

## Qualification Pack



# EXIM - Executive

Options: ERP Data Management/ Customs Clearance Supervision

QP Code: LSC/Q2101

Version: 2.0

NSQF Level: 4

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## Qualification Pack

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### LSC/Q2101: EXIM - Executive

#### Brief Job Description

The individual is responsible for EXIM operations in office, customs clearance at field and freight forwarding. The individual also performs freight and customs documentation and liaises with stakeholders to ensure timely clearance and shipment of cargo.

#### Personal Attributes

The individual must be able to prioritize and execute tasks within scheduled time limits, good eyesight, work for long hours in sitting and standing position, communication skills, logical thinking and attention to detail. The individual should have good interpersonal skills and ability to work with various stakeholders.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N2131: Prepare documents for Export and Import processing including EDI filing](#)
2. [LSC/N2132: Plan and arrange for cargo movement](#)
3. [LSC/N2341: Perform customs clearance field activities](#)
4. [LSC/N2342: Perform customs clearance office activities](#)
5. [LSC/N9904: Maintain integrity and ethics in operation](#)
6. [LSC/N9905: Follow health, safety and security procedures.](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

##### Options(Not mandatory):

###### Option 1: ERP Data Management

The unit is about inputting information in the ERP, generating reports and analysing the information to draw inferences

1. [LSC/N1907: Feed data into ERP and analyse in courier hub](#)

###### Option 2: Customs Clearance Supervision

The unit is about supervising executives for customs clearance activities and resolving day to day operational aspects to facilitate smooth functioning

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

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	EXIM Logistics - Freight Forwarding and Customs clearance
<b>Occupation</b>	Freight Forwarding Operations, Customs Clearance Operation
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	17
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3351 & 3122.4 and ISCO-08/3331
<b>Minimum Educational Qualification &amp; Experience</b>	12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience of relevant experience in Freight Forwarding
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	25/08/2025
<b>NSQF Approval Date</b>	25/08/2022
<b>Version</b>	2.0
<b>Reference code on NQR</b>	QG-04-TW-00353-2023-V1.1-LSC
<b>NQR Version</b>	1.0

## Qualification Pack

# LSC/N2131: Prepare documents for Export and Import processing including EDI filing

## Description

This unit is about obtaining and preparing documents required for customs clearance and shipment of cargo as per regulatory and standard operating procedure

## Scope

The scope covers the following :

- Receive details of import cargo and its documentation
- Receive details of export and trans-shipment cargo and its documentation
- Prepare mandatory documents Range: ICES, ICEGATE, Remote EDI System (RES)

## Elements and Performance Criteria

### *Receive details of import cargo and its documentation*

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

- PC1.** obtain work requirement in discussion with the supervisor
- PC2.** obtain details about the quantity, value, packing, labelling, weight, size of the cargo
- PC3.** prepare a checklist of documents required for customs clearance
- PC4.** receive basic know your customer (KYC) and Goods and Services Tax (GST) details of the importer including copies of invoice, packing list, shipping bill/ Airway bill, Bill of lading, etc.
- PC5.** obtain required documents such as delivery order, certificate of origin, industrial license, insurance document, etc.

### *Receive details of export and transshipment cargo and its documentation*

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

- PC6.** prepare checklist of documents required for clearance
- PC7.** obtain details about the quantity, value, packing, labelling, weight, size of the cargo and nature of cargo (liquid, hazardous chemicals, perishables, etc.)
- PC8.** receive basic KYC and GST details of the exporter/ shipper including destination country, shipment date, type of cargo, insurance details, etc.
- PC9.** obtain additional documents required as per customs regulation for dangerous goods, valuable items, etc.
- PC10.** receive documents required for clearance such as invoice, packing list, shipping declaration, purchase order, Statutory Declaration Form as per the checklist
- PC11.** obtain the bonds to be executed with the customs official for duty exempted items

### *Prepare mandatory documents*

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

- PC12.** prepare mandatory documents in ICES such as Bill of Lading, Airway Bill, commercial invoice cum packing list, dock receipt, etc.
- PC13.** prepare shipping bill, Bill of Entry (BoE) for export of goods

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- PC14.** check invoice for accuracy of number of packages, quantity, unit rate, total Freight on Board (FOB) / Cost, Insurance and Freight (CIF) value, etc.
- PC15.** attach necessary documents for exports such as contract, Letter of Credit, purchase order of the overseas buyer
- PC16.** prepare a declaration for goods carried in the vessel in case of imports
- PC17.** check the manifest for details of the cargo imported, quantity, details of discharge port-wise, etc.
- PC18.** pay the required duty and obtain a copy to be filed
- PC19.** coordinate with the Customs Brokers (CBR) and hand over the documents required for customs clearance
- PC20.** prepare documentation for special cases such as pilferage, damage of goods, etc. as required
- PC21.** upload the documents on the Indian Customs Electronic Commerce/ ICEGATE web portal
- PC22.** prepare payment requests and check for timely payments for processing shipments and customs clearance formalities
- PC23.** check the required customs and other related portals like shipping lines, Directorate General of Foreign Trade (DGFT), Participative Government Agencies (PGAs) etc. to track movement of submitted/approved documentation

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** companys customer accounts
- KU3.** organization fee and charges structure
- KU4.** paperwork required before handling cargo
- KU5.** organizations contacts with custom office
- KU6.** organizations policy of data maintenance, recording and handling
- KU7.** companys material movement policy
- KU8.** reporting structure
- KU9.** escalation matrix for reporting identified problems
- KU10.** relevant safety and security procedures
- KU11.** 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 Nomenclature (HSN) classification, GST, etc.
- KU12.** usage of computer and usage of software (for e.g.; ICES, ICEGATE, Remote EDI System (RES) etc.) to update documentation/reports
- KU13.** operating systems related to customs such as EDI and ICEGATE and their functions
- KU14.** terms and terminologies used in import and export trade
- KU15.** different documents to be prepared for different type of transaction both in soft format and hard copies
- KU16.** different types of cargo exported, their eligibility for duty free goods and documentation requirement

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- KU17.** HSN Codes and INCOTERMS
- KU18.** information on foreign trade policy and PGAs to classify the cargo imported as per regulatory requirement
- KU19.** different airline/ shipping line available for different routes
- KU20.** details of the transport availability in different routes
- KU21.** transit rules and regulations and destination countries requirements and fiscal regimes
- KU22.** nature of the products transported and the variances in their characteristics
- KU23.** type of packaging, labelling and marking required
- KU24.** 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.
- KU25.** change or updates in Acts, procedures, etc. with reference to customs clearance and applicable duties

## Generic Skills (GS)

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

- GS1.** schedule and plan for cargo movement
- GS2.** details of the cargo/ shipments
- GS3.** foreign trade policies
- GS4.** regulatory requirement associated with customs clearance and freight forwarding
- GS5.** different forms related to customs clearance
- GS6.** various customs and other portals like shipping lines, DGFT, PGAs etc. to track movement of filings done
- GS7.** fill online forms related to customs clearance requirement
- GS8.** maintain the record as per companys policies
- GS9.** basic letter writing and prepare reports
- GS10.** making gate passes and related forms
- GS11.** communicate with buyer, shipper, forwarding agents in pleasant, clear and in assertive way
- GS12.** communicate effectively with supervisory and operational staff at all levels
- GS13.** communicate in local language as well as in Hindi and English
- GS14.** decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc.
- GS15.** decide if the customs and other regulatory requirement for the cargo are met
- GS16.** decide after looking at the document, if additional information is required for the given task
- GS17.** prioritize and execute tasks within the scheduled time limits
- GS18.** arrange for all supporting documents
- GS19.** undertake documentation of customs clearance process as per customer timelines and requirements
- GS20.** represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.



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- GS21.** identify and correct errors in documents
- GS22.** identify irregularities in cargo/ shipments
- GS23.** identify which additional information is required
- GS24.** resolve issues with all stakeholders regarding shipments
- GS25.** organise the documents with attention to detail
- GS26.** review documentation such as commercial invoices, shippers export declaration, etc.
- GS27.** assess and decide how to consolidate different cargo to be loaded in a shipment/ freight and the type of carriage
- GS28.** check if specific documents need to be submitted for import/ export of all cargos are collected
- GS29.** identify dangerous goods and ensure that requisite precautions are taken
- GS30.** undertake different types of packaging, marking and labelling for different types of cargoes to assess if it is in order with the widely accepted norms
- GS31.** estimate the documentation required for a certain task



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive details of import cargo and its documentation</i>	<b>10</b>	<b>16</b>	-	-
<b>PC1.</b> obtain work requirement in discussion with the supervisor	2	4	-	-
<b>PC2.</b> obtain details about the quantity, value, packing, labelling, weight, size of the cargo	2	3	-	-
<b>PC3.</b> prepare a checklist of documents required for customs clearance	2	3	-	-
<b>PC4.</b> receive basic know your customer (KYC) and Goods and Services Tax (GST) details of the importer including copies of invoice, packing list, shipping bill/ Airway bill, Bill of lading, etc.	2	3	-	-
<b>PC5.</b> obtain required documents such as delivery order, certificate of origin, industrial license, insurance document, etc.	2	3	-	-
<i>Receive details of export and transshipment cargo and its documentation</i>	<b>8</b>	<b>18</b>	-	-
<b>PC6.</b> prepare checklist of documents required for clearance	2	3	-	-
<b>PC7.</b> obtain details about the quantity, value, packing, labelling, weight, size of the cargo and nature of cargo (liquid, hazardous chemicals, perishables, etc.)	2	3	-	-
<b>PC8.</b> receive basic KYC and GST details of the exporter/ shipper including destination country, shipment date, type of cargo, insurance details, etc.	1	3	-	-
<b>PC9.</b> obtain additional documents required as per customs regulation for dangerous goods, valuable items, etc.	1	3	-	-
<b>PC10.</b> receive documents required for clearance such as invoice, packing list, shipping declaration, purchase order, Statutory Declaration Form as per the checklist	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> obtain the bonds to be executed with the customs official for duty exempted items	1	3	-	-
<i>Prepare mandatory documents</i>	<b>12</b>	<b>36</b>	-	-
<b>PC12.</b> prepare mandatory documents in ICES such as Bill of Lading, Airway Bill, commercial invoice cum packing list, dock receipt, etc.	1	3	-	-
<b>PC13.</b> prepare shipping bill, Bill of Entry (BoE) for export of goods	1	3	-	-
<b>PC14.</b> check invoice for accuracy of number of packages, quantity, unit rate, total Freight on Board (FOB) / Cost, Insurance and Freight (CIF) value, etc.	1	3	-	-
<b>PC15.</b> attach necessary documents for exports such as contract, Letter of Credit, purchase order of the overseas buyer	1	3	-	-
<b>PC16.</b> prepare a declaration for goods carried in the vessel in case of imports	1	3	-	-
<b>PC17.</b> check the manifest for details of the cargo imported, quantity, details of discharge port-wise, etc.	1	3	-	-
<b>PC18.</b> pay the required duty and obtain a copy to be filed	1	3	-	-
<b>PC19.</b> coordinate with the Customs Brokers (CBr) and hand over the documents required for customs clearance	1	3	-	-
<b>PC20.</b> prepare documentation for special cases such as pilferage, damage of goods, etc. as required	1	3	-	-
<b>PC21.</b> upload the documents on the Indian Customs Electronic Commerce/ ICEGATE web portal	1	3	-	-
<b>PC22.</b> prepare payment requests and check for timely payments for processing shipments and customs clearance formalities	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC23.</b> check the required customs and other related portals like shipping lines, Directorate General of Foreign Trade (DGFT), Participative Government Agencies (PGAs) etc. to track movement of submitted/approved documentation	1	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N2131
<b>NOS Name</b>	Prepare documents for Export and Import processing including EDI filing
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Air Cargo Operations, EXIM Logistics - Freight Forwarding and Customs clearance, Land Transportation
<b>Occupation</b>	Ground Operations, Ground operations, Vehicle operations, Documentation & Reporting, Freight Forwarding Operations, Customs Clearance Operation
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	25/08/2025
<b>NSQF Clearance Date</b>	25/08/2022

## Qualification Pack

### LSC/N2132: Plan and arrange for cargo movement

#### Description

This OS unit is about obtaining the requirement of the client on the movement of cargo and accordingly plan the best possible transportation

#### Scope

The scope covers the following :

- Plan and arrange for cargo import
- Plan and arrange for cargo export and trans-shipmentRange: Indian Customs EDI System (ICES), Indian Customs Electronic commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, MHE,SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.

#### Elements and Performance Criteria

##### *Plan and arrange for cargo import*

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

- PC1.** track schedule of cargo arrival based on input from ports and client
- PC2.** coordinate with stakeholders for import customs clearance
- PC3.** make note of transport copy, type of cargo, packaging type, etc. in coordination with the surveyor
- PC4.** check if documents of transport provider are in order, inform in case of issues to both supervisor and transporter
- PC5.** take necessary precautions and care, when handling dangerous goods and special goods
- PC6.** arrange for material handling equipment for loading and unloading of cargo in coordination with the surveyor
- PC7.** inform clients on updates regarding duration of shipment, transfers or regulations affecting shipments and receive their confirmation

##### *Plan and arrange for cargo export and trans-shipment*

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

- PC8.** prepare schedule for cargo movement from the supplier destination
- PC9.** collect and verify details of any specific packaging requirements as per nature of goods
- PC10.** plan appropriate route for shipping considering transit requirements and estimate the transit time
- PC11.** check if documents of transport provider are in order, inform in case of issues to both supervisor and transporter
- PC12.** arrange for the entry pass for the transporter
- PC13.** take necessary precautions and care when handling dangerous and special goods
- PC14.** arrange for material handling equipment as required
- PC15.** inform clients on transit duration, transfers or regulations affecting shipments, etc. and receive their confirmation

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**PC16.** consolidate cargo destined to common destination to minimize cost

**PC17.** arrange necessary documents for the admission of cargo in the freight station, post customs clearance procedures, etc.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** companys customer accounts
- KU3.** organizations fee and charges structure
- KU4.** paperwork required before handling cargo
- KU5.** organizations contacts with customs office
- KU6.** organizations policy of data maintenance, recording and handling
- KU7.** companys material movement policy
- KU8.** reporting structure
- KU9.** department hierarchy
- KU10.** relevant safety and security procedures
- KU11.** details of the transport availability in different routes
- KU12.** charges and cost aspects of different transportation methods
- KU13.** how to provide shipment status notification to exporters, consignees, or insurers
- KU14.** usage of computer for electronic documentation of information
- KU15.** different types of cargo exported, their eligibility of duty free and documentation requirement
- KU16.** different airline/ shipping line available for different routes
- KU17.** transit rules and regulations
- KU18.** nature of the products transported and the variances in their characteristics
- KU19.** packaging methods and procedures for gate passes
- KU20.** special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous and special goods, material handling procedure, etc.

### Generic Skills (GS)

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

- GS1.** schedule and plan for cargo movement
- GS2.** regulatory requirement regarding gate pass, goods handling, etc.
- GS3.** instructions and conditions during cargo movement
- GS4.** regulatory requirement associated with customs clearance
- GS5.** make daily gate passes and entry passes
- GS6.** make daily reporting regarding different transports

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- GS7.** maintain the record of cargo movement as per companys policies
- GS8.** listen to the requirements of the supervisor, customs officials and other related stakeholders
- GS9.** communicate regularly with all stakeholders at every stage of the process as and when required
- GS10.** communicate effectively with supervisory and operational staff at all levels
- GS11.** speak politely and build relationship with the transporters, customs agents, airline agents, etc.
- GS12.** make a judgment on the appropriate choice of transport, route for export of cargo
- GS13.** identify the appropriate equipment for loading and unloading of goods from freight transport
- GS14.** identify dangerous goods and take due precautions
- GS15.** plan the sequence of work
- GS16.** plan for transportation, customs clearance and other arrangement for cargo
- GS17.** prioritize and execute tasks in within the scheduled time limits
- GS18.** represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.
- GS19.** communicate with customers and share all relevant information
- GS20.** identify cases where customs documentation is incomplete and highlight cases to supervisor
- GS21.** identify transporters with inadequate information and guide them regarding the required documentation
- GS22.** analyse on best possible solutions (cost, time, effort, etc.) suited for customer requirement
- GS23.** identify strengths and weaknesses of alternative route for transportation
- GS24.** undertake packaging, marking and labelling for different types of cargoes to assess if it is in order with the widely accepted norms
- GS25.** assess if all the required precaution and documentation is present with respect to the transporter

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and arrange for cargo import</i>	<b>11</b>	<b>30</b>	-	-
<b>PC1.</b> track schedule of cargo arrival based on input from ports and client	1	4	-	-
<b>PC2.</b> coordinate with stakeholders for import customs clearance	1	4	-	-
<b>PC3.</b> make note of transport copy, type of cargo, packaging type, etc. in coordination with the surveyor	1	4	-	-
<b>PC4.</b> check if documents of transport provider are in order, inform in case of issues to both supervisor and transporter	2	6	-	-
<b>PC5.</b> take necessary precautions and care, when handling dangerous goods and special goods	2	4	-	-
<b>PC6.</b> arrange for material handling equipment for loading and unloading of cargo in coordination with the surveyor	2	4	-	-
<b>PC7.</b> inform clients on updates regarding duration of shipment, transfers or regulations affecting shipments and receive their confirmation	2	4	-	-
<i>Plan and arrange for cargo export and trans-shipment</i>	<b>19</b>	<b>40</b>	-	-
<b>PC8.</b> prepare schedule for cargo movement from the supplier destination	2	3	-	-
<b>PC9.</b> collect and verify details of any specific packaging requirements as per nature of goods	2	6	-	-
<b>PC10.</b> plan appropriate route for shipping considering transit requirements and estimate the transit time	2	3	-	-
<b>PC11.</b> check if documents of transport provider are in order, inform in case of issues to both supervisor and transporter	2	6	-	-
<b>PC12.</b> arrange for the entry pass for the transporter	1	4	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> take necessary precautions and care when handling dangerous and special goods	2	3	-	-
<b>PC14.</b> arrange for material handling equipment as required	2	4	-	-
<b>PC15.</b> inform clients on transit duration, transfers or regulations affecting shipments, etc. and receive their confirmation	2	4	-	-
<b>PC16.</b> consolidate cargo destined to common destination to minimize cost	2	3	-	-
<b>PC17.</b> arrange necessary documents for the admission of cargo in the freight station, post customs clearance procedures, etc.	2	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/N2132
<b>NOS Name</b>	Plan and arrange for cargo movement
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	EXIM Logistics - Freight Forwarding and Customs clearance
<b>Occupation</b>	Freight Forwarding Operations, Customs Clearance Operation
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	25/08/2025
<b>NSQF Clearance Date</b>	25/08/2022

## Qualification Pack

### LSC/N2341: Perform customs clearance field activities

#### Description

This unit is about meeting post customs inspection requirements such as packing, scanning, loading and transport arrangement, etc.

#### Scope

The scope covers the following :

- Liaise with the officials to clear the assessment of shipment
- Check packaging and movement of customs cleared goods
- Record and document for further reference
- Range: MS office, Enterprise Resource Planning (ERP), computer, Standard Operating Procedure (SOP), worksheets, projector, stationery etc.

#### Elements and Performance Criteria

##### *Liaise with the officials to clear the assessment of shipment*

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

- PC1.** submit documents required for customs clearance to customs officials as per requirements
- PC2.** respond to any queries and make note of any objections raised by customs officials on the cargo
- PC3.** escalate objections and remarks of customs officials to the (EXIM) supervisor and the customer as required

##### *Check packaging and movement of customs cleared goods*

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

- PC4.** check packaging and material used is as per clients requirement and regulatory compliance
- PC5.** assist customs officer in conducting inspection, and post inspection witness sealing of the container
- PC6.** coordinate with the custodian officials on receipt of goods for loading in the vessel
- PC7.** arrange for manpower and material handling equipment for movement of goods

##### *Record and document for further reference*

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

- PC8.** keep record of shipment in form of daily status report & update the same to customer & EXIM supervisor
- PC9.** collect, transmit and maintain records like photograph of seals and container number, cargo stuffing, etc. as record using data management devices
- PC10.** submit all signed hard copies and soft data for record filling
- PC11.** share a copy of the customs clearance documents with the shipper/ customs agents for further actions
- PC12.** collect feedback from customs officer and report it to supervisor
- PC13.** share a copy of the custom clearance documents with the shipper/customs agents for further actions

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**PC14.** collect feedback from customs officer and report it to supervisor

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** companys customer accounts
- KU3.** organizations fee and charges structure
- KU4.** paperwork required before handling cargo
- KU5.** organizations contact with customs office
- KU6.** organizations policy of data maintenance, recording and handling
- KU7.** companys material movement policy
- KU8.** reporting structure
- KU9.** department hierarchy
- KU10.** relevant safety and security procedures
- KU11.** details of the transport availability in different routes
- KU12.** charges and cost aspects of different transportation methods
- KU13.** how to provide shipment status notification to exporters, consignees, or insurers
- KU14.** usage of computer for electronic documentation of information
- KU15.** different types of cargo exported, their eligibility of duty free and documentation requirement
- KU16.** different airline/ shipping line available for different routes
- KU17.** transit rules and regulations
- KU18.** nature of the products transported and the variances in their characteristics
- KU19.** packaging methods and procedures for gate passes
- KU20.** special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous and special goods, material handling procedure, etc.

### Generic Skills (GS)

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

- GS1.** schedule and plan for cargo movement
- GS2.** regulatory requirement for gate pass, goods handling, cargo transport, etc.
- GS3.** instructions and conditions during cargo movement
- GS4.** regulatory requirement associated with customs clearance
- GS5.** make daily gate passes and entry passes
- GS6.** make daily reporting regarding different transports
- GS7.** maintain the record of cargo movement as per companys policies
- GS8.** listen to the requirements of the supervisor, customs officials and other related stakeholders

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- GS9.** communicate regularly with all stakeholders at every stage of the process as and when required
- GS10.** communicate effectively with supervisory and operational staff at all levels
- GS11.** speak politely and build relationship with the transporters, customs agents, airline agents, etc.
- GS12.** make a judgment on the appropriate choice of transport, route for export of cargo
- GS13.** identify the appropriate equipment for loading and unloading of goods from freight transport
- GS14.** identify dangerous goods and take due precautions
- GS15.** plan the sequence of work
- GS16.** plan for transportation, customs clearance and other arrangement for cargo
- GS17.** prioritize and execute tasks in within the scheduled time limits
- GS18.** represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.
- GS19.** communicate with customers and share all relevant information
- GS20.** identify cases where customs documentation is incomplete and highlight cases to supervisor
- GS21.** identify transporters with inadequate information and guide them on the required documentation
- GS22.** analyse on best possible solutions (cost, time, effort, etc.) suited for customer requirement
- GS23.** identify strengths and weaknesses of alternative route for transportation
- GS24.** check the type of packaging, approx. weight and measurement as well as marking and labelling for different types of cargoes to assess if it is in order with the widely accepted norms
- GS25.** assess if all the required precaution and documentation is present with respect to the transporter

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Liaise with the officials to clear the assessment of shipment</i>	<b>8</b>	<b>15</b>	-	-
<b>PC1.</b> submit documents required for customs clearance to customs officials as per requirements	3	5	-	-
<b>PC2.</b> respond to any queries and make note of any objections raised by customs officials on the cargo	3	5	-	-
<b>PC3.</b> escalate objections and remarks of customs officials to the (EXIM) supervisor and the customer as required	2	5	-	-
<i>Check packaging and movement of customs cleared goods</i>	<b>8</b>	<b>20</b>	-	-
<b>PC4.</b> check packaging and material used is as per clients requirement and regulatory compliance	2	5	-	-
<b>PC5.</b> assist customs officer in conducting inspection, and post inspection witness sealing of the container	2	5	-	-
<b>PC6.</b> coordinate with the custodian officials on receipt of goods for loading in the vessel	2	5	-	-
<b>PC7.</b> arrange for manpower and material handling equipment for movement of goods	2	5	-	-
<i>Record and document for further reference</i>	<b>14</b>	<b>35</b>	-	-
<b>PC8.</b> keep record of shipment in form of daily status report & update the same to customer & EXIM supervisor	2	5	-	-
<b>PC9.</b> collect, transmit and maintain records like photograph of seals and container number, cargo stuffing, etc. as record using data management devices	2	5	-	-
<b>PC10.</b> submit all signed hard copies and soft data for record filling	2	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> share a copy of the customs clearance documents with the shipper/ customs agents for further actions	2	5	-	-
<b>PC12.</b> collect feedback from customs officer and report it to supervisor	2	5	-	-
<b>PC13.</b> share a copy of the custom clearance documents with the shipper/customs agents for further actions	2	5	-	-
<b>PC14.</b> collect feedback from customs officer and report it to supervisor	2	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N2341
<b>NOS Name</b>	Perform customs clearance field activities
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	EXIM Logistics - Freight Forwarding and Customs clearance
<b>Occupation</b>	Freight Forwarding Operations, Customs Clearance Operation
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	25/08/2025
<b>NSQF Clearance Date</b>	25/08/2022



## Qualification Pack

### LSC/N2342: Perform customs clearance office activities

#### Description

This OS unit is about liaising with the officials, clients and maintaining documentation and internal coordination to facilitate cargo movement

#### Scope

The scope covers the following :

- Follow up clearance of shipment from the customs
- Maintain internal coordination
- Range: Indian Customs EDI System (ICES), Indian Customs Electronic commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.

#### Elements and Performance Criteria

##### *Follow up clearance and release of shipment from the customs*

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

- PC1.** follow up in the Indian Customs EDI Gateway (ICEGATE) and check if the bill of entry is approved
- PC2.** check websites of various Participative Government Agencies (PGAs) to check for receipt of various clearances
- PC3.** check if the cargo is approved and released from customs and report the same
- PC4.** arrange for required information and related documents on the pending issues to get the cargo customs cleared
- PC5.** receive final clearance in the form of a Let Export Order (LEO)/ Out of Customs Charge (OCC)

##### *Maintain internal coordination*

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

- PC6.** provide the required information and documents to the field executives
- PC7.** maintain records for clearance activities and shipment for the mandated duration as specified by EXIM regulations
- PC8.** assist in clarifying queries raised by customs official or arrange for additional documents from client/ shipper, if required
- PC9.** update cargo status in portal with the assistance of documentation executive
- PC10.** prepare invoice and process payment for accounting purposes in line with organisation requirements

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures

## Qualification Pack

- KU2.** companys customer accounts
- KU3.** organization fee and charges structure
- KU4.** paperwork required before handling cargo
- KU5.** organizations contact with customs office
- KU6.** organizations policy of data maintenance, recording and handling
- KU7.** companys material movement policy
- KU8.** reporting structure
- KU9.** department hierarchy
- KU10.** relevant safety and security procedures
- KU11.** customs authoritys requirements during inspection of cargo
- KU12.** necessary documents to access entry into the customs area
- KU13.** how to provide shipment status notification to exporters, consignees, or insurers
- KU14.** usage of computer and software (for e.g. ICES, ICEGATE, Remote EDI System (RES)U soft, etc.) to update documentation/reports
- KU15.** Harmonized System of Nomenclature (HSN) Codes and International Commercial Terms (INCOTERMS)
- KU16.** information on foreign trade policy to classify the cargo imported as per regulatory requirement
- KU17.** different airline/ shipping line available for different routes
- KU18.** details of the transport availability in different routes
- KU19.** transit rules and regulations
- KU20.** tracking system
- KU21.** nature of the products transported, the variances in their characteristics and type of packaging required
- KU22.** 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.
- KU23.** changes and updates in acts, procedures, etc. with reference to customs clearance and applicable duties

## Generic Skills (GS)

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

- GS1.** schedule and plan for cargo movement
- GS2.** foreign trade policies
- GS3.** regulatory requirement associated with customs clearance
- GS4.** fill forms related to customs clearance requirement
- GS5.** update the status of the documents received
- GS6.** listen to the requirements of the customs officer
- GS7.** communicate with the supervisor and shipper regularly at every stage of the process
- GS8.** communicate with operational staff at all levels

## Qualification Pack

- GS9.** present information and respond to questions from top management, customs official, peers and various agents
- GS10.** decide on appropriate ways to resolve inefficiency
- GS11.** decide on the appropriate choice of transport, route for export of cargo
- GS12.** prioritize and execute tasks in within the scheduled time limits
- GS13.** arrange for all supporting documents
- GS14.** check if all cargoes are customs cleared as per procedure for the customer
- GS15.** address queries and concerns in a calm and composed manner
- GS16.** communicate with customers and share all relevant information
- GS17.** identify errors and suggest possible solutions
- GS18.** follow up with field Staff and handle their queries to avoid delays
- GS19.** keep exporter or freight forwarder informed of the status to avoid communication gap
- GS20.** identify factors to reduce the issues in the clearance of shipment
- GS21.** maintain record and keep copies of all the documents for future reference
- GS22.** use previous experience and knowledge to resolve new cases with similar problems related to customs clearance

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow up clearance and release of shipment from the customs</i>	<b>15</b>	<b>35</b>	-	-
<b>PC1.</b> follow up in the Indian Customs EDI Gateway (ICEGATE) and check if the bill of entry is approved	3	7	-	-
<b>PC2.</b> check websites of various Participative Government Agencies (PGAs) to check for receipt of various clearances	3	7	-	-
<b>PC3.</b> check if the cargo is approved and released from customs and report the same	3	7	-	-
<b>PC4.</b> arrange for required information and related documents on the pending issues to get the cargo customs cleared	3	7	-	-
<b>PC5.</b> receive final clearance in the form of a Let Export Order (LEO)/ Out of Customs Charge (OCC)	3	7	-	-
<i>Maintain internal coordination</i>	<b>15</b>	<b>35</b>	-	-
<b>PC6.</b> provide the required information and documents to the field executives	3	7	-	-
<b>PC7.</b> maintain records for clearance activities and shipment for the mandated duration as specified by EXIM regulations	3	7	-	-
<b>PC8.</b> assist in clarifying queries raised by customs official or arrange for additional documents from client/ shipper, if required	3	7	-	-
<b>PC9.</b> update cargo status in portal with the assistance of documentation executive	3	7	-	-
<b>PC10.</b> prepare invoice and process payment for accounting purposes in line with organisation requirements	3	7	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N2342
<b>NOS Name</b>	Perform customs clearance office activities
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	EXIM Logistics - Freight Forwarding and Customs clearance
<b>Occupation</b>	Freight Forwarding Operations, Customs Clearance Operation
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	25/08/2025
<b>NSQF Clearance Date</b>	25/08/2022

## 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>	25/08/2025
<b>NSQF Clearance Date</b>	25/08/2022

## 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>	25/08/2025
<b>NSQC Clearance Date</b>	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



## 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>	29/01/2026
<b>NSQC Clearance Date</b>	29/01/2021



## Qualification Pack

### LSC/N1907: Feed data into ERP and analyse in courier hub

#### Description

This unit is about feeding information into Enterprise Resource Planning (ERP) and analyse data to draw inferences and ensure information flow

#### Scope

The scope covers the following :

- Obtain information from associate and supervisor
- Feed information into ERP
- Analyse and report
- Coordinate and communicate internally and to external stakeholders Range: Barcode scanner, packing devices, packing material, markers and stationery, computer, printer, ERP software, etc.

#### Elements and Performance Criteria

##### *Obtain information from associate and supervisor*

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

- PC1.** collect information regarding shipments, loading, un-loading, packing and binning activities, etc.
- PC2.** collect information regarding completions, priorities, delay, escalations, etc.
- PC3.** obtain information regarding changes in inventory

##### *Feed in information into ERP*

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

- PC4.** key in and update information regarding floor operations in ERP
- PC5.** key in and update information regarding priorities, completion status, delays, escalations, etc.
- PC6.** key in and update information on inventory count based on regular feedback

##### *Analyze and report*

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

- PC7.** review entries made into the ERP with respect to daily floor operations
- PC8.** generate reports in ERP and conduct trend analysis and report to management
- PC9.** provide a daily report to management regarding end of the day status

##### *Coordinate and communicate internally and to external stakeholders*

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

- PC10.** coordinate with customers to understand their requirements on dispatch, tracking of orders, shipment in transit, etc.
- PC11.** coordinate with departments to resolve customer queries, update information in ERP, etc.
- PC12.** liaise with suppliers and transport companies

#### Knowledge and Understanding (KU)

## Qualification Pack

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 equipment
- KU10.** basic trouble shooting regarding telephones and computers
- KU11.** operating the ERP system and generating reports
- KU12.** geographical spread of states and cities
- KU13.** labels and instructions in the customer query resolution log book
- KU14.** various escalations regarding resolving and catering to the customer query
- KU15.** overall process from pickup to delivery and different departments engaged in the process
- KU16.** types of shipments being handled
- KU17.** 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.** shipment tags and labels
- GS4.** damage reports
- GS5.** generate daily reports from ERP
- GS6.** presentations on operational trends
- GS7.** end of the day reports
- GS8.** with supervisors and co-workers
- GS9.** collect information from supervisors, associates and peers
- GS10.** decide if data is authentic and accurate
- GS11.** identify errors in data reporting in ERP
- GS12.** infer trends and conclusions based on analysis
- GS13.** maintain punctuality and avoid absenteeism
- GS14.** plan for timely collection of information from supervisors and associates
- GS15.** organise the data to streamline data entry processes
- GS16.** be a team player and achieve joint goals
- GS17.** adhere to the customer timelines



## Qualification Pack

- GS18.** address the urgency of customers as per the instructions
- GS19.** speak politely with customers and take their feedback constructively
- GS20.** identify common trends and inform the management
- GS21.** suggest possible solutions for the common issues in daily operations identified from data
- GS22.** verify the authenticity of the data and apply filters to remove aberrations in the data
- GS23.** analyse trends to identify defaults for corrective action as needed
- GS24.** observe the data to identify aberrations
- GS25.** cross check data to check for data gaps and mistakes in reporting

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Obtain information from associate and supervisor</i>	<b>6</b>	<b>18</b>	-	-
<b>PC1.</b> collect information regarding shipments, loading, un-loading, packing and binning activities, etc.	2	6	-	-
<b>PC2.</b> collect information regarding completions, priorities, delay, escalations, etc.	2	6	-	-
<b>PC3.</b> obtain information regarding changes in inventory	2	6	-	-
<i>Feed in information into ERP</i>	<b>7</b>	<b>17</b>	-	-
<b>PC4.</b> key in and update information regarding floor operations in ERP	2	6	-	-
<b>PC5.</b> key in and update information regarding priorities, completion status, delays, escalations, etc.	2	6	-	-
<b>PC6.</b> key in and update information on inventory count based on regular feedback	3	5	-	-
<i>Analyze and report</i>	<b>8</b>	<b>16</b>	-	-
<b>PC7.</b> review entries made into the ERP with respect to daily floor operations	2	6	-	-
<b>PC8.</b> generate reports in ERP and conduct trend analysis and report to management	3	5	-	-
<b>PC9.</b> provide a daily report to management regarding end of the day status	3	5	-	-
<i>Coordinate and communicate internally and to external stakeholders</i>	<b>9</b>	<b>19</b>	-	-
<b>PC10.</b> coordinate with customers to understand their requirements on dispatch, tracking of orders, shipment in transit, etc.	3	7	-	-
<b>PC11.</b> coordinate with departments to resolve customer queries, update information in ERP, etc.	3	7	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. liaise with suppliers and transport companies	3	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1907
<b>NOS Name</b>	Feed data into ERP and analyse in courier hub
<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>	4
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	NA
<b>Next Review Date</b>	25/08/2025
<b>NSQF Clearance Date</b>	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*

## 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>	25/08/2025
<b>NSQC Clearance Date</b>	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.

## 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/N2131.Prepare documents for Export and Import processing including EDI filing	30	70	0	0	100	20
LSC/N2132.Plan and arrange for cargo movement	30	70	0	0	100	20
LSC/N2341.Perform customs clearance field activities	30	70	0	0	100	20
LSC/N2342.Perform customs clearance office activities	30	70	0	0	100	10
LSC/N9904.Maintain integrity and ethics in operation	40	60	-	-	100	10
LSC/N9905.Follow health, safety and security procedures.	40	60	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>220</b>	<b>430</b>	<b>0</b>	<b>0</b>	<b>650</b>	<b>100</b>

Optional: 1 ERP Data Management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1907.Feed data into ERP and analyse in courier hub	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 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

### 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>	<p>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.</p>
<b>Organisational Context</b>	<p>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.</p>
<b>Technical Knowledge</b>	<p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p>
<b>Core Skills/ Generic Skills (GS)</b>	<p>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.</p>
<b>Electives</b>	<p>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.</p>
<b>Options</b>	<p>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.</p>