9907: Verify and review GST application](#)
5. [LSC/N9908: Maintain and monitor integrity and ethics in operations](#)
6. [LSC/N9909: Follow and monitor health, safety and security procedures](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Options(Not mandatory):

Option : Business Development

The unit is about generating new business, handle and resolve client grievances and maintain relationship with all stakeholders

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

Qualification Pack (QP) Parameters

| | |
|--------|-----------|
| Sector | Logistics |
|--------|-----------|

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| | |
|---|--|
| Sub-Sector | EXIM Logistics - Freight Forwarding and Customs clearance |
| Occupation | Freight Forwarding Operations, Customer Service Management, Customs Clearance Operation |
| Country | India |
| NSQF Level | 5 |
| Credits | 19 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/3351 & 3122.4 and ISCO-08/3331 |
| Minimum Educational Qualification & Experience | <p>Pursuing 2nd year of UG (or Completed 2nd year of UG) OR Completed 2nd year diploma after 12th (or Pursuing 2nd year of diploma (after 12th) OR 12th pass with 1 year Vocational Education & training (NTC or NAC or CITS) OR Completed 3 year diploma after 10th with 1 Year of experience relevant experience in Freight Forwarding OR 12th grade Pass with 2 Years of experience relevant experience in Freight Forwarding OR 10th grade pass with 4 Years of experience relevant experience in Freight Forwarding OR Previous relevant Qualification of NSQF Level (4 (EXIM Executive) with 3 Years of experience relevant experience in Freight Forwarding</p> |
| Minimum Level of Education for Training in School | |
| Pre-Requisite License or Training | NA |
| Minimum Job Entry Age | 21 Years |
| Last Reviewed On | NA |
| Next Review Date | 25/08/2025 |
| NSQF Approval Date | 25/08/2022 |
| Version | 2.0 |
| Reference code on NQR | QG-05-TW-00354-2023-V1.1-LSC |



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|--------------------|-----|
| NQR Version | 1.0 |
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LSC/N2134: Allocate resource and supervise work in EXIM

Description

This OS unit is about supervising resources, their work allocation and monitoring daily performance

Scope

The scope covers the following :

- Prepare daily work plan and allocate resources and tasks
- Monitor daily operations and resolve escalated issues
- Coordinate with internal and external entities

Elements and Performance Criteria

Prepare daily work plan and allocate resources and tasks

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

- PC1.** obtain order details such as origin/destination country, shipment date, nature of cargo that needs to be cleared
- PC2.** budget and allocate the requisite resources for different tasks
- PC3.** develop daily work plan factoring in priorities and exceptions
- PC4.** get the work plan approved from the manager and allocate tasks to workers and executives

Monitor daily operations and resolve escalated issues

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

- PC7.** escalate the matter to manager in case of anomalies in customs papers or when additional support is required
- PC8.** coordinate with other departments, external agents and customs officials to resolve pending cases and get additional documents, where required
- PC9.** conduct daily review of the teams with respect to the allocated work
- PC5.** conduct regular inspections and collect feedback to identify priorities and bottlenecks
- PC6.** monitor the daily work to facilitate smooth documentation and operation

Coordinate with internal and external entities

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

- PC10.** connect with the manager, office supervisors and executives on a daily basis to obtain the work requirements and feedback
- PC11.** coordinate with the office executive to obtain the necessary documentation as well as highlight priorities and exceptions
- PC12.** coordinate with freight agents and clients in case of any additional information requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** organisational procedures
- KU2.** business and performance of the organization
- KU3.** department hierarchy
- KU4.** paperwork required before handling cargo
- KU5.** organizations policy of data maintenance, recording and handling
- KU6.** reporting structure
- KU7.** companys personnel management
- KU8.** 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, Harmonized System of Nomenclature (HSN) classification, GST, etc.
- KU9.** usage of computer and software - ICES, ICEGATE, Remote EDI System (RES)) to manage and update documentation/reports
- KU10.** operating systems related to customs such as EDI and ICEGATE and their functions
- KU11.** terminologies used in import and export trade
- KU12.** different documents to be prepared for different type of transaction both in soft format and hard copies
- KU13.** different types of cargo exported, their eligibility for duty free goods and documentation requirement
- KU14.** HSN Codes and International Commerce Terms (INCOTERMS)
- KU15.** information on foreign trade policy and participating Govt. agencies (PGAs) to classify the cargo imported as per regulatory requirement
- KU16.** different airline/ shipping line available for different routes
- KU17.** details of the transport availability in different routes
- KU18.** transit rules and regulations and destination countries requirements and fiscal regimes
- KU19.** type of packaging, labelling and marking required
- KU20.** 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.
- KU21.** change or updates in acts, procedures, etc. with reference to customs clearance and applicable duties
- KU22.** 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

Generic Skills (GS)

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

- GS1.** work instructions, customer requirement and quality policy
- GS2.** schedule and plan for cargo movement
- GS3.** foreign trade policies
- GS4.** maintain the record as per companys policies
- GS5.** write reports and business correspondence

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- GS6.** listen the requirements of the client or the manager
- GS7.** communicate clearly in local language with transporters
- GS8.** communicate effectively with supervisory and operational staff at all levels
- GS9.** decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc.
- GS10.** decide on the appropriate choice of transport, route for export of cargo
- GS11.** develop plan based on customer specification
- GS12.** plan for transportation and other arrangement for cargo
- GS13.** monitor smooth functioning of all activities
- GS14.** take prompt action on queries raised by the customers
- GS15.** offer client the best possible rate in the industry
- GS16.** identify and correct errors in documents prepared by assistants
- GS17.** prepare a contingent plan ready in case of delays or any issue
- GS18.** discover more efficient and productive ways to complete the task
- GS19.** analyse performance of team and take appropriate actions
- GS20.** use logic and reasoning to identify best possible solution for route planning
- GS21.** interpret and act upon complex situation in cargo movement or customs clearance

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Prepare daily work plan and allocate resources and tasks</i> | 10 | 24 | - | - |
| PC1. obtain order details such as origin/destination country, shipment date, nature of cargo that needs to be cleared | 3 | 6 | - | - |
| PC2. budget and allocate the requisite resources for different tasks | 3 | 6 | - | - |
| PC3. develop daily work plan factoring in priorities and exceptions | 2 | 6 | - | - |
| PC4. get the work plan approved from the manager and allocate tasks to workers and executives | 2 | 6 | - | - |
| <i>Monitor daily operations and resolve escalated issues</i> | 11 | 30 | - | - |
| PC7. escalate the matter to manager in case of anomalies in customs papers or when additional support is required | 2 | 6 | - | - |
| PC8. coordinate with other departments, external agents and customs officials to resolve pending cases and get additional documents, where required | 2 | 6 | - | - |
| PC9. conduct daily review of the teams with respect to the allocated work | 2 | 6 | - | - |
| PC5. conduct regular inspections and collect feedback to identify priorities and bottlenecks | 3 | 6 | - | - |
| PC6. monitor the daily work to facilitate smooth documentation and operation | 2 | 6 | - | - |
| <i>Coordinate with internal and external entities</i> | 9 | 16 | - | - |
| PC10. connect with the manager, office supervisors and executives on a daily basis to obtain the work requirements and feedback | 3 | 5 | - | - |



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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC11. coordinate with the office executive to obtain the necessary documentation as well as highlight priorities and exceptions | 3 | 5 | - | - |
| PC12. coordinate with freight agents and clients in case of any additional information requirement | 3 | 6 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N2134 |
| NOS Name | Allocate resource and supervise work in EXIM |
| Sector | Logistics |
| Sub-Sector | EXIM Logistics - Freight Forwarding and Customs clearance |
| Occupation | Freight Forwarding Operations, Customer Service Management, Customs Clearance Operation |
| NSQF Level | 5 |
| Credits | 3 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 25/08/2025 |
| NSQC Clearance Date | 25/08/2022 |

Qualification Pack

LSC/N2135: Supervise freight forwarding activities

Description

This OS unit is about supervising on-ground freight forwarding activities.

Scope

The scope covers the following :

- Plan daily activities and allocate resources
- Supervise daily freight operations
- Interacting with various shippers, agents, clients

Elements and Performance Criteria

Plan daily activities and allocate resources

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

- PC1.** plan for daily activities and allocate resources based on priorities and pending activities
- PC2.** coordinate with stakeholders regarding the on-ground freight requirement
- PC3.** inspect the goods/ cargo while unloading and segregate damaged goods
- PC4.** communicate with the transport supervisor to arrange for the cargo transportation
- PC5.** coordinate and update the status of cargo in the portal
- PC6.** cross check and verify if all approved documents are received and submitted to the documentation executive for filing

Supervise daily freight operations

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

- PC7.** approve transport documents submitted by the transporter for cargo movement
- PC8.** plan for high priority freights and other delayed shipments by allocating alternative/additional resources
- PC9.** conduct random inspection of cargo for damages
- PC10.** resolve queries and bottlenecks in operations
- PC11.** take appropriate action on escalations raised by the customers
- PC12.** provide end of the day reporting to the manager

Interacting with various shippers, agencies and clients

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

- PC13.** interact periodically with shipping lines, airlines, road and rail freight operators to offer effective multi modal transportation services to the customer globally
- PC14.** coordinate with International Air Transport Association (IATA) agents to collect quotations for air freight
- PC15.** coordinate with the insurance agents to arrange insurance for goods in transit
- PC16.** coordinate with the transporter for transporting from customs to the place of destination
- PC17.** inform exporter/importer on goods act, clauses, requirements, export and import restrictions, tariff systems, letters of credit, insurance requirements and other customs related matters

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- PC18.** offer multimodal transportation services by air, sea and road, ensuring cost-effective and secure solutions
- PC19.** coordinate with customers to solve any mismatch / deficiency in documents & any other update regarding shipments
- PC20.** record and submit copies of bill of lading/ shipping bills to the client/shipper
- PC21.** make note of any special cargo movement / packaging requirement for the cargo during shipment from the shipper
- PC22.** inform the shipper about the objection raised by the customs authorities (e.g.: incorrect exchange rates, validity period of certificates)
- PC23.** provide shipment status notification to exporters, consignees, or insurers
- PC24.** follow up and ensure the goods are received by the importer in the place of destination

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** organizations fee and charges structure
- KU3.** organizations contact with customs office
- KU4.** documents required during cargo inspection
- KU5.** organizations policy of data maintenance, recording and handling
- KU6.** companys material movement policy
- KU7.** reporting structure
- KU8.** relevant safety and security procedures
- KU9.** use of computers and related devices including hand held devices
- KU10.** details of the transport availability in different routes
- KU11.** different types of cargo handled, their eligibility of duty free and documentation requirement
- KU12.** product handling at shipping, land and air terminals
- KU13.** various permits required at shipping, land and air terminal
- KU14.** procedures and precautions for handling dangerous goods
- KU15.** different airline / shipping line available for different routes
- KU16.** type of packaging required
- KU17.** 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.
- KU18.** change or updates in acts, procedures, etc. with reference to cargo movement applicable duties
- KU19.** HSN codes and INCOTERMS
- KU20.** different gate passes, Material Safety Data Sheets (MSDS) and test reports of MSDS

Generic Skills (GS)

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

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- GS1.** schedule and plan for cargo movement
- GS2.** gate passes, basic document for approvals, test reports and Material Safety Data Sheets (MSDS)
- GS3.** regulatory requirement associated with customs clearance
- GS4.** maintain the record as per companys policies
- GS5.** write outside business correspondence letters, basic requests, reports, etc.
- GS6.** assign documented orders
- GS7.** make daily report
- GS8.** speak politely and build relationship with the transporters, customs agents, airline agents, etc.
- GS9.** communicate clearly in local language and in Hindi with the transporters
- GS10.** decide on the appropriate choice of transport, route for export of cargo
- GS11.** decide if the transport documents are appropriate and complete
- GS12.** plan for transportation, customs clearance and other arrangement for cargo
- GS13.** prioritize and execute tasks in within the scheduled time limits
- GS14.** represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.
- GS15.** identify trends/common causes for customs rejection and suggest possible solution
- GS16.** identify delay in EXIM process and take appropriate action
- GS17.** identify strengths and weaknesses of alternative route for transportation
- GS18.** follow-up with all the field assistants to get timely inputs

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Plan daily activities and allocate resources</i> | 7 | 18 | - | - |
| PC1. plan for daily activities and allocate resources based on priorities and pending activities | 1 | 3 | - | - |
| PC2. coordinate with stakeholders regarding the on-ground freight requirement | 1 | 3 | - | - |
| PC3. inspect the goods/ cargo while unloading and segregate damaged goods | 1 | 3 | - | - |
| PC4. communicate with the transport supervisor to arrange for the cargo transportation | 1 | 3 | - | - |
| PC5. coordinate and update the status of cargo in the portal | 1 | 3 | - | - |
| PC6. cross check and verify if all approved documents are received and submitted to the documentation executive for filing | 2 | 3 | - | - |
| <i>Supervise daily freight operations</i> | 7 | 18 | - | - |
| PC7. approve transport documents submitted by the transporter for cargo movement | 2 | 3 | - | - |
| PC8. plan for high priority freights and other delayed shipments by allocating alternative/additional resources | 1 | 3 | - | - |
| PC9. conduct random inspection of cargo for damages | 1 | 3 | - | - |
| PC10. resolve queries and bottlenecks in operations | 1 | 3 | - | - |
| PC11. take appropriate action on escalations raised by the customers | 1 | 3 | - | - |
| PC12. provide end of the day reporting to the manager | 1 | 3 | - | - |
| <i>Interacting with various shippers, agencies and clients</i> | 16 | 34 | - | - |

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC13. interact periodically with shipping lines, airlines, road and rail freight operators to offer effective multi modal transportation services to the customer globally | 2 | 3 | - | - |
| PC14. coordinate with International Air Transport Association (IATA) agents to collect quotations for air freight | 1 | 3 | - | - |
| PC15. coordinate with the insurance agents to arrange insurance for goods in transit | 1 | 3 | - | - |
| PC16. coordinate with the transporter for transporting from customs to the place of destination | 1 | 3 | - | - |
| PC17. inform exporter/importer on goods act, clauses, requirements, export and import restrictions, tariff systems, letters of credit, insurance requirements and other customs related matters | 1 | 3 | - | - |
| PC18. offer multimodal transportation services by air, sea and road, ensuring cost-effective and secure solutions | 2 | 3 | - | - |
| PC19. coordinate with customers to solve any mismatch / deficiency in documents & any other update regarding shipments | 1 | 3 | - | - |
| PC20. record and submit copies of bill of lading/ shipping bills to the client/shipper | 2 | 2 | - | - |
| PC21. make note of any special cargo movement / packaging requirement for the cargo during shipment from the shipper | 1 | 3 | - | - |
| PC22. inform the shipper about the objection raised by the customs authorities (e.g.: incorrect exchange rates, validity period of certificates) | 1 | 3 | - | - |
| PC23. provide shipment status notification to exporters, consignees, or insurers | 2 | 2 | - | - |
| PC24. follow up and ensure the goods are received by the importer in the place of destination | 1 | 3 | - | - |
| NOS Total | 30 | 70 | - | - |

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National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N2135 |
| NOS Name | Supervise freight forwarding activities |
| Sector | Logistics |
| Sub-Sector | EXIM Logistics - Freight Forwarding and Customs clearance |
| Occupation | Freight Forwarding Operations, Customer Service Management, Customs Clearance Operation |
| NSQF Level | 5 |
| Credits | 3 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 25/08/2025 |
| NSQF Clearance Date | 25/08/2022 |

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

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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

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- 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

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- 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

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Assessment Criteria

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

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| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC14. inspect goods/ cargo while unloading and ensure there is no damage during the transit | 1 | 3 | - | - |
| PC15. communicate with the transport supervisor to arrange for the cargo transportation | 1 | 2 | - | - |
| PC16. coordinate and update the status of cargo in the portal | 1 | 2 | - | - |
| PC17. 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> | 8 | 17 | - | - |
| PC18. prepare import and export declarations | 1 | 3 | - | - |
| PC19. liaise with customs and other governing authorities regarding different regulatory requirements | 1 | 3 | - | - |
| PC20. communicate with customs officials to obtain release of incoming or outgoing freight and resolve delays | 1 | 3 | - | - |
| PC21. respond to any queries raised by the customs official | 2 | 2 | - | - |
| PC22. accompany the customs inspector for a random package check, as required | 1 | 2 | - | - |
| PC23. respond to any objection raised by customs authorities on the cargo and the details | 1 | 2 | - | - |
| PC24. 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> | 5 | 12 | - | - |
| PC25. prepare import and export declarations and process it through various departments at customs | 1 | 3 | - | - |
| PC26. 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 |
|---|--------------|-----------------|---------------|------------|
| PC27. communicate with customs officials as appropriate to obtain release of incoming or outgoing freight and resolve delays | 1 | 2 | - | - |
| PC28. represent the client and company on all matters related to customs | 1 | 2 | - | - |
| PC29. coordinate and follow-up with clients on payments | 1 | 2 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N2343 |
| NOS Name | Supervise customs clearance activities |
| Sector | Logistics |
| Sub-Sector | EXIM Logistics - Freight Forwarding and Customs clearance |
| Occupation | Freight Forwarding Operations, Customer Service Management, Customs Clearance Operation |
| NSQF Level | 5 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 25/08/2025 |
| NSQC Clearance Date | 25/08/2022 |

Qualification Pack

LSC/N9907: Verify and review GST application

Description

This unit is about verifying and reviewing GST application

Scope

The scope covers the following :

- Check invoice
- Process compliance

Elements and Performance Criteria

Check invoice

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

- PC1.** verify and approve daily invoicing
- PC2.** check for errors in calculating taxable value and tax value after applying applicable rate of GST
- PC3.** check if that Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for export of goods/services

Process compliance

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

- PC4.** check if GST is payable under reverse charge in case of unregistered party
- PC5.** verify and approve separate notification in case of exemption
- PC6.** review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice
- PC7.** verify if the goods/services are procured from registered vendor
- PC8.** check for pending litigation cases under earlier regime
- PC9.** review sales invoice and check if record is maintained properly
- PC10.** coordinate with finance department for any updating in GST law
- PC11.** check that the payment received from the client is including applicable taxes
- PC12.** assist in verifying and reviewing monthly returns
- PC13.** monitor maintenance record of taxes paid and acknowledgment of the returns filed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure to support and expedite project activities
- KU2.** companys policy and work instructions on quality standards
- KU3.** companys products and services
- KU4.** organisational guidelines for dealing with receipts and payments

Qualification Pack

- KU5.** companys policy on mode of receipts
- KU6.** companys policy on processes and methods of collection and payments
- KU7.** basic accounting principles and financial concepts such as calculation of interest
- KU8.** concept and applicability of GST
- KU9.** bifurcation of taxes
- KU10.** invoicing including credit and debit note
- KU11.** filing of monthly returns
- KU12.** reverse charge mechanism
- KU13.** refund process
- KU14.** use of MS office (excel, word)
- KU15.** Central Goods and Service Tax (CGST) Act, 2017 (preferable not mandatory)

Generic Skills (GS)

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

- GS1.** various accounting procedures and updates
- GS2.** forms and policy directives
- GS3.** mails and answer auditors queries
- GS4.** coordinate with colleagues and seniors to obtain required information
- GS5.** decide on applicability of taxes
- GS6.** decide on correction required for invoice and other documents
- GS7.** plan and organise information for auditing process
- GS8.** check that tax deducted is correct
- GS9.** inform about any errors or refunds to be sought and extra taxes to be paid
- GS10.** resolve tax related issues
- GS11.** analyse tax norms and accounting information
- GS12.** check for error in invoice
- GS13.** avoid penalties to organisation for inadequate reporting

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Check invoice</i> | 11 | 13 | - | - |
| PC1. verify and approve daily invoicing | 4 | 4 | - | - |
| PC2. check for errors in calculating taxable value and tax value after applying applicable rate of GST | 4 | 4 | - | - |
| PC3. check if that Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for export of goods/services | 3 | 5 | - | - |
| <i>Process compliance</i> | 29 | 47 | - | - |
| PC4. check if GST is payable under reverse charge in case of unregistered party | 4 | 4 | - | - |
| PC5. verify and approve separate notification in case of exemption | 3 | 5 | - | - |
| PC6. review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice | 3 | 5 | - | - |
| PC7. verify if the goods/services are procured from registered vendor | 2 | 4 | - | - |
| PC8. check for pending litigation cases under earlier regime | 3 | 5 | - | - |
| PC9. review sales invoice and check if record is maintained properly | 3 | 5 | - | - |
| PC10. coordinate with finance department for any updating in GST law | 3 | 5 | - | - |
| PC11. check that the payment received from the client is including applicable taxes | 2 | 4 | - | - |
| PC12. assist in verifying and reviewing monthly returns | 3 | 5 | - | - |
| PC13. monitor maintenance record of taxes paid and acknowledgment of the returns filed | 3 | 5 | - | - |
| NOS Total | 40 | 60 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|-----------------------------------|
| NOS Code | LSC/N9907 |
| NOS Name | Verify and review GST application |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 5 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 25/08/2025 |
| NSQC Clearance Date | 25/08/2022 |

Qualification Pack

LSC/N9908: Maintain and monitor integrity and ethics in operations

Description

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

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practice
- 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.** protect customers information and ensure acquired information is not used for personal advantage
- PC3.** protect data and information related to business or commercial decisions

Professional and ethical practice

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

- PC4.** sensitise the work force towards ethical behaviour in work place and performing job with integrity
- PC5.** conduct regular reviews and check reports for unethical behaviour and corrupt practices
- PC6.** consult senior management when in an ethical dilemma
- PC7.** report promptly all violations of code of ethics
- PC8.** dress up and conduct in a professional manner
- PC9.** communicate with clients and stakeholders in a soft and polite manner
- PC10.** follow etiquettes

Ensure regulatory compliance

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

- PC11.** check that that documentation with respect to operations is up to date and in accordance to the regulations
- PC12.** coordinate with regulatory authorities and assist in inspections and clearances
- PC13.** report any issues with regulatory compliance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language

Qualification Pack

- KU2.** companys Human Resources policies
- KU3.** companys code of ethics and business
- KU4.** companys whistle blower policy
- KU5.** companys rules related to sexual harassment
- KU6.** companys reporting structure
- KU7.** companys documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU10.** understand the documentary compliance required for different type of products

Generic Skills (GS)

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

- GS1.** read policy documents and work related documents
- GS2.** read emails letters and communications
- GS3.** read acts and regulations
- GS4.** write instructions, communications to internal staff
- GS5.** write emails and letters
- GS6.** write reports
- GS7.** interact with internal and external stakeholders
- GS8.** communicate with peers and subordinates
- GS9.** take appropriate action in a vulnerable situation
- GS10.** identify breaches and take necessary actions
- GS11.** identify documentary requirement for a specific product or regulation and take necessary action
- GS12.** plan and organise steps/ actions as per companys guidelines, if any violation of code of ethics is noticed in the company
- GS13.** plan and organise training sessions, sensitization sessions for work force
- GS14.** plan review meetings to monitor compliance with ethics and regulations
- GS15.** prevent company and customer information leakage
- GS16.** provide proper advice or guidance to colleagues to deal with sensitive issue
- GS17.** suggest solutions to managers and workers when in an ethical dilemma
- GS18.** identify conflict of interests and take necessary actions
- GS19.** review reports to identify common trends of defaults
- GS20.** conduct review to analyse the reasons for default
- GS21.** check that all regulatory compliances are adhered to
- GS22.** check that any unethical behaviour gets captured before a damage or negative impact happens

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Maintain integrity ensuring data security</i> | 7 | 16 | - | - |
| PC1. refrain from indulging in corrupt practices | 2 | 5 | - | - |
| PC2. protect customers information and ensure acquired information is not used for personal advantage | 3 | 6 | - | - |
| PC3. protect data and information related to business or commercial decisions | 2 | 5 | - | - |
| <i>Professional and ethical practice</i> | 16 | 38 | - | - |
| PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity | 3 | 6 | - | - |
| PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices | 2 | 5 | - | - |
| PC6. consult senior management when in an ethical dilemma | 2 | 6 | - | - |
| PC7. report promptly all violations of code of ethics | 2 | 5 | - | - |
| PC8. dress up and conduct in a professional manner | 2 | 5 | - | - |
| PC9. communicate with clients and stakeholders in a soft and polite manner | 3 | 6 | - | - |
| PC10. follow etiquettes | 2 | 5 | - | - |
| <i>Ensure regulatory compliance</i> | 7 | 16 | - | - |
| PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations | 2 | 5 | - | - |
| PC12. coordinate with regulatory authorities and assist in inspections and clearances | 3 | 6 | - | - |
| PC13. report any issues with regulatory compliance | 2 | 5 | - | - |



Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N9908 |
| NOS Name | Maintain and monitor integrity and ethics in operations |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | 1 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 03/05/2026 |
| NSQC Clearance Date | 03/05/2023 |

Qualification Pack

LSC/N9909: Follow and monitor 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 with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable
- PC3.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC4.** undertake periodical preventive health check ups
- PC5.** follow necessary SOP and precautions while handling dangerous and hazardous goods
- PC6.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC7.** comply with data safety regulations of the organisation
- PC8.** instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to 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:

- PC9.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC10.** implement 5S at workplace
- 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 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:

Qualification Pack

- 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.** knowledge of security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous goods
- 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 various procedures and standards related to health, safety and security
- GS2.** read various 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 provide guidance to peers
- GS6.** make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
- GS7.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS8.** plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
- GS9.** prioritize and execute tasks within the schedule time limits
- GS10.** Plan emergency drills, fire drills and inspections
- GS11.** ensure safe and secure movement of packages, 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.** ensure 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> | 15 | 34 | - | - |
| PC1. make note of all safety processes with reference to area of operation | 2 | 5 | - | - |
| PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable | 2 | 3 | - | - |
| PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety | 2 | 5 | - | - |
| PC4. undertake periodical preventive health check ups | 1 | 3 | - | - |
| PC5. follow necessary SOP and precautions while handling dangerous and hazardous goods | 2 | 5 | - | - |
| PC6. follow security procedures like green gate in port, customs area, factory security, etc. | 2 | 3 | - | - |
| PC7. comply with data safety regulations of the organisation | 2 | 5 | - | - |
| PC8. instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway | 2 | 5 | - | - |
| <i>Ensure compliance to health, safety and security</i> | 15 | 36 | - | - |
| PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority | 2 | 4 | - | - |
| PC10. implement 5S at workplace | 1 | 3 | - | - |
| PC11. inspect the activity area and equipment for appropriate and safe condition | 2 | 5 | - | - |
| PC12. check if stacking is done at defined height and is not on the walk way | 2 | 5 | - | - |
| PC13. check if walk way is free from grease/ oil | 1 | 3 | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places | 2 | 5 | - | - |
| PC15. participate in fire drills | 1 | 3 | - | - |
| PC16. check if standard material handling procedure are being followed | 2 | 3 | - | - |
| PC17. check if cargo has passed security checks and report in case of any violation | 2 | 5 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---|
| NOS Code | LSC/N9909 |
| NOS Name | Follow and monitor health, safety and security procedures |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 5 |
| Credits | 1 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 25/08/2025 |
| NSQF Clearance Date | 25/08/2022 |

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



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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0102 |
| NOS Name | Employability Skills (60 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 4 |
| Credits | 2 |
| Version | 1.0 |
| Last Reviewed Date | NA |
| Next Review Date | 29/01/2026 |
| NSQC Clearance Date | 29/01/2021 |

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

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- 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

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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> | 14 | 36 | - | - |
| PC1. update information into ERP, inform the relevant departments on sale closure | 1 | 4 | - | - |
| PC2. obtain list of existing clients and new prospects from the company's sales database. | 2 | 4 | - | - |
| PC3. prepare sales targets and relationship strategies | 2 | 4 | - | - |
| PC4. prioritize the clients for contacting, based on the previous relationship building calls made to each of them | 2 | 4 | - | - |
| PC5. call clients and prospects to seek meeting | 2 | 4 | - | - |
| PC6. meet client to offer new services and take feedback for current services | 2 | 4 | - | - |
| PC7. identify clients business need and offer customized and bundled solutions | 1 | 4 | - | - |
| PC8. negotiate on costs, close the deal and collect organizational and payment details of the client | 1 | 4 | - | - |
| PC9. take client's feedback before leaving | 1 | 4 | - | - |
| <i>Maintain customer relations</i> | 6 | 19 | - | - |
| PC10. regularly interact with the client over phone, emails or personal visits | 1 | 4 | - | - |
| PC11. address the query raised by the customers effectively and timely | 1 | 4 | - | - |
| PC12. take appropriate actions on escalations raised by customers | 1 | 4 | - | - |
| PC13. 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 |
|--|--------------|-----------------|---------------|------------|
| PC14. provide regular information to clients regarding new offerings, discounts, customized solutions, etc. | 2 | 3 | - | - |
| <i>Co-ordinate with government officials, vendors and contractors</i> | 10 | 15 | - | - |
| PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them | 2 | 3 | - | - |
| PC16. analyse and manage insurance claim requests | 2 | 3 | - | - |
| PC17. co-ordinate with marketing agencies for publicity of services of the company | 2 | 3 | - | - |
| 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. | 2 | 3 | - | - |
| PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand | 2 | 3 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N9701 |
| NOS Name | Business development and stakeholder relations |
| Sector | Logistics |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 5 |
| Credits | 2 |
| Version | 2.0 |
| Last Reviewed Date | NA |
| Next Review Date | 25/08/2025 |
| NSQC Clearance Date | 25/08/2022 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions validated and approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

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

Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---|--------------|-----------------|---------------|------------|-------------|------------|
| LSC/N2134.Allocate resource and supervise work in EXIM | 30 | 70 | - | - | 100 | 20 |
| LSC/N2135.Supervise freight forwarding activities | 30 | 70 | - | - | 100 | 20 |
| LSC/N2343.Supervise customs clearance activities | 30 | 70 | - | - | 100 | 20 |
| LSC/N9907.Verify and review GST application | 40 | 60 | - | - | 100 | 10 |
| LSC/N9908.Maintain and monitor integrity and ethics in operations | 30 | 70 | - | - | 100 | 10 |
| LSC/N9909.Follow and monitor health, safety and security procedures | 30 | 70 | - | - | 100 | 10 |
| DGT/VSQ/N0102.Employability Skills (60 Hours) | 20 | 30 | - | - | 50 | 10 |
| Total | 210 | 440 | - | - | 650 | 100 |

Optional: 1 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 |
| Total | 30 | 70 | - | - | 100 | 10 |



Qualification Pack



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

| | |
|--|--|
| Sector | Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests. |
| Sub-sector | Sub-sector is derived from a further breakdown based on the characteristics and interests of its components. |
| Occupation | Occupation is a set of job roles, which perform similar/ related set of functions in an industry. |
| Job role | Job role defines a unique set of functions that together form a unique employment opportunity in an organisation. |
| Occupational Standards (OS) | OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts. |
| Performance Criteria (PC) | Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task. |
| National Occupational Standards (NOS) | NOS are occupational standards which apply uniquely in the Indian context. |
| Qualifications Pack (QP) | QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code. |
| Unit Code | Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N' |
| Unit Title | Unit title gives a clear overall statement about what the incumbent should be able to do. |
| Description | Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for. |
| Scope | Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required. |

Qualification Pack

| | |
|---|--|
| Knowledge and Understanding (KU) | Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard. |
| Organisational Context | Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility. |
| Technical Knowledge | Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities. |
| Core Skills/ Generic Skills (GS) | Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles. |
| Electives | Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives. |
| Options | Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options. |