



Model Curriculum

QP Name: EXIM Manager

(Options – Profit Management)

QP Code: LSC/Q2120

QP Version: 1.0

NSQF Level: 6

Model Curriculum Version: 1.0

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Training Parameters

Sector	Logistics
Sub-Sector	EXIM Logistics – Freight forwarding and customs clearance
Occupation	Freight forwarding operations, Customer service management, Customs clearance operation
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1324
Minimum Educational Qualification and Experience	<p>Post Graduate Diploma (Logistics/ Freight Forwarding) with 1 Year of experience in EXIM - freight forwarding OR</p> <p>Post Graduate (Logistics/ Freight Forwarding) with 1 Year of experience in EXIM - freight forwarding OR</p> <p>Completed 3 year UG degree (Logistics/ Freight Forwarding) with 3 Years of experience in EXIM - freight forwarding OR</p> <p>2-year Diploma after 12th grade (in any field) (Logistics/ Freight Forwarding) with 4.5 years of experience in EXIM - freight forwarding OR</p> <p>Previous relevant Qualification of NSQF Level (5) with 3 Years of experience in EXIM - freight forwarding</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	23
Last Reviewed On	30/05/2024
Next Review Date	30/05/2027
NSQC Approval Date	30/05/2024
QP Version	1.0
Model Curriculum Creation Date	06/05/2024
Model Curriculum Valid Up to Date	30/05/2027
Model Curriculum Version	1.0

Minimum Duration of the Course	570
Maximum Duration of the Course	630

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Analyse activities scheduled and corresponding resources allocated
- Assess compliance to regulatory requirements
- Generate business for the organisation and manage relationships with stakeholders including clients, customs, PGAs etc.
- Analyse operational and business performance to undertake improvement initiatives
- Comply to work place integrity, ethical and regulatory practices.
- Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms.
- Manage domestic and nominated sales in coordination with counterparts in other countries, customers, transporters, customs brokers and other stakeholders
- Perform profitable ocean cargo exports/imports in compliance with the requisite regulatory requirements
- Perform profitable air cargo export/imports in compliance to IATA and DGCA guidelines and regulatory requirements
- Apply the necessary business strategies to acquire, manage and retain customers to achieve profitability

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	20	10			30
Module 1: Introduction to EXIM Manager	20	10			30
LSC/N9601 – Conduct daily review and facilitate operations NOS Version 2.0 NSQF Level 6	20	40			60
Module 2: Daily review and process control	20	40			60
LSC/N9602 – Review performance and develop performance improvement plans	20	40			60

NOS Version 2.0 NSQF Level 6					
Module 3: Performance management system	20	40			60
LSC/N9701– Business development and stakeholder relations NOS Version 2.0 NSQF Level 6	20	40			60
Module 4: Business development and stakeholder relations	20	40			60
LSC/N2136 – Oversee Ocean cargo freight operations NOS Version 2.0 NSQF Level 6	30	50	10		90
Module 5: Manage ocean cargo	30	50	10		90
LSC/N2137 – Oversee Air cargo freight operations NOS Version 2.0 NSQF Level 6	30	50	10		90
Module 6: Manage air cargo	30	50	10		90
LSC/N2210- Perform domestic and nominated sales NOS Version 2.0 NSQF Level 6	20	30	10		60
Module 7: Domestic and nominated sales	20	30	10		60
LSC/N9911- Follow health, safety, security procedures and maintain integrity, ethics at workplace V1.0 NSQF Level 5	10	20			30
Module 8: Compliance with health, safety, integrity and ethics at workplace	10	20			30
Employability Skills DGT/VSQ/N0103	30	60			90
Total Duration	200	340	30		570

Option Modules

The table lists the option modules, their duration and mode of delivery.

Option 1: Profit Management

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N9604- Perform cost optimization, profit management and strategic business activities NOS Version 2.0 NSQF Level 6	30	30			60
Module 10: Cost optimization, profit management and strategic business management	30	30			60
Total Duration	30	30			60

Module Details

Module 1: Introduction to EXIM Manager

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of an EXIM Manager

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Classify the components of supply chain and logistics sector • Detail the various sub-sectors and the opportunities in them • Detail activities in EXIM • Explain job roles in EXIM • Detail your job role as EXIM Manager and its interface with other job roles • Discuss the documentation requirements in EXIM operations 	<ul style="list-style-type: none"> • Identify various activities in EXIM • Identify job roles in EXIM • Identify the various MHEs and equipment used in EXIM • Prepare the necessary documentation in EXIM operations
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS office, Scanners, system tools, printers	

Module 2: Daily review and process control

Mapped to LSC/N9601, v2.0

Terminal Outcomes:

- Detail the steps to perform in daily review and process control as per SOP

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Discuss the process of approving resource allocation inspection ● Explain the importance of creating daily /weekly activity plan ● Detail the ways to resolve interdepartmental issues ● Illustrate the ways to achieve optimal utilization of resources ● Explain the need to have a cohesive working environment between clients and organisation ● Detail the ways to analyse business performance trends and forecasts ● Discuss the way to prepare budgets as per SOP ● State the relevant state/ country and international laws and regulations ● Detail the standards for handling hazardous goods 	<ul style="list-style-type: none"> ● Analyse the previous day's performance to chart the plan of action ● Approve resource allocation post inspection of pending activities for the day ● Prepare daily/ weekly activity plan ● Resolve interdepartmental queries and issues ● Assess optimal utilisation of all available resources ● Identify training and development needs ● Create a cohesive working environment between clients and organisation ● Analyse business performance trends and forecasts ● Prepare budgets for various operations ● Review compliance to relevant state/ country and international laws and regulations ● Plan corrective and preventive actions to improve outcome of business activities ● Assess compliance to hazardous goods handling standards
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS office, Management information system (MIS), Enterprise Resource Planning (ERP), performance review software, budgeting and forecasting software, stationery, worksheets, Formats for Checklist, SOP etc.	

Module 3: Performance management system

Mapped to LSC/N9602, v2.0

Terminal Outcomes:

- Detail the appropriate steps for performance management as per SOP

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Define performance measurement metrics for assigned activities ● Explain performance review process ● Explain root cause analysis for non-performing areas ● Discuss the importance of performance improvement plan ● Define KPIs as per organisational metrics and expectations ● Explain effective ways for resolving employee grievances 	<ul style="list-style-type: none"> ● Establish performance measurement metrics for assigned activities ● Demonstrate performance review process ● Perform root cause analysis for non-performing areas ● Develop corrective and preventive actions to avoid recurrence ● Design performance improvement plan ● Communicate performance improvement plan ● Establish the KPIs as per organisational metrics and expectations ● Examine employee grievances and undertake corrective actions
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS office, Standard operating procedures (SOP) and Sample formats	

Module 4: Business development and stakeholder relations

Mapped to LSC/N9701, V2.0

Terminal Outcomes:

- Detail the steps to be followed for business development

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● List target population to approach for business development ● Assess prospective clients ● Discuss client requirements ● Plan customised or bundled solutions based on sales pitch ● Demonstrate effective oral and written business communication ● Detail the procedure for preparing costing sheets for service delivery ● Demonstrate usage of ERP for updating client data ● Assess when to upsell and cross-sell services to existing clients ● Describe the nuances in building rapport with clients, customs, government agencies, insurance for healthy relationship ● Discuss the process of writing service level agreements 	<ul style="list-style-type: none"> ● Identify target population to approach for business development ● Assess prospective clients ● Identify client requirements ● Offer customised or bundled solutions based on sales pitch ● Demonstrate effective oral and written business communication ● Prepare costing sheets for service delivery ● Use ERP for updating client data ● Estimate when to upsell and cross-sell services to existing clients ● Establish rapport with clients, customs, government agencies, insurance for healthy relationship ● Prepare service level agreements ● Schedule resources as per operational requirement
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
MS Project, Computers with MS Office, Projector, TV, Stationery, Worksheets, Reefer vehicle, loading dock, MHE equipment such as pallet trucks &, forklifts, pallets, crates, sample products, weighing tables, standard formats, temperature control systems.	

Module 5: Manage Ocean cargo

Mapped to LSC/N2136, v2.0

Terminal Outcomes:

- Detail the steps to be followed for managing ocean cargo as per SOP

Duration: 30:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Discuss the process of reviewing ocean freight plan to propose and amend activities and resources ● State the statutory, regulatory and legal requirements of local and international companies for the type of products/cargo being transported via ocean ● Explain standard material handling procedures for various types of products and cargo ● State the local and international regulatory requirements for ocean cargo documentation ● Explain the escalation procedure to resolve delays in customs clearance, transportation, loading/unloading, documentation etc. ● List the KPIs relevant to ocean cargo EXIM processing to monitor and improve activities ● Explain the importance of analysing market rates to propose changes in fee, schedule etc ● Discuss the process of managing receivables to ensure timely collection ● Detail the preparation of timely reports to record operational effectiveness 	<ul style="list-style-type: none"> ● Review ocean freight plan to propose and amend activities and resources ● Inspect documentation for compliance to statutory, regulatory and legal requirements of local and international companies for the type of products/cargo being transported via ocean ● Propose solutions for areas of non-compliance ● Demonstrate standard material handling procedures for various types of products and cargo ● Detail the coordination requirements with various stakeholders ● Inspect EXIM documentation for adherence to requirements as per local and international regulatory requirements for ocean cargo ● Resolve delays in customs clearance, transportation, loading/unloading, documentation etc. ● Apply KPIs relevant to ocean cargo EXIM processing to monitor and improve activities ● Analyse market rates to propose changes in fee, schedule etc ● Manage receivables to ensure timely collection ● Prepare timely reports to record operational effectiveness
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Indian Customs EDI System (ICES), GST guidelines, Indian Customs Electronic Commerce/ Electronic Data Gateway (ICEGATE), Remote EDI System (RES), Computers with MS Office, projector, stationery, SOPs etc	

Module 6: Manage air cargo

Mapped to LSC/N2137, v2.0

Terminal Outcomes:

- Detail the steps to be followed for managing air cargo as per SOP

Duration: 30:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Identify the optimal pricing and schedule in discussion with air freight service providers ● Discuss the DGCA and IATA licenses required for handling various products including dangerous/hazardous goods ● State the statutory, regulatory and legal requirements of local and international companies for the type of products/cargo being transported via air ● Detail the documentation and approvals required for prohibited items, dangerous goods, and special items ● Detail customs clearance procedure for Less than Container (LCL) loading at the warehouse ● Detail customs clearance procedure for Full Container Load (FCL) loading at air cargo terminal/ air freight station ● Describe the coordination required with customs officials, IATA agents, air freight stations/ air cargo terminals, air freight service providers and others for EXIM clearance ● Explain the escalation procedure to resolve delays in customs clearance, transportation, loading/unloading, documentation etc. ● List the KPIs relevant to air cargo EXIM processing to monitor and improve activities ● Discuss the importance of analysing market rates to propose changes in fee, schedule etc ● Explain the process to manage receivables ● Discuss the procedure of preparing timely reports to record operational effectiveness 	<ul style="list-style-type: none"> ● Identify the optimal pricing and schedule in discussion with air freight service providers ● Review air freight plan to propose and amend activities and resources ● Inspect documentation for compliance to statutory, regulatory and legal requirements of local and international companies for the type of products/cargo being transported via air ● Prepare the documentation and approvals required for prohibited items, dangerous goods, and special items ● Perform customs clearance procedure for Less than Container (LCL) loading at the warehouse ● Perform clearance procedure for Full Container Load (FCL) loading at air cargo terminal/ air freight station ● Resolve delays in customs clearance, transportation, loading/unloading, documentation etc. ● Apply KPIs relevant to air cargo EXIM processing to monitor and improve activities ● Analyse market rates to propose changes in fee, schedule etc ● Manage receivables to ensure timely collection ● Prepare timely reports to record operational effectiveness
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Indian Customs EDI System (ICES), Indian Customs Electronic Commerce/ Electronic Data Gateway (ICEGATE), Remote EDI System (RES), IATA guidelines, DGCA guidelines/notifications, Computers with MS Office, projector, stationery, Sample documentation forms for Customs Clearance and import of restricted items, SOPs etc.	

Module 7: Perform domestic and nominated sales

Mapped to LSC/N2210, v2.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of domestic and nominated sales

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Detail the process of analysing business environment including competitor's service offering, pricing, market penetration and other parameters to identify new business opportunities ● Explain tariffs various duty drawback opportunities and claim filing procedures with respect to exports and imports in other countries by discussing with counterparts to propose best pricing and transportation modes to customer ● Discuss tariffs, benefits under different trade agreements ● Explain counterparts on document filing requirements with respect to import and export authorisations, licenses, etc ● Choose cost effective and efficient shippers and customs brokers to deliver the service ● Explain the coordination required with customs, shipping agents, customs brokers, transporters and others to provide efficient services ● Detail the customer relationship management requirements to ensure mutually profitable business 	<ul style="list-style-type: none"> ● Analyse business environment including competitor's service offering, pricing, market penetration and other parameters to identify new business opportunities ● Prepare responses to RFPs, participate in tenders and follow-up leads ● Propose best in class services to acquire new businesses ● Analyse tariffs various duty drawback opportunities and claim filing procedures with respect to exports and imports in other countries by discussing with counterparts to propose best pricing and transportation modes to customer ● Appraise counterparts in other countries on tariffs, benefits under different trade agreements ● Propose cost effective and efficient shippers and customs brokers to deliver the service ● Perform coordination with customs, shipping agents, customs brokers, transporters and others to provide efficient services ● Manage customer relationship to ensure mutually profitable business
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS office, Indian Customs EDI System (ICES), Indian Customs Electronic commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, WMS (learning version), SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, Various Forms for Import and Export etc.	

Module 8: Compliance with health, safety, integrity and ethics at workplace

Mapped to LSC/N9911, v1.0

Terminal Outcomes:

- Detail the steps involved in the implementation of health & safety measures

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Detail the safety regulations and procedures w.r.t fire hazards, biohazards, etc. ● Explain various PPE utilized in logistics and their uses. ● Describe data safety regulations and clear worktable policy. ● Explain the importance of taking care of personal health and hygiene. ● Detail the standard procedures to be followed during emergency situations. ● Explain 5s at workplace and code of ethics. 	<ul style="list-style-type: none"> ● Follow health, safety and security measures during all activities. ● Wear all safety equipment including protective gear, helmets etc., in relevant bay areas. ● Recognize unsafe conditions and safety practices at the workplace and report it to concerned authorities. ● Comply with data safety regulations of the organization and follow clear worktable policy. ● Maintain personal health and hygiene. ● Practise basic first aid methods. ● Follow procedures to handle emergency situations. ● Protect data and information related to business or commercial decisions. Prevent company and customer information leakage. ● Refrain from indulging in corrupt practices and consult senior management when in an ethical dilemma. ● Follow organization procedures with respect to documentation.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, PPE, system tools, LLMS (learning version).	

Module 9: Employability Skills

Mapped to DGT/VSQ/N0103, v1.0

Terminal Outcomes:

- Discuss the Employability Skills required for jobs in various industries.
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen.
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan.

Duration: 30:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● Outline the importance of Employability Skills for the current job market and future of work. ● List different learning and employability related GOI and private portals and their usage. ● Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen. ● Discuss relevant 21st century skills required for employment. ● Highlight the importance of practicing 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. ● Explain the importance of communication etiquette including active listening for effective communication. ● Discuss the significance of escalating sexual harassment issues as per POSH act. ● Discuss various financial institutions, products, and services. ● Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions. ● Discuss the legal rights, laws, and aids. 	<ul style="list-style-type: none"> ● Research and prepare a note on different industries, trends, required skills and the available opportunities. ● Demonstrate how to practice different environmentally sustainable practices. ● Create a pathway for adopting a continuous learning mindset for personal and professional development. ● Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone. ● Write a short note/paragraph / letter/e - mail using correct basic English. ● Create a career development plan. ● Identify well-defined short- and long-term goals. ● Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette. ● Write a brief note/paragraph on a familiar topic. ● Role play a situation on how to work collaboratively with others in a team. ● Demonstrate how to behave, communicate, and conduct appropriately with all genders and PWD. ● Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement. ● Calculate income and expenditure for budgeting. ● Demonstrate how to operate digital devices and use the associated applications and features, safely and securely.

<ul style="list-style-type: none"> ● Describe the role of digital technology in day-to-day life and the workplace. ● Discuss the significance of displaying responsible online behaviour while using various social media platforms. ● Explain the types of entrepreneurship and enterprises. ● Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan. ● Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement. ● Discuss various tools used to collect customer feedback. ● Discuss the significance of maintaining hygiene and dressing appropriately. ● Discuss the significance of maintaining hygiene and dressing appropriately for an interview. ● List the steps for searching and registering for apprenticeship opportunities 	<ul style="list-style-type: none"> ● Demonstrate how to connect devices securely to internet using different means. ● Follow the dos and don'ts of cyber security to protect against cybercrimes. ● Create an e-mail id and follow e-mail etiquette to exchange e-mails. ● Show how to create documents, spreadsheets and presentations using appropriate applications. ● Utilize virtual collaboration tools to work effectively. ● Create a sample business plan, for the selected business opportunity. ● Classify different types of customers. ● Demonstrate how to identify customer needs and respond to them in a professional manner. ● Draft a professional Curriculum Vitae (CV) ● Use various offline and online job search sources to find and apply for jobs. ● Role play a mock interview. ●
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs	
Tools, Equipment and Other Requirements	
Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer	

Module 10: Cost optimization, profit management and strategic business management

Mapped to LSC/N9604, v1.0

Terminal Outcomes:

- Detail the process to achieve cost optimization
- Explain the process of strategic business management

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● List the operational metrics related to workforce, material deployment, capacity utilisation, cost heads etc. ● Explain the procedure to analyse operational performance ● Explain fleet purchase, management and branding ● Describe the relationship management strategies to engage senior level client officials ● Develop sales plan for institutional and retail clients ● Explain the process of analysing current market offerings, pricing and business practices of competitors ● Describe RFPs preparation to participate in tenders ● Write Service Level Agreement (SLAs) to ensure customer satisfaction ● Explain budgeting process ● Detail budgetary compliance 	<ul style="list-style-type: none"> ● Analyse the operational metrics related to workforce, material deployment, capacity utilisation, cost heads etc. ● Assess the operational performance to identify profitable and unprofitable businesses ● Prepare preventive and corrective actions to minimise cost overruns and underutilisation of assets ● Perform fleet purchase, management and branding ● Create sales plan for institutional and retail clients ● Analyse current market offerings, pricing and business practices of competitors ● Prepare RFP's as per SOP ● Manage delivery of Service Level Agreement (SLAs) to ensure customer satisfaction ● Perform budgeting process ● Analyse budgetary compliance ● Propose innovative process solutions to resolve business bottlenecks ● Engage cross-functional team to achieve business targets ● Propose strategies to improve process and minimise errors and delays
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS office, ERP, Standard operating procedures (SOP) and Sample formats, performance review software, computer, stationery, worksheets, etc.	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Any Graduate	EXIM Logistics	2	EXIM Logistics			

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "EXIM Manager" mapped to QP: "LSC/Q2120, v1.0". Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601". Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Any Graduate	EXIM Logistics	2	EXIM Logistics			

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "EXIM Manager" mapped to QP: "LSC/Q2120, v1.0". Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2601". Minimum accepted score is 80%

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment, and equipment etc.

3. On-Job Training: OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.

4. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions.
- iv. Fill in the blanks
- v. Scenario based Questions
- vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations
practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

References

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards