

## Qualification Pack



# EXIM Manager

Options: Profit Management

QP Code: LSC/Q2120

Version: 1.0

NSQF Level: 6

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## Qualification Pack

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### LSC/Q2120: EXIM Manager

#### Brief Job Description

The role holder is proficient in customs compliance, resolves any customs related issues and improves the efficiency and effectiveness of EXIM Operations. The individual is also expected to participate in the strategic short-term and long-term planning, monitor key account activity, provide customer service and provide direction to operational staff to meet service levels.

#### Personal Attributes

The job requires the individual to be able to work under high work pressure and on computer for long hours. The individual should have attention to detail, problem-solving and mathematical skills and should be observant and diligent in leading operations and performance. The individual should have English and Vernacular language proficiency, excellent in spoken, written and oral communication.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N9601: Conduct daily review and facilitate operations](#)
2. [LSC/N9602: Review performance and develop performance improvement plan](#)
3. [LSC/N9701: Business development and stakeholder relations](#)
4. [LSC/N2210: Perform domestic and nominated sales](#)
5. [LSC/N2136: Oversee ocean cargo freight operations](#)
6. [LSC/N2137: Oversee air cargo freight operations](#)
7. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
8. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

##### Options(Not mandatory):

###### Option : Profit Management

The unit is about performing cost optimization, profit management and strategic business activities that would help the person grow vertically has s/he moves to regional roles or delivery centre roles or strategic roles

1. [LSC/N9604: Perform cost optimization, profit management and strategic business activities](#)

## Qualification Pack

### 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, Customer Service Management, Customs Clearance Operation
<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Credits</b>	21
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1324
<b>Minimum Educational Qualification &amp; Experience</b>	<p>Post Graduate Diploma (Logistics/Freight Forwarding) with 1 Year of experience in EXIM - freight forwarding OR Post Graduate (Logistics/ Freight Forwarding) with 1 Year of experience in EXIM - freight forwarding OR Completed 3 year UG degree (Logistics/ Freight Forwarding) with 3 Years of experience in EXIM - freight forwarding OR 2-year Diploma after 12th grade (in any field) (Logistics/ Freight Forwarding) with 4.5 years of experience in EXIM - freight forwarding OR Previous relevant Qualification of NSQF Level (5) with 3 Years of experience in EXIM - freight forwarding</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	23 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/05/2027
<b>NSQC Approval Date</b>	30/05/2024
<b>Version</b>	1.0



## Qualification Pack

Reference code on NQR	QG-06-TW-02626-2024-V1-LSC
NQR Version	1.0

## Qualification Pack

### LSC/N9601: Conduct daily review and facilitate operations

#### Description

This OS unit is about conducting daily status reviews and facilitating daily operations

#### Scope

The scope covers the following :

- Review status of previous day's work and pending activities
- Approve daily work plans and allocate tasks
- Facilitate smooth operations
- Forecast and budget resources for operations
- Check compliance with legal and regulatory requirements

#### Elements and Performance Criteria

##### *Review status of previous day's work*

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

- PC1.** review previous day reports with supervisors identifying pending works
- PC2.** review inspection and output reports for the previous day
- PC3.** review and approve pending orders for the previous day
- PC4.** resolve issues with regards to pending activities or escalate them to senior management or external consultant/ technician
- PC5.** review performance and utilization of budgeted resources making amendments as required

##### *Forecast and budget*

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

- PC6.** analyse trend pattern and make suitable assumptions for forecasting
- PC7.** prepare forecasts and accordingly plan and budget for workforce and other resources
- PC8.** set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets
- PC9.** prepare weekly and monthly work plans as per the forecast and budget
- PC10.** make amendments in budgeted resources based on daily performance reviews

##### *Approve work plans and allocate tasks*

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

- PC11.** identify priority task and inform to supervisors and executives
- PC12.** approve and share the weekly work plan with supervisors allocating resources as per plan
- PC13.** review and approve any ad-hoc request for alternate or additional resources
- PC14.** approve daily work plan prepared by supervisors

##### *Facilitate smooth operations*

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

- PC15.** guide supervisors and executives to resolve any pending issues

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- PC16.** coordinate with other departments and external resources to escalate and expedite stuck cases
- PC17.** coordinate with clients and keep them updated in cases of delays, pendency, etc.
- PC18.** review of work by executives and supervisors to check for errors
- PC19.** review reports to monitor operational performance
- PC20.** guide the team in use of ERP and available IT infrastructure

*Ensure compliance with legal and regulatory framework*

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

- PC21.** monitor compliance with relevant local, country and international law and process on a regular basis
- PC22.** monitor compliance with respect to organizational policies and procedure

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards as well as documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards, handling of special and dangerous goods, etc
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined TATs and output metrics for daily operations
- KU13.** just in time (JIT) mode of inventory management
- KU14.** coding system followed to label items
- KU15.** the IT system and ERP system of the organization
- KU16.** process flow of service operation and understanding of basic supply chain value chain
- KU17.** state/country taxes and routing
- KU18.** local and global geographies
- KU19.** use of enterprise resource planning software (ERP) and the MIS
- KU20.** use tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** structure and implications of fees and charges involved

## Generic Skills (GS)

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



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- GS1.** work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations
- GS3.** internal communications memorandums
- GS4.** checklists and daily reports
- GS5.** maintain the record of as per companys policy
- GS6.** make the note of instructions to team members
- GS7.** develop operating procedures and their updation
- GS8.** write communications, letters both within the company and to other stakeholders and clients
- GS9.** prepare daily reports, checklists and create documents for internal communication
- GS10.** communicate with all internal and external stakeholders
- GS11.** share experiences and provide guidance to juniors and peers
- GS12.** listen to queiries and requirements of internal and external stakeholders



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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Review status of previous day's work</i>	<b>8</b>	<b>23</b>	-	-
<b>PC1.</b> review previous day reports with supervisors identifying pending works	2	5	-	-
<b>PC2.</b> review inspection and output reports for the previous day	2	5	-	-
<b>PC3.</b> review and approve pending orders for the previous day	2	5	-	-
<b>PC4.</b> resolve issues with regards to pending activities or escalate them to senior management or external consultant/ technician	1	4	-	-
<b>PC5.</b> review performance and utilization of budgeted resources making amendments as required	1	4	-	-
<i>Forecast and budget</i>	<b>9</b>	<b>16</b>	-	-
<b>PC6.</b> analyse trend pattern and make suitable assumptions for forecasting	2	3	-	-
<b>PC7.</b> prepare forecasts and accordingly plan and budget for workforce and other resources	2	3	-	-
<b>PC8.</b> set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets	1	4	-	-
<b>PC9.</b> prepare weekly and monthly work plans as per the forecast and budget	2	3	-	-
<b>PC10.</b> make amendments in budgeted resources based on daily performance reviews	2	3	-	-
<i>Approve work plans and allocate tasks</i>	<b>5</b>	<b>15</b>	-	-
<b>PC11.</b> identify priority task and inform to supervisors and executives	2	3	-	-
<b>PC12.</b> approve and share the weekly work plan with supervisors allocating resources as per plan	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> review and approve any ad-hoc request for alternate or additional resources	1	4	-	-
<b>PC14.</b> approve daily work plan prepared by supervisors	1	4	-	-
<i>Facilitate smooth operations</i>	<b>6</b>	<b>12</b>	-	-
<b>PC15.</b> guide supervisors and executives to resolve any pending issues	1	2	-	-
<b>PC16.</b> coordinate with other departments and external resources to escalate and expedite stuck cases	1	2	-	-
<b>PC17.</b> coordinate with clients and keep them updated in cases of delays, pendency, etc.	1	2	-	-
<b>PC18.</b> review of work by executives and supervisors to check for errors	1	2	-	-
<b>PC19.</b> review reports to monitor operational performance	1	2	-	-
<b>PC20.</b> guide the team in use of ERP and available IT infrastructure	1	2	-	-
<i>Ensure compliance with legal and regulatory framework</i>	<b>2</b>	<b>4</b>	-	-
<b>PC21.</b> monitor compliance with relevant local, country and international law and process on a regular basis	1	2	-	-
<b>PC22.</b> monitor compliance with respect to organizational policies and procedure	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9601
<b>NOS Name</b>	Conduct daily review and facilitate operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Terminals, ICDs and CFS, Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQF Clearance Date</b>	30/05/2024

## Qualification Pack

# LSC/N9602: Review performance and develop performance improvement plan

## Description

This unit is about reviewing performance and developing performance improvement plan

## Scope

The scope covers the following :

- Analyse activity wise operational performance
- Identify reasons for non-performance and areas for improvement
- Implement performance improvement action plans
- Provide leadership and direction

## Elements and Performance Criteria

### *Analyse activity wise operational performance*

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

- PC1.** analyse activity related performance metrics
- PC2.** review output reports for escalated cases to identify reasons
- PC3.** review asset utilization rates and revenue per manpower
- PC4.** analyse trend of defaults, delays, etc. along with their reasoning
- PC5.** analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance

### *Identify reasons for non-performance and areas of improvement*

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

- PC6.** analyse reasons for non-performance with respect to each operation and department
- PC7.** identify process improvement areas and departments
- PC8.** identify training needs and develop training plans
- PC9.** analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management
- PC10.** examine staff turnover issues
- PC11.** identify the department and staffs that are underperforming and take necessary actions to improve performance

### *Implement performance review action plan*

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

- PC12.** prioritise performance improvement project implementation
- PC13.** develop strategic action plans to increase overall worker and operational efficiency
- PC14.** communicate performance improvement benefits to senior management and take their approval
- PC15.** establish key performance indicators, track regular performance output with respect to set goals and take corrective actions

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**PC16.** address all employee performance problems promptly and directly in accordance with personnel policies

**PC17.** take necessary action in case of theft or fiddling with the shipment

*Provide leadership and direction*

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

**PC18.** develop, implement, and manage departmental policies, procedures, standards and strategies as required

**PC19.** set objectives and provide support to team members

**PC20.** communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts

**PC21.** guide and support them to cope with work load

**PC22.** conduct meetings with staff to assess groups overall performance; discuss ideas for improvement and inform staff of new developments

**PC23.** support team members in identifying, developing and implementing new ideas

**PC24.** direct the hiring, training, and performance evaluations of staff

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** vision, mission and values of the company

**KU2.** companys policy on business ethics and code of conduct

**KU3.** business and performance of the company

**KU4.** knowledge repository and various projects done by the company

**KU5.** reporting structure to support and expedite project activities

**KU6.** escalation matrix for reporting issues/challenges

**KU7.** companys policy and work instructions on quality standards

**KU8.** companys personnel management and incentives rules

**KU9.** importance of the individuals role in the workflow

**KU10.** company policy defined turn around time (TATs) and output metrics for daily operations

**KU11.** companys approach towards skill up-gradation and technology modernisation

**KU12.** companys training plans and schedules

**KU13.** process flow of service operation, value chain and basic supply chain map within the sub sector

**KU14.** state/country taxes and routing

**KU15.** local and global geographical knowledge

**KU16.** use of enterprise resource planning software (ERP)

**KU17.** use of various tools for documentation: MS excel and MS Word, etc.

**KU18.** basics of statistical and quantitative analysis tools

**KU19.** use of spreadsheets to tabulate and analyze the data

**KU20.** structure and implications of fees and charges involved in transportation, warehousing, etc.

**KU21.** transit rules and regulations

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- KU22.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU23.** customer relationship management and contract management, and service level agreement (SLA)
- KU24.** factors for evaluation of operational performance and utilization for resources
- KU25.** different metrics of performance evaluation
- KU26.** different solutions to improve performance and utilization

## Generic Skills (GS)

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

- GS1.** company policy and standard work-related documents
- GS2.** emails, letters and instructions
- GS3.** daily reports
- GS4.** prepare reports on delivery performance, demand forecast, franchisee performance etc.
- GS5.** write Minutes of Meeting, mails and memos
- GS6.** interact with team members to work efficiently
- GS7.** communicate effectively with colleagues and vendors to achieve smooth workflow
- GS8.** communicate quality standards and performance metrics clearly to all the employees
- GS9.** listen to queries patiently and answer them aptly
- GS10.** plan and organise performance review sessions
- GS11.** make action plan for performance improvement
- GS12.** organise projects/ training plans for performance improvement
- GS13.** monitor the activities of the performance improvement plan
- GS14.** plan and organise monitoring activities to ensure no breach in terms of commitments
- GS15.** timely complete analysis on reports and issues identified
- GS16.** analyse performance with focus on customer requirement and ability to improve satisfaction levels with customers
- GS17.** sensitise individuals towards customer satisfaction and train them accordingly
- GS18.** resolve interpersonal issues among employees
- GS19.** resolve performance related bottlenecks with respect to individuals and resources
- GS20.** guide staff towards appropriate training to improve performance and remove bottlenecks
- GS21.** assess resource utilization and performance and suggest solutions to remove bottlenecks
- GS22.** analyse reports and take necessary action
- GS23.** analyse output and delivery performance to infer bottlenecks
- GS24.** assess the performance of resources to see capacity utilization
- GS25.** assess performance to see if there is a need for technology up-gradation or training
- GS26.** improve work processes by adopting global best practices
- GS27.** resolve recurring inter-personal or system related conflicts with colleagues that hinder service
- GS28.** act upon constructively on any problems as pointed by seniors



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- GS29.** review performance with respect to requirement and compare with global peers to see prospects for technology and skill up-gradation

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Analyse activity wise operational performance</i>	<b>8</b>	<b>17</b>	-	-
<b>PC1.</b> analyse activity related performance metrics	2	3	-	-
<b>PC2.</b> review output reports for escalated cases to identify reasons	2	3	-	-
<b>PC3.</b> review asset utilization rates and revenue per manpower	2	3	-	-
<b>PC4.</b> analyse trend of defaults, delays, etc. along with their reasoning	1	4	-	-
<b>PC5.</b> analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance	1	4	-	-
<i>Identify reasons for non-performance and areas of improvement</i>	<b>8</b>	<b>17</b>	-	-
<b>PC6.</b> analyse reasons for non-performance with respect to each operation and department	1	3	-	-
<b>PC7.</b> identify process improvement areas and departments	2	3	-	-
<b>PC8.</b> identify training needs and develop training plans	2	3	-	-
<b>PC9.</b> analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management	1	2	-	-
<b>PC10.</b> examine staff turnover issues	1	3	-	-
<b>PC11.</b> identify the department and staffs that are underperforming and take necessary actions to improve performance	1	3	-	-
<i>Implement performance review action plan</i>	<b>6</b>	<b>18</b>	-	-
<b>PC12.</b> prioritise performance improvement project implementation	1	3	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> develop strategic action plans to increase overall worker and operational efficiency	1	3	-	-
<b>PC14.</b> communicate performance improvement benefits to senior management and take their approval	1	3	-	-
<b>PC15.</b> establish key performance indicators, track regular performance output with respect to set goals and take corrective actions	1	3	-	-
<b>PC16.</b> address all employee performance problems promptly and directly in accordance with personnel policies	1	3	-	-
<b>PC17.</b> take necessary action in case of theft or fiddling with the shipment	1	3	-	-
<i>Provide leadership and direction</i>	<b>8</b>	<b>18</b>	-	-
<b>PC18.</b> develop, implement, and manage departmental policies, procedures, standards and strategies as required	1	3	-	-
<b>PC19.</b> set objectives and provide support to team members	1	3	-	-
<b>PC20.</b> communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts	1	3	-	-
<b>PC21.</b> guide and support them to cope with work load	1	2	-	-
<b>PC22.</b> conduct meetings with staff to assess groups overall performance; discuss ideas for improvement and inform staff of new developments	1	3	-	-
<b>PC23.</b> support team members in identifying, developing and implementing new ideas	1	2	-	-
<b>PC24.</b> direct the hiring, training, and performance evaluations of staff	2	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9602
<b>NOS Name</b>	Review performance and develop performance improvement plan
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	EXIM logistics, Freight Forwarding & Custom Clearance, Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

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

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Generate new business prospects*

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

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

##### *Maintain customer relations*

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

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

##### *Coordinate with government officials, vendors and contractors*

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

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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### Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generate new business prospects</i>	<b>14</b>	<b>28</b>	-	<b>4</b>
<b>PC1.</b> update information into ERP, inform the relevant departments on sale closure	1	3	-	1
<b>PC2.</b> obtain the list of existing clients and new prospects from the company's sales database.	2	3	-	1
<b>PC3.</b> prepare sales targets and relationship strategies	2	3	-	-
<b>PC4.</b> Prioritize the clients for contact based on the previous relationship building calls made to each of them	2	3	-	-
<b>PC5.</b> call clients and prospects to seek a meeting	2	3	-	-
<b>PC6.</b> meet clients to offer new services and take feedback for current services	2	3	-	-
<b>PC7.</b> identify client's business needs and offer customized and bundled solutions	1	3	-	1
<b>PC8.</b> negotiate costs, close the deal and collect organizational and payment details of the client	1	4	-	1
<b>PC9.</b> take the client's feedback	1	3	-	-
<i>Maintain customer relations</i>	<b>6</b>	<b>17</b>	-	<b>3</b>
<b>PC10.</b> regularly interact with the client over the phone, emails or personal visits and quickly respond to their queries	1	3	-	1
<b>PC11.</b> address the queries raised by the customers effectively and on time	1	4	-	-
<b>PC12.</b> take appropriate actions on escalations raised by customers	1	3	-	-
<b>PC13.</b> handle customer grievances such as damage or tampering with shipment, extra charges levied, failure to deliver as per commitment, delays, etc.	1	4	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.	2	3	-	1
<i>Coordinate with government officials, vendors and contractors</i>	<b>10</b>	<b>15</b>	-	<b>3</b>
<b>PC15.</b> liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	1
<b>PC16.</b> analyse and manage insurance claim requests	2	3	-	1
<b>PC17.</b> coordinate with marketing agencies for publicity of company services	2	3	-	-
<b>PC18.</b> negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment periods, etc.	2	3	-	1
<b>PC19.</b> Coordinate with labour contractors and local vendors for sufficient workforce carrier vehicle availability per work demand	2	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9701
<b>NOS Name</b>	Business development and stakeholder relations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQF Clearance Date</b>	30/05/2024



## Qualification Pack

### LSC/N2210: Perform domestic and nominated sales

#### Description

This OS unit is about generating new business through domestic and nominated sales.

#### Scope

The scope covers the following :

- Perform domestic sales
- Perform nominated sales

#### Elements and Performance Criteria

##### *Perform domestic sales*

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

- PC1.** interpret the competitive landscape and identify new business opportunities
- PC2.** perform competitors analysis to analyse their service offering, pricing, market penetration and other parameters
- PC3.** participate in tenders and reply to Request for Proposal (RFP) to generate new businesses
- PC4.** use referrals from existing customers to develop business
- PC5.** convert potential leads into customers by understanding their requirements and offering best in class service as well as competitive pricing
- PC6.** check with the counterpart in destination countries to analyse the tariffs, various duty drawback opportunities and claim filing procedures with respect to exports and imports
- PC7.** provide required inputs to the counterpart on customer requirement to arrive at best pricing and mode of transportation
- PC8.** present the solutions plan to the customer for concurrence and clear queries if any

##### *Perform nominated sales*

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

- PC9.** coordinate with counterpart in other countries to understand clients export/import business requirements
- PC10.** advise the counterpart on tariffs, benefits under different trade agreements, and document filing requirements with respect to import and export authorisations, licenses, etc.
- PC11.** identify cost effective and efficient shippers and customs brokers to deliver the required service
- PC12.** liaise with vendors where paperwork and authorisation are required to expedite clearance of shipments
- PC13.** coordinate with customs officers for timely shipment clearance on basis of documents provided by consignee for clearance
- PC14.** liaise with the agent. shippers abroad to get the details of the cargo in case of import cargo and with the shipping line to take the ocean freight rate in case of export cargo
- PC15.** follow up on escalated cases of payment delays

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** company's reporting structure to support and expedite project activities
- KU3.** company's policy and work instructions on quality standards as well as documentation policy
- KU4.** importance of the individual's role in the workflow
- KU5.** company's policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards, handling of special and dangerous goods, etc.
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined TATs and output metrics for daily operations
- KU13.** coding system followed to label items
- KU14.** the IT system and ERP system of the organization
- KU15.** state/country taxes and routing
- KU16.** local and global geographies
- KU17.** use of enterprise resource planning software (ERP) including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU18.** use of tools for documentation: MS excel and MS Word, etc.
- KU19.** basics of statistical and quantitative analysis tools
- KU20.** use of spreadsheets to tabulate and analyze the data
- KU21.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU22.** transit rules and regulations
- KU23.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU24.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU25.** customer relationship management
- KU26.** understand use of different tools for analysing business and competitor performance
- KU27.** understand use of sales strategies
- KU28.** usage of software (for e.g.; ICES, ICEGATE, Remote EDI System (RES), etc.) to manage and update documentation/reports
- KU29.** customs rules and regulations
- KU30.** changes and updates in trade agreements
- KU31.** changes in customs clearance procedures and applicable duties

## Qualification Pack

- KU32.** various Acts like 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
- KU33.** employee engagement and motivation theories

## Generic Skills (GS)

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

- GS1.** work instructions, customer requirement and quality policy
- GS2.** schedule and plan for cargo movement
- GS3.** foreign trade policies
- GS4.** regulatory requirement associated with customs clearance
- GS5.** notes, letters, memos, e-mails, specifications, books, reports, charts, tables and graphs, etc.
- GS6.** write reports to the staff, senior management and the board of directors
- GS7.** write monthly evaluation or a situation analysis and recommendations
- GS8.** maintain records as per company's policies
- GS9.** write reports and business correspondence to clients
- GS10.** listen to the requirements of the client
- GS11.** provide clear and concise direction and instructions to staff and other departments
- GS12.** communicate with clients, customs officials and staff using variety of communication device and medium
- GS13.** explain in local language transportation route to the transporter
- GS14.** exchange information with other managers, supervisory and operational staff at all levels
- GS15.** select and recommend on the appropriate choice of transport, route for export of cargo
- GS16.** decide on actions to be taken on escalation raised by the customer
- GS17.** make decision about staffing requirement
- GS18.** liaison with staff, transporters and customs authorities to ensure smooth clearance process
- GS19.** monitor smooth functioning of all activities
- GS20.** prevent company and customer information leakage
- GS21.** ensure all cargo are customs cleared as per requirement of the customer
- GS22.** take prompt action on queries raised by the customer
- GS23.** respond to customer and staff complaints
- GS24.** keep contingent plan ready in case of delays or any issue
- GS25.** address the queries of the transporters in a calm and composed manner
- GS26.** resolve interpersonal issues with superiors and colleagues by communicating in time, in order to achieve smooth workflow
- GS27.** analyse on best possible solutions (cost, time, effort, etc.) suited for the requirement of customer
- GS28.** analyse communication patterns with colleagues and customers to improve outcomes and deal with situations



## Qualification Pack

- GS29.** improve solutions for customer by interacting with different customers and adopting best practices
- GS30.** act upon constructively on any problems as pointed by customers or superiors
- GS31.** handle personality clashes effectively

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform domestic sales</i>	<b>16</b>	<b>32</b>	-	<b>5</b>
<b>PC1.</b> interpret the competitive landscape and identify new business opportunities	2	4	-	-
<b>PC2.</b> perform competitors analysis to analyse their service offering, pricing, market penetration and other parameters	2	4	-	1
<b>PC3.</b> participate in tenders and reply to Request for Proposal (RFP) to generate new businesses	2	4	-	1
<b>PC4.</b> use referrals from existing customers to develop business	2	4	-	-
<b>PC5.</b> convert potential leads into customers by understanding their requirements and offering best in class service as well as competitive pricing	2	4	-	1
<b>PC6.</b> check with the counterpart in destination countries to analyse the tariffs, various duty drawback opportunities and claim filing procedures with respect to exports and imports	2	4	-	-
<b>PC7.</b> provide required inputs to the counterpart on customer requirement to arrive at best pricing and mode of transportation	2	4	-	1
<b>PC8.</b> present the solutions plan to the customer for concurrence and clear queries if any	2	4	-	1
<i>Perform nominated sales</i>	<b>14</b>	<b>28</b>	-	<b>5</b>
<b>PC9.</b> coordinate with counterpart in other countries to understand clients export/import business requirements	2	4	-	1
<b>PC10.</b> advise the counterpart on tariffs, benefits under different trade agreements, and document filing requirements with respect to import and export authorisations, licenses, etc.	2	4	-	-
<b>PC11.</b> identify cost effective and efficient shippers and customs brokers to deliver the required service	2	4	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> liaise with vendors where paperwork and authorisation are required to expedite clearance of shipments	2	4	-	1
<b>PC13.</b> coordinate with customs officers for timely shipment clearance on basis of documents provided by consignee for clearance	2	4	-	1
<b>PC14.</b> liaise with the agent, shippers abroad to get the details of the cargo in case of import cargo and with the shipping line to take the ocean freight rate in case of export cargo	2	4	-	1
<b>PC15.</b> follow up on escalated cases of payment delays	2	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N2210
<b>NOS Name</b>	Perform domestic and nominated sales
<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>	6
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### LSC/N2136: Oversee ocean cargo freight operations

#### Description

This OS unit is about overseeing operations and ensuring efficiency in ocean freight forwarding activities.

#### Scope

The scope covers the following :

- Evaluate and approve operational plan as per legal compliance and regulatory framework for ocean freight
- Facilitate smooth operations
- Monitor and report

#### Elements and Performance Criteria

*Evaluate and approve operational plan as per legal compliance and regulatory framework for ocean freight*

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

- PC1.** review the daily operational plan and allocated resources, and suggest amendments, if required
- PC2.** check for statutory/legal compliance and laws with respect to local, destination country and international requirements
- PC3.** check for presence of prohibited items, dangerous goods, special items and see that the necessary documentation and approvals are taken
- PC4.** identify areas of non-compliance, examine the reasons and provide solutions
- PC5.** monitor recommended and standard material handling procedure are followed while handling cargo and avoid any damage to the goods

*Facilitate smooth operations*

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

- PC6.** coordinate with customs officials and other departments for EXIM clearance
- PC7.** coordinate with customs brokers, transport brokers, shipping agents, etc., to resolve cases which are escalated by supervisors.
- PC8.** monitor the correctness of documents like delivery order, bills of lading, shipping bills, packing list, airway bill, certificate of origin, etc. when required
- PC9.** coordinate with clients in cases of delays, product issues, customs related documentation issues for clearance and to ship on time
- PC10.** conduct regular review of work by executives and supervisors to ensure error free execution with optimal efficiency

*Monitor and report*

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

- PC11.** prepare report on recommendations to management such as proposed fee or schedule changes
- PC12.** prepare and submit progress report to the management as per company standards



## Qualification Pack

- PC13.** monitor bill receivables and advance payments and report to management
- PC14.** prepare miscellaneous reports on Shipments and provide the same to clients and the management
- PC15.** develop key performance indicators to measure the effectiveness of the transportation operations
- PC16.** develop and implement the standard operating practice (SOP) and update old ones for efficient functioning
- PC17.** ensure clearance of shipment on timely manner without delay

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** company's reporting structure to support and expedite project activities
- KU3.** company's policy and work instructions on quality standards and documentation policy
- KU4.** company's policy on business ethics and code of conduct
- KU5.** business and performance of the company
- KU6.** knowledge repository and various projects done by the company
- KU7.** occupational health and safety standards and handling of dangerous and special goods
- KU8.** procedures for dealing with loss or damage to goods
- KU9.** value of items handled and implications of damage/loss of the same
- KU10.** risk and impact of not following defined work, safety and security procedures
- KU11.** coding system followed to label items
- KU12.** IT system and ERP system of the organization
- KU13.** company's policy with respect to shippers and transporters
- KU14.** company's policies with respect to business development and stakeholder communications
- KU15.** process flow of service operation, value chain and basic supply chain value map within the sub sector
- KU16.** state/country taxes and routing as well as local and global geographies
- KU17.** use of enterprise resource planning software (ERP) including WMS, MMS and TMS
- KU18.** use of tools for documentation: MS excel and MS Word, etc.
- KU19.** basics of statistical and quantitative analysis tools
- KU20.** use of spreadsheets to tabulate and analyze the data
- KU21.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU22.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU23.** 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, HSN classification, GST, etc.
- KU24.** usage of computer and other data managing devices for electronic documentation of information

## Qualification Pack

- KU25.** usage of software (for e.g.; ICES, ICEGATE, Remote EDI System (RES)U soft, etc.) to manage and update documentation/reports
- KU26.** OS related to customs such as EDI and ICEGATE and their functions
- KU27.** terms and terminologies used in import and export trade
- KU28.** different documents to be prepared for different type of transaction both in soft format and hard copies
- KU29.** different types of cargo exported, their eligibility for duty free goods and documentation requirement
- KU30.** HSN Codes and INCOTERMS
- KU31.** information on foreign trade policy and participating Govt. agencies (PGAs) to classify the cargo imported as per regulatory requirement
- KU32.** different airline / shipping line available for different routes
- KU33.** details of the transport availability in different routes
- KU34.** transit rules and regulations and destination countries requirements and fiscal regimes
- KU35.** nature of the products transported and the variances in their characteristics
- KU36.** type of packaging, labelling and marking required
- KU37.** 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.
- KU38.** 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.** work instructions, customer requirement and quality policy
- GS2.** schedule and plan for cargo movement
- GS3.** foreign trade policies
- GS4.** notes, letters, memos, e-mails, specifications, books, reports, charts, tables and graphs, etc.
- GS5.** write reports to the staff, senior management, the board of directors
- GS6.** write the monthly evaluation or a situation analysis and recommendations
- GS7.** maintain the record as per company's policies
- GS8.** write reports and business correspondence to clients
- GS9.** provide clear and concise direction and instructions to staff and other departments
- GS10.** communicate with clients, staff and colleagues using variety of communication device and medium
- GS11.** exchange information with other managers, supervisory and operational staff at all levels
- GS12.** conduct staff meeting and make presentations
- GS13.** make decision about for operational strategy changes (logistics strategy, departmental policies and procedures, etc.)
- GS14.** select and recommend on the appropriate choice of transport, route for cargo
- GS15.** decide on the pallet size for optimum utilization of space



## Qualification Pack

- GS16.** liaison with staff, transporters and customs authorities to ensure smooth clearance process
- GS17.** monitor smooth functioning of all activities
- GS18.** check if all cargoes are customs cleared as per requirement of the customer
- GS19.** take prompt action on queries raised by the customer
- GS20.** check if compliance with domestic and international law and processes to avoid any hindrance to cargo movement
- GS21.** comply with safety procedures at ports or airports to avoid any mishap
- GS22.** identify risks and prepare risk management plan
- GS23.** analyse on best possible solutions (cost, time, effort, etc.) suited for customer requirement
- GS24.** evaluate customer request forms, documentation and reports
- GS25.** think tactically, with excellent attention to detail

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Evaluate and approve operational plan as per legal compliance and regulatory framework for ocean freight</i>	<b>10</b>	<b>17</b>	-	<b>3</b>
<b>PC1.</b> review the daily operational plan and allocated resources, and suggest amendments, if required	2	4	-	1
<b>PC2.</b> check for statutory/legal compliance and laws with respect to local, destination country and international requirements	2	3	-	-
<b>PC3.</b> check for presence of prohibited items, dangerous goods, special items and see that the necessary documentation and approvals are taken	2	3	-	-
<b>PC4.</b> identify areas of non-compliance, examine the reasons and provide solutions	2	4	-	1
<b>PC5.</b> monitor recommended and standard material handling procedure are followed while handling cargo and avoid any damage to the goods	2	3	-	1
<i>Facilitate smooth operations</i>	<b>9</b>	<b>19</b>	-	<b>3</b>
<b>PC6.</b> coordinate with customs officials and other departments for EXIM clearance	1	4	-	1
<b>PC7.</b> coordinate with customs brokers, transport brokers, shipping agents, etc., to resolve cases which are escalated by supervisors.	2	4	-	-
<b>PC8.</b> monitor the correctness of documents like delivery order, bills of lading, shipping bills, packing list, airway bill, certificate of origin, etc. when required	2	3	-	1
<b>PC9.</b> coordinate with clients in cases of delays, product issues, customs related documentation issues for clearance and to ship on time	2	4	-	-
<b>PC10.</b> conduct regular review of work by executives and supervisors to ensure error free execution with optimal efficiency	2	4	-	1
<i>Monitor and report</i>	<b>11</b>	<b>24</b>	-	<b>4</b>

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> prepare report on recommendations to management such as proposed fee or schedule changes	2	3	-	1
<b>PC12.</b> prepare and submit progress report to the management as per company standards	2	3	-	-
<b>PC13.</b> monitor bill receivables and advance payments and report to management	2	3	-	1
<b>PC14.</b> prepare miscellaneous reports on Shipments and provide the same to clients and the management	1	3	-	1
<b>PC15.</b> develop key performance indicators to measure the effectiveness of the transportation operations	1	4	-	-
<b>PC16.</b> develop and implement the standard operating practice (SOP) and update old ones for efficient functioning	2	4	-	-
<b>PC17.</b> ensure clearance of shipment on timely manner without delay	1	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N2136
<b>NOS Name</b>	Oversee ocean cargo freight operations
<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>	6
<b>Credits</b>	3
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### LSC/N2137: Oversee air cargo freight operations

#### Description

This OS unit is about overseeing operations and ensuring efficiency in air freight forwarding activities.

#### Scope

The scope covers the following :

- Evaluate and approve operational plan as per legal compliance and regulatory framework for air freight
- Facilitate smooth operations
- Monitor and report

#### Elements and Performance Criteria

##### *Evaluate and approve operational plan as per legal compliance and regulatory framework for air freight*

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

- PC1.** coordinate and finalise with air freight service providers on availability of schedule and optimal pricing
- PC2.** ensure the workforce planned to be deployed have the necessary Directorate General of Civil Aviation (DGCA) licenses and IATA licenses for handling of various products including hazardous/dangerous goods
- PC3.** review the daily operational plan and allocate resource budgets in accordance to air freight service providers norms
- PC4.** check for compliance to statutory/legal laws with respect to local, destination country and international requirements
- PC5.** check for presence of prohibited items, dangerous goods, special items and see that the necessary documentation and approvals are taken
- PC6.** identify areas of non-compliance, examine the reasons and provide solutions
- PC7.** plan for cargo palletisation, Less than Container (LCL) loading and customs clearance in warehouse if the customs officer is stationed in-situ
- PC8.** move Full Container Load (FCL) cargo to air cargo terminal/ air freight station for palletisation and inspection by customs officer
- PC9.** coordinate timely movement of goods from warehouse/ air freight station to air cargo terminal

##### *Facilitate smooth operations*

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

- PC10.** coordinate with customs officials, IATA agents, air freight stations/ air cargo terminals, air freight service providers and others for EXIM clearance
- PC11.** monitor the correctness of documents like delivery order, packing list, airway bill, certificate of origin, etc. when required
- PC12.** coordinate with clients in cases of delays, product issues, customs related documentation issues for clearance and to air on time

## Qualification Pack

**PC13.** conduct regular review of work by executives and supervisors to ensure error free execution with optimal efficiency

### *Monitor and report*

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

**PC14.** develop key performance indicators to measure the effectiveness of the transportation operations

**PC15.** develop and implement the standard operating practice (SOP) and update old ones for efficient functioning

**PC16.** check for the clearance of shipment on timely manner without delay

**PC17.** prepare report on recommendations to management such as proposed fee or schedule changes

**PC18.** prepare and submit progress report to the management as per company standards

**PC19.** monitor bill receivables and advance payments and report to management

**PC20.** prepare miscellaneous reports on shipments and provide the same to clients and the management

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** vision, mission and values of the company

**KU2.** company's reporting structure to support and expedite project activities

**KU3.** company's policy and work instructions on quality standards and documentation policy

**KU4.** company's policy on business ethics and code of conduct

**KU5.** business and performance of the company

**KU6.** knowledge repository and various projects done by the company

**KU7.** occupational health and safety standards and handling of dangerous and special goods

**KU8.** procedures for dealing with loss or damage to goods

**KU9.** value of items handled and implications of damage/loss of the same

**KU10.** risk and impact of not following defined work, safety and security procedures

**KU11.** coding system followed to label items

**KU12.** IT system and ERP system of the organization

**KU13.** company's policy with respect to shippers and transporters

**KU14.** company's policies with respect to business development and stakeholder communications

**KU15.** process flow of service operation, value chain and basic supply chain value map within the sub sector

**KU16.** state/country taxes and routing

**KU17.** local and global geographies

**KU18.** use of enterprise resource planning software (ERP) including WMS, MMS and TMS

**KU19.** use of tools for documentation: MS excel and MS Word, etc.

**KU20.** basics of statistical and quantitative analysis tools

**KU21.** use of spreadsheets to tabulate and analyze the data



## Qualification Pack

- KU22.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU23.** transit rules and regulations
- KU24.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU25.** usage of MS Word and MS Excel for electronic documentation of information
- KU26.** usage of software (for e.g.; ICES, Remote EDI System (RES)U soft, etc.) to manage and update documents/reports
- KU27.** International Air Transport Association (IATA)
- KU28.** use of spreadsheets to tabulate and analyze the data
- KU29.** different types of cargo exported and documentation requirement
- KU30.** details of the transport availability in different routes
- KU31.** tracking system
- KU32.** terms and terminologies used in import and export trade
- KU33.** different documents to be prepared for different type of transaction both in soft format and hard copies
- KU34.** nature of the products transported and the variances in their characteristics
- KU35.** 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.
- KU36.** 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.** work instructions, customer requirement and quality policy
- GS2.** schedule and plan for cargo movement
- GS3.** foreign trade policies
- GS4.** notes, letters, memos, e-mails, specifications, books, reports, charts, tables and graphs, etc.
- GS5.** write reports to the staff, senior management, the board of directors
- GS6.** write the monthly evaluation or a situation analysis and recommendations
- GS7.** maintain the record as per company's policies
- GS8.** write reports and business correspondence to clients
- GS9.** listen the requirements of the client
- GS10.** provide clear and concise direction and instructions to staff and other departments
- GS11.** communicate with clients, staff and colleagues using variety of communication device and medium
- GS12.** exchange information with other managers, supervisory and operational staff at all levels
- GS13.** conduct staff meeting and make presentations
- GS14.** make decision about for operational strategy changes (logistics strategy, departmental policies and procedures, etc.)

## Qualification Pack

- GS15.** select and recommend on the appropriate choice of transport, route for cargo
- GS16.** decide on the pallet size for optimum utilization of space
- GS17.** decide on which shipment to move with which airline considering the space available, travel time, client requirement
- GS18.** liaison with staff, transporters and customs authorities to ensure smooth clearance process
- GS19.** monitor smooth functioning of all activities
- GS20.** check if all cargoes are customs cleared as per requirement of the customer
- GS21.** take prompt action on queries raised by the customer
- GS22.** check if compliance with domestic and international law and processes to avoid any hindrance to cargo movement
- GS23.** comply with safety procedures at ports or airports to avoid any mishap
- GS24.** identify risks and prepare risk management plan
- GS25.** analyse on best possible solutions (cost, time, effort, etc.) suited for customer requirement
- GS26.** evaluate customer request forms, documentation and reports
- GS27.** think tactically, with excellent attention to detail

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Evaluate and approve operational plan as per legal compliance and regulatory framework for air freight</i>	<b>14</b>	<b>27</b>	-	<b>5</b>
<b>PC1.</b> coordinate and finalise with air freight service providers on availability of schedule and optimal pricing	2	3	-	1
<b>PC2.</b> ensure the workforce planned to be deployed have the necessary Directorate General of Civil Aviation (DGCA) licenses and IATA licenses for handling of various products including hazardous/dangerous goods	2	3	-	-
<b>PC3.</b> review the daily operational plan and allocate resource budgets in accordance to air freight service providers norms	2	3	-	-
<b>PC4.</b> check for compliance to statutory/legal laws with respect to local, destination country and international requirements	1	3	-	-
<b>PC5.</b> check for presence of prohibited items, dangerous goods, special items and see that the necessary documentation and approvals are taken	1	3	-	-
<b>PC6.</b> identify areas of non-compliance, examine the reasons and provide solutions	2	3	-	1
<b>PC7.</b> plan for cargo palletisation, Less than Container (LCL) loading and customs clearance in warehouse if the customs officer is stationed in-situ	1	3	-	1
<b>PC8.</b> move Full Container Load (FCL) cargo to air cargo terminal/ air freight station for palletisation and inspection by customs officer	1	3	-	1
<b>PC9.</b> coordinate timely movement of goods from warehouse/ air freight station to air cargo terminal	2	3	-	1
<i>Facilitate smooth operations</i>	<b>5</b>	<b>12</b>	-	<b>2</b>
<b>PC10.</b> coordinate with customs officials, IATA agents, air freight stations/ air cargo terminals, air freight service providers and others for EXIM clearance	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> monitor the correctness of documents like delivery order, packing list, airway bill, certificate of origin, etc. when required	1	3	-	1
<b>PC12.</b> coordinate with clients in cases of delays, product issues, customs related documentation issues for clearance and to air on time	1	3	-	-
<b>PC13.</b> conduct regular review of work by executives and supervisors to ensure error free execution with optimal efficiency	2	3	-	1
<i>Monitor and report</i>	<b>11</b>	<b>21</b>	-	<b>3</b>
<b>PC14.</b> develop key performance indicators to measure the effectiveness of the transportation operations	1	3	-	-
<b>PC15.</b> develop and implement the standard operating practice (SOP) and update old ones for efficient functioning	1	3	-	1
<b>PC16.</b> check for the clearance of shipment on timely manner without delay	1	3	-	-
<b>PC17.</b> prepare report on recommendations to management such as proposed fee or schedule changes	2	3	-	1
<b>PC18.</b> prepare and submit progress report to the management as per company standards	2	3	-	-
<b>PC19.</b> monitor bill receivables and advance payments and report to management	2	3	-	1
<b>PC20.</b> prepare miscellaneous reports on shipments and provide the same to clients and the management	2	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N2137
<b>NOS Name</b>	Oversee air cargo freight operations
<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>	6
<b>Credits</b>	3
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

# LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

## Description

This unit deals in detail with application of health, safety, security procedures at workplace and maintaining integrity, ensuring data security, professional and ethical practice.

## Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations
- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

## Elements and Performance Criteria

### *Follow health, safety and security measures during all activities*

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

- PC1.** Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.
- PC2.** Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.
- PC3.** Follow organisation procedures concerning documentation.
- PC4.** Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.

### *Maintain a healthy and hygienic workplace*

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

- PC5.** Ensure that the work area and supplies are organised and cleaned regularly.
- PC6.** Comply with data safety regulations of the organisation and follow clear worktable area policy.
- PC7.** Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.
- PC8.** Undertake periodical preventive health check-ups.
- PC9.** Participate in fire drills and follow 5S at workplace.

### *Handle emergency situations*

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

- PC10.** Act immediately during emergencies and move to safety.
- PC11.** Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC12.** In case of fire, follow fire safety practices taught during fire drills.
- PC13.** Follow procedures to rescue victims of fire without endangering self.

## Qualification Pack

### *Maintain integrity and ensure data security*

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

- PC14.** Refrain from indulging in corrupt practices.
- PC15.** Protect customers' information and ensure acquired information is not used for personal advantage.
- PC16.** Protect data and information related to business or commercial decisions.

### *Professional and ethical practice*

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

- PC17.** Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.
- PC18.** Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.
- PC19.** Consult senior management when in an ethical dilemma.

### *Ensure regulatory compliance*

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

- PC20.** Check that documentation concerning operations is up to date and in accordance with the regulations.
- PC21.** Coordinate with regulatory authorities and assist in inspections and clearances.
- PC22.** Report any issues with regulatory compliance.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Company's policies on the use of language, Human Resources policies, code of ethics and business
- KU2.** Company's whistle-blower policy and rules related to sexual harassment
- KU3.** Company's reporting structure and documentation policy
- KU4.** Principles of code of ethics and business ethics
- KU5.** Different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU6.** The documentary compliance required for different type of products for Health Safety and Environment (HSE) practices
- KU7.** Relevant Occupational Health and Safety (OHS) regulations
- KU8.** Enterprise /site emergency procedures and techniques
- KU9.** Procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU10.** Health and safety hazards commonly present in the work environment and related precautions
- KU11.** Possible causes of risk, hazard or accident in the workplace
- KU12.** Where to find all the general health and safety equipment in the workplace
- KU13.** Various dangers associated with the use of electrical equipment
- KU14.** Preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU15.** Importance of using protective clothing/equipment while working

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- KU16.** Various causes of fire and precautionary activities to prevent the fire accident
- KU17.** Different methods of extinguishing fire and techniques of using the different fire extinguishers
- KU18.** Rescue techniques applied during a fire hazard and safe lifting and carrying practices
- KU19.** Various types of safety signs and their meaning
- KU20.** Appropriate basic first aid treatment relevant to the condition e.g., shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

## Generic Skills (GS)

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

- GS1.** Read policy documents, work-related documents, various acts and regulations
- GS2.** Write instructions, communications to internal staff, emails and letters, and reports
- GS3.** Interact with internal and external stakeholders
- GS4.** Communicate with peers and subordinates
- GS5.** Take appropriate action in a vulnerable situation
- GS6.** Identify breaches and take necessary actions
- GS7.** Identify the documentary requirement for a specific product or regulation and take necessary action
- GS8.** Plan and organise steps/ actions as per the company's guidelines, if any violation of the code of ethics is noticed in the company
- GS9.** Plan and organise training sessions and sensitisation sessions for workforce
- GS10.** Plan review meetings to monitor compliance with ethics and regulations
- GS11.** Prevent company and customer information leakage
- GS12.** Provide proper advice or guidance to colleagues to deal with sensitive issues
- GS13.** Suggest solutions to managers and workers when in an ethical dilemma
- GS14.** Identify conflict of interests and take necessary actions
- GS15.** Review reports to identify common trends of defaults
- GS16.** Conduct a review to analyse the reasons for the default
- GS17.** Check that all regulatory compliances are adhered to
- GS18.** Check that any unethical behaviour gets captured before damage or negative impact happens
- GS19.** Write Health and safety compliance report
- GS20.** Interpret general health and safety guidelines
- GS21.** Communicate general health and safety guidelines to co-workers
- GS22.** Decide on the corrective action to be taken in case of any potential hazards



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security measures during all activities</i>	<b>6</b>	<b>10</b>	-	<b>2</b>
<b>PC1.</b> Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
<b>PC2.</b> Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
<b>PC3.</b> Follow organisation procedures concerning documentation.	1	2	-	-
<b>PC4.</b> Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
<i>Maintain a healthy and hygienic workplace</i>	<b>5</b>	<b>14</b>	-	<b>3</b>
<b>PC5.</b> Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
<b>PC6.</b> Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
<b>PC7.</b> Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
<b>PC8.</b> Undertake periodical preventive health check-ups.	1	3	-	1
<b>PC9.</b> Participate in fire drills and follow 5S at workplace.	1	3	-	-
<i>Handle emergency situations</i>	<b>6</b>	<b>9</b>	-	<b>2</b>
<b>PC10.</b> Act immediately during emergencies and move to safety.	2	2	-	1
<b>PC11.</b> Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
<b>PC13.</b> Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
<i>Maintain integrity and ensure data security</i>	<b>4</b>	<b>8</b>	-	-
<b>PC14.</b> Refrain from indulging in corrupt practices.	2	3	-	-
<b>PC15.</b> Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
<b>PC16.</b> Protect data and information related to business or commercial decisions.	1	3	-	-
<i>Professional and ethical practice</i>	<b>4</b>	<b>8</b>	-	<b>1</b>
<b>PC17.</b> Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
<b>PC18.</b> Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
<b>PC19.</b> Consult senior management when in an ethical dilemma.	1	2	-	-
<i>Ensure regulatory compliance</i>	<b>5</b>	<b>11</b>	-	<b>2</b>
<b>PC20.</b> Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
<b>PC21.</b> Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
<b>PC22.</b> Report any issues with regulatory compliance.	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9911
<b>NOS Name</b>	Follow health, safety, security procedures and maintain integrity, ethics at workplace
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### DGT/VSQ/N0103: Employability Skills (90 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.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

##### *Constitutional values - Citizenship*

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

- PC4.** 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.
- PC5.** follow environmentally sustainable practices

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

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

- PC6.** recognize the significance of 21st Century Skills for employment

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- PC7.** 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
- PC8.** adopt a continuous learning mindset for personal and professional development

### *Basic English Skills*

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** 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:

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

### *Communication Skills*

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** 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:

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** 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:

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

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- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

### *Entrepreneurship*

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** 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:

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### *Getting ready for apprenticeship & Jobs*

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** 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

## Qualification Pack

- KU11.** components of salary and 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
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** 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 in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- 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> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</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>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</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	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</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>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</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>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</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/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/04/2024
<b>Next Review Date</b>	30/04/2027
<b>NSQC Clearance Date</b>	30/04/2024

## Qualification Pack

# LSC/N9604: Perform cost optimization, profit management and strategic business activities

## Description

This unit is about performing cost optimization, profit management and strategic business activities.

## Scope

The scope covers the following :

- Cost optimization and profit management
- Perform the strategic business activities
- Design and participate in the business strategy at senior level

## Elements and Performance Criteria

### *Cost optimization and profit management*

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

- PC1.** oversee overall resource deployment trends with respect to suitability of equipment/ skilled workforce, capacity utilization
- PC2.** identify unprofitable ventures and accordingly allocate resource and make work plan to achieve profitability
- PC3.** identify cost heads to see over-expenditure, poor utilization and curb those to optimise cost
- PC4.** look for and implement bundling options to minimise cost

### *Perform the strategic business activities*

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

- PC5.** oversee fleet purchasing, leasing and branding of vehicles to support the companys business activities
- PC6.** develop and maintain client relations at a senior level and work closely with existing and future customers to meet their requirements
- PC7.** prepare sales plan and sale strategies to attract institutional as well as retail clients
- PC8.** be up to date with service offerings and developments in both the organization and the industry
- PC9.** lead and direct all commercial activities in the country and participate in bids and contract negotiations to acquire significant new business
- PC10.** analyse pin code expansion model and take action for setting up service centre in new area/city
- PC11.** create performance objectives and financial sustainability parameters for service centre or hub
- PC12.** check compliance with the Service level agreements (SLA)
- PC13.** check service centre performance and customer experience

### *Design and participate in the business strategy at senior level*

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

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- PC14.** develop and maintain the budgeting sheet for the unit by discussing with subordinates and upper management
- PC15.** lead multiple large cross-functional teams facilitate projects and achieving targeted goals
- PC16.** identify the bottlenecks and lead process innovation initiatives
- PC17.** enhance the performance based on by process improvement projects and quality certification
- PC18.** devise strategies or process improvements to minimise errors and delays

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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- KU27.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU28.** various techniques for performance improvement and cost accounting

### Generic Skills (GS)

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

- GS1.** written instructions, standard operating procedures
- GS2.** inferences drawn from the system reports
- GS3.** financial statements
- GS4.** write letters, reports and communications
- GS5.** prepare reports and presentations based on data analytics and ERP reports
- GS6.** communicate with internal and external stakeholders
- GS7.** communicate with client, external coordinators, internal staff effectively
- GS8.** motivate employees
- GS9.** share experiences and provide guidance to juniors and peers
- GS10.** assess business performance to identify need for interventions
- GS11.** identify areas for improvement and suggest remedial action
- GS12.** identify areas for budget modifications and budget cuts
- GS13.** decide on ways to improve performance
- GS14.** plan and organise performance review sessions
- GS15.** make action plan for performance improvement
- GS16.** organise projects/ training plans for performance improvement
- GS17.** monitor the activities of the performance improvement plan
- GS18.** address the customer requirement and sensitive employees towards it
- GS19.** focus on customer satisfaction
- GS20.** identify key reasons for variances and resolve them in discussion with team and management
- GS21.** suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance
- GS22.** analyze reasons for variances across departments
- GS23.** compare analysis with past trends to see if it is seasonal or cyclical in nature
- GS24.** identify areas that are crucial for improvement and budget revisions
- GS25.** assess the financial performance and make strategic decisions regarding budgets, focus areas
- GS26.** motivate and ensure output so as to achieve financial goals

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Cost optimization and profit management</i>	<b>8</b>	<b>12</b>	-	<b>2</b>
<b>PC1.</b> oversee overall resource deployment trends with respect to suitability of equipment/ skilled workforce, capacity utilization	2	3	-	1
<b>PC2.</b> identify unprofitable ventures and accordingly allocate resource and make work plan to achieve profitability	2	3	-	-
<b>PC3.</b> identify cost heads to see over-expenditure, poor utilization and curb those to optimise cost	2	3	-	1
<b>PC4.</b> look for and implement bundling options to minimise cost	2	3	-	-
<i>Perform the strategic business activities</i>	<b>12</b>	<b>33</b>	-	<b>5</b>
<b>PC5.</b> oversee fleet purchasing, leasing and branding of vehicles to support the companys business activities	2	4	-	1
<b>PC6.</b> develop and maintain client relations at a senior level and work closely with existing and future customers to meet their requirements	2	4	-	-
<b>PC7.</b> prepare sales plan and sale strategies to attract institutional as well as retail clients	2	4	-	1
<b>PC8.</b> be up to date with service offerings and developments in both the organization and the industry	1	3	-	-
<b>PC9.</b> lead and direct all commercial activities in the country and participate in bids and contract negotiations to acquire significant new business	1	4	-	-
<b>PC10.</b> analyse pin code expansion model and take action for setting up service centre in new area/city	1	4	-	1
<b>PC11.</b> create performance objectives and financial sustainability parameters for service centre or hub	1	4	-	1



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> check compliance with the Service level agreements (SLA)	1	3	-	-
<b>PC13.</b> check service centre performance and customer experience	1	3	-	1
<i>Design and participate in the business strategy at senior level</i>	<b>10</b>	<b>15</b>	-	<b>3</b>
<b>PC14.</b> develop and maintain the budgeting sheet for the unit by discussing with subordinates and upper management	2	3	-	-
<b>PC15.</b> lead multiple large cross-functional teams facilitate projects and achieving targeted goals	2	3	-	1
<b>PC16.</b> identify the bottlenecks and lead process innovation initiatives	2	3	-	-
<b>PC17.</b> enhance the performance based on by process improvement projects and quality certification	2	3	-	1
<b>PC18.</b> devise strategies or process improvements to minimise errors and delays	2	3	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9604
<b>NOS Name</b>	Perform cost optimization, profit management and strategic business activities
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Customer relationship management, Institutional sales, Branch sales, Hub/branch Operations, Documentation and Reporting
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## 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.)

### Minimum Passing % at NOS Level: 50

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

## Assessment Weightage

### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9601. Conduct daily review and facilitate operations	30	70	-	-	100	15
LSC/N9602. Review performance and develop performance improvement plan	30	70	-	-	100	15
LSC/N9701. Business development and stakeholder relations	30	60	-	10	100	15
LSC/N2210. Perform domestic and nominated sales	30	60	-	10	100	15
LSC/N2136. Oversee ocean cargo freight operations	30	60	-	10	100	15
LSC/N2137. Oversee air cargo freight operations	30	60	-	10	100	15
LSC/N9911. Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	5
DGT/VSQ/N0103. Employability Skills (90 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>230</b>	<b>470</b>	<b>-</b>	<b>50</b>	<b>750</b>	<b>100</b>

Optional: 1 Profit Management



### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9604.Perform cost optimization, profit management and strategic business activities	30	60	-	10	100	10
<b>Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</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>