

QUALIFICATION FILE – EXIM - Supervisor

- Short Term Training (STT) Long Term Training (LTT) Apprenticeship
- Upskilling Dual/Flexi Qualification For ToT For ToA
- General Multi-skill (MS) Cross Sectoral (CS) Future Skills

NCrF/NSQF Level: 5

Submitted By:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Submitting Body Contact Details:

Name: Ms. Reena Murray

Position in the Organization: Head - Standards & Quality Assurance

Address if different from the above: Same as above

Tel Number: 044 4851 4607

E-mail Address: reena@lsc-india.com

Table of Contents

Section 1: Basic Details	3
Section 2: Module Summary	5
NOS of Qualifications	5
Mandatory NOS:	5
Elective NOS: NA	6
Assessment - Minimum Qualifying Percentage	7
Section 3: Training Related	7
Section 4: Assessment Related	8
Section 5: Evidence of Need for the Qualification	8
Section 6: Annexure & Supporting Documents Check List	9
Annexure: Evidence of Level	11
Annexure: Tools and Equipment (Lab Set-Up)	13
Annexure: Industry Validations Summary	14
Annexure: Training & Employment Details	16
Annexure: Blended Learning	17
Annexure: Detailed Assessment Criteria	18
Annexure: Assessment Strategy	30
Annexure: Acronym and Glossary	32

Section 1: Basic Details

1.	Qualification Name	EXIM - Supervisor													
2.	Sector/s	Logistics													
3.	Type of Qualification: <input type="checkbox"/> New <input checked="" type="checkbox"/> Revised <input checked="" type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of the existing /previous qualification: QG-05-TW-00354-2023-V1.1-LSC & V2.0	Qualification Name of the existing version: EXIM - Supervisor												
4.	a. OEM Name b. Qualification Name <i>(Wherever applicable)</i>	EXIM - Supervisor													
5.	National Qualification Register (NQR) Code & Version <i>(Will be issued after NSQC approval)</i>	QG-05-TW-046112025-V2-LSC & V2.0	6. NCQF/NSQF Level: 5												
7.	Award (Certificate/Diploma/ Advanced Diploma/ Any Other) <i>(Wherever applicable specify multiple entry/exits also & provide details in annexure)</i>	Certificate													
8.	Brief Description of the Qualification	The individual plays a critical role in overseeing the movement of goods from one location to another, managing freight forwarding operations, coordinating with various parties involved in the supply chain, and ensuring timely and cost-effective delivery of shipments. Their responsibilities generally include handling logistics, complying with regulations, and maintaining relationships with customers and service providers.													
9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a. Entry Qualification & Relevant Experience: <table border="1"> <thead> <tr> <th>S. No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Relevant Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Completed UG Diploma or equivalent</td> <td>1 Year relevant experience in freight forwarding.</td> </tr> <tr> <td>2</td> <td>12th grade pass or equivalent</td> <td>4 Years relevant experience in freight forwarding.</td> </tr> <tr> <td>3</td> <td>Completed 3 year diploma after 10th</td> <td>2 years of relevant experience in freight forwarding.</td> </tr> </tbody> </table>		S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)	1	Completed UG Diploma or equivalent	1 Year relevant experience in freight forwarding.	2	12 th grade pass or equivalent	4 Years relevant experience in freight forwarding.	3	Completed 3 year diploma after 10th	2 years of relevant experience in freight forwarding.
S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)													
1	Completed UG Diploma or equivalent	1 Year relevant experience in freight forwarding.													
2	12 th grade pass or equivalent	4 Years relevant experience in freight forwarding.													
3	Completed 3 year diploma after 10th	2 years of relevant experience in freight forwarding.													

		4	Previous relevant Qualification of NSQF Level 4	3 Years of experience relevant experience in Freight Forwarding																		
		b. Age:																				
10.	Credits Assigned to this Qualification (as per National Credit Framework (NCrF))	18	11. Common Cost Norm Category (I/II/III) (wherever applicable): I																			
12.	Any Licensing Requirements for Undertaking Training on This Qualification (wherever applicable)	NA																				
13.	Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)	<input checked="" type="checkbox"/> Offline Only <input type="checkbox"/> Online Only <input type="checkbox"/> Blended																				
		<table border="1"> <thead> <tr> <th>Training Delivery Modes</th> <th>Theory (Hours)</th> <th>Practical (Hours)</th> <th>OJT Mandatory (Hours)</th> <th>OJT Recommended (Hours)</th> <th>Total (Hours)</th> </tr> </thead> <tbody> <tr> <td>Classroom (offline)</td> <td>185</td> <td>265</td> <td>30</td> <td></td> <td>540</td> </tr> <tr> <td>Online</td> <td></td> <td></td> <td></td> <td></td> <td></td> </tr> </tbody> </table>			Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)	Classroom (offline)	185	265	30		540	Online					
Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)																	
Classroom (offline)	185	265	30		540																	
Online																						
		(Refer Blended Learning Annexure for details)																				
14.	Aligned to NCO/ISCO Code/s (if code is not available, then mention the same)	NCO-2015/3351 & 3122.4																				
15.	Progression Path After Attaining the Qualification (Please show Professional and Academic progression) (wherever applicable)	EXIM - Manager																				
16.	Other Indian Languages in which the Qualification & Model Curriculum are being Submitted	Hindi																				
17.	Is similar Qualification(s) available on NQR-if yes, justification for this qualification	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:																				
18.	Is the Job Role Amenable to Persons with Disability	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No If "Yes", specify applicable type of Disability:																				
19.	How participation of women will be encouraged?	The Job Role is gender neutral and can be performed by women in equality to men.																				
20.	Are Greening/ Environment Sustainability Aspects Covered (Specify the NOS/Module which covers it), wherever applicable	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No																				

21.	Is Qualification Suitable to be Offered in Schools/Colleges	Schools <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
22.	Name and Contact Details of Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	Name: Ms. Reena Murray Email: reena@lsc-india.com Contact No.: 044 4851 4607 Website: www.lsc-india.com
23.	Final Approval Date by NSQC: 07-10-2025	24. Validity Duration: 3 years 25. Next Review Date: 07-10-2028

Section 2: Module Summary

NOS of Qualifications

(In exceptional cases these could be described as components)

Mandatory NOS:

Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job Man.-Mandatory Training Rec.-Recommended Proj.-Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Introduction to EXIM - Supervisor	Bridge module	Non-core	5	1	20	10	-	-	30	0	0		0	0	0
2	Allocate resources and supervise work in EXIM	LSC/N2134 & V3.0	Core	5	3	30	50	10		90	30	60	-	10	100	20
3	Supervise freight forwarding activities	LSC/N2135 & V3.0	Core	5	3	30	50	10		90	30	60	-	10	100	20
4	Supervise customs clearance activities	LSC/N2343 & V4.0	Core	5	3	30	50	10		90	30	60	-	10	100	10

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
5	Risk Management in transportation	LSC/N6506 & V1.0	Core	5	3	35	55			90	30	60	-	10	100	20
6	Manage Business development and stakeholder relations	LSC/N9701 & V4.0	Core	5	2	20	40				30	60		10	100	10
7	Follow health, safety and security procedures and maintain integrity and ethics at the workplace	LSC/N9911 & V1.0	Core	5	1	10	20			30	30	60	-	10	100	10
8	Employability Skills (60 Hours)	DGT/VSQ/N 0102 & V1.0	Non-Core	5	2	30	30			60	20	30	-	-	50	10
	Duration (in Hours) / Total Marks				16	185	265	30	-	540	200	390	-	60	650	100

Elective NOS: NA

Assessment - Minimum Qualifying Percentage

Please specify any one of the following:

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: 50 % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Any degree + 2 years of relevant industrial experience specifically in EXIM services Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0". Minimum accepted score is 80%
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Any degree + minimum 5 years of experience in the logistics industry, specifically in EXIM services. Certified for Job Role: "EXIM - Supervisor" mapped to QP: "LSC/Q2104, v3.0". Minimum accepted score is 80%
3.	Tools and Equipment Required for the Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "Yes", details to be provided in Annexure)
4.	In Case of Revised Qualification, Details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines)</i>	Any degree + 2 years of relevant industrial experience Recommended that the Assessor is certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%
2.	Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 2 years of relevant industrial experience Certified for Job Role: "EXIM - Supervisor" mapped to QP: "LSC/Q2104, v3.0". Minimum accepted score is 80%
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) <i>(as per NCVET guidelines) wherever applicable</i>	Any degree + 5 years of relevant industrial experience + 1 year assessment experience Recommended that the Assessor is certified for the Job Role: "Lead Assessor", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%
4.	Assessment Mode <i>(Specify the assessment mode)</i>	Online and Offline
5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(details to be provided in Annexure-if it is different for Assessment)</i>

Section 5: Evidence of Need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): No
3.	Government /Industry initiatives/ requirement (Yes/No): No
4.	Number of Industry validation provided: 21
5.	Estimated nos. of persons to be trained and employed: As per Annexure: Training and Employment Details

6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: Yes
----	---

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrf/NSQF level justification based on NCrf level/NSQF descriptors (<i>Mandatory</i>)	Yes
2.	Annexure: List of tools and equipment relevant for qualification (<i>Mandatory, except in case of online course</i>)	Yes
3.	Annexure: Detailed Assessment Criteria (<i>Mandatory</i>)	<p>Assessment of the Candidates on completion of the Training is a very important activity that is monitored by Logistics Sector Skill Council (LSC). It ensures sustained quality of training delivery. It also indicates to the LSC the need for any changes in training content. LSC has developed policies related to affiliation of assessment agencies and assessment process to enhance the quality of assessments and they are outlined in succeeding paragraphs.</p> <p>1) Guidelines on affiliation of assessment agencies:</p> <p>As per NSDC guidelines on affiliation of assessment agency, we are adhering the following:</p> <ul style="list-style-type: none"> a) Application evaluation b) Affiliation certificate c) SME profile validation d) Question bank validation e) TOA process f) Link through SIP <p>2) Assessment process:</p>

		<p>1) The assessment process would begin by developing the correct qualitative questions for theory/practical and viva. Questions papers are submitted by Assessment Bodies (AB) to LSC for approval.</p> <p>2) AB submits Assessor’s details, their experience and credentials to LSC for approval.</p> <p>3) Third step in the process would be allocation of batches by LSC to AB for which LSC has shifted from a manual allocation system to automated allocation on the basis of grading system on the below mentioned parameters.</p> <ul style="list-style-type: none"> i. Quality of the assessors submitted by the assessment agency. ii. Certification of the assessor by LSC basis the training of assessor’s program conducted by LSC. iii. Adherence to schedule of assessments by the assessment agencies. iv. Integrity of the assessor in conducting quality assessments. v. Quality of the question papers submitted by the assessment agencies to LSC. vi. Submission of quality documents of the assessments conducted as insisted by LSC. vii. Time of submission of the required assessment related documents to LSC for approval viii. Time of submission of results in SDMS system post approval by LSC <p>Basis the above grading metrics the system would allocate the batches to the assessment agencies, which has brought transparency in the system of who are allocated how many batches and it is made very clear to the ecosystem that performance matters a lot. This has in turn also helped to improve the quality of the trainings as the check list of documents advised by LSC to be submitted by the assessment agencies speaks on the quality of trainings happening.</p>
4.	Annexure: Assessment Strategy (<i>Mandatory</i>)	1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC

		<p>will also lay down proportion of marks for Theory and Skills Practical for each PC</p> <p>2. The assessment for the theory part will be based on knowledge bank of questions validated and approved by the SSC.</p> <p>3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)</p> <p>4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria</p> <p>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.</p> <p>6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack.</p>
5.	Annexure: Blended Learning (<i>Mandatory, in case selected Mode of delivery is Blended Learning</i>)	No
6.	Annexure: Multiple Entry-Exit Details (<i>Mandatory, in case qualification has multiple Entry-Exit</i>)	No
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	Yes
8.	Supporting Document: Model Curriculum (<i>Mandatory - Public view</i>)	Yes
9.	Supporting Document: Career Progression (<i>Mandatory - Public view</i>)	Yes
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	Yes
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	https://drive.google.com/file/d/1G3IXYAbONyUNjTb6nHRY6fuK3HQkEsLu/view?usp=sharing
12.	Any other document you wish to submit:	NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
-----------------------------	--	---	-----------------

Professional Theoretical Knowledge/Process	<ul style="list-style-type: none"> • Allocate resources and streamline operations • Supervise custom clearance activities in office and field • Supervise freight forwarding activities • Coordinate with clients, custodians, transport agents, custom officials, review shipping and custom documents • Arrange for gate passes, facilitate inspection of cargo 	<p>The process requires the job holder to have detailed knowledge and skill with respect to processing of custom documents, coordinating and maintaining relations with custom officials and custodians, review allocation of work and outputs of executives and coordinate for freight forwarding and cargo packing. Since the nature of the job requires well developed skill and knowledge with respect to custom clearance and freight forwarding it is pegged at NSQF level 5</p>	5
Professional and Technical Skills/ Expertise/ Professional Knowledge	<ul style="list-style-type: none"> • Knowledge of process flow in custom clearance and freight forwarding services • Knowledge of various HSN codes, geographies, trade agreements, Government policies and fiscal benefits, drawbacks, international regulations, etc. • Knowledge of geographical locations • Knowledge of transit rules and regulations 	<p>The job holder knows and understands the overall operations of custom clearance and freight forwarding. S/he should have knowledge of different shipping documents, HSN codes, applicable tariffs, shipping routes, transit rules, various Govt. policy benefits, custom documentations, role of different PGAs and the applicable ROOs. S/he should have good knowledge of world-wide geographies and should be able to suggest solutions for freight movement and cargo movement.</p>	5
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<ul style="list-style-type: none"> • Identify if the document is complete or not • Identify deficiencies and arrange for documentation support with respect to those • Organize freight movement of cargo through the ports • Plan to achieve a daily target and review performance of individuals • Coordinate with officials and clients to resolve stuck cases 	<p>The job holder is required to assess and analyze the documents through pre-screening regarding any deficiencies, coordinate with shippers to get them resolved, understand the requirements of the custom officials and get them rectified, allocate work to executives, monitor their performance and resolve their daily queries, coordinate with clients, freight forwarders, etc. The person is required to use his training, basic skills, reasoning and analytics, mathematical skills and conceptual knowledge to perform various activities associated with the job.</p>	5

Broad Learning Outcomes/Core Skill	<ul style="list-style-type: none"> • Read and write instructions related to safety and work • Prepare daily work plans and daily resource allocation • Communicate with manager, team members, external stakeholders 	The job holder is required to maintain good communication with all stakeholders, perform basic quantitative and analytical calculations and assessments to arrive at suitable solutions regarding work-plan development, cargo documentation, suggesting freight options, etc.	5
Responsibility	<ul style="list-style-type: none"> • Allocate and supervise the resources • Supervise and manage operational activities regarding custom clearance and freight forwarding • Resolve the operational issues 	The job holder is responsible for his/her own work and performance as well as that of the executives working under him/her.	5

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	PPE	Standard Make	2
2.	Computers with MS office	Standard Make	2
3.	Scanners, system tools, printers	Standard Make	2
4.	MHE	Standard Make	2
5.	Barcode scanner	Standard Make	2
6.	Indian Customs EDI System (ICES)	Standard Make	5
7.	Indian Customs EDI Gateway (ICEGATE)	Standard Make	5
8.	Remote EDI system	Standard Make	5
9.	Standard forms	Standard Make	5
10.	Sample documentation	Standard Make	5
11.	SOP	Standard Make	5
12.	ERP	Standard Make	1

13.	LLMS (Learning version)	LLMS software logins to be subscribed from LSC Regarding equipment guidance please reach out to Logistics Sector Skill Council	15 logins per center
-----	-------------------------	--	----------------------

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Training Kit (Trainer Guide, Presentations)
2. Charts, Models, Video presentation, Flip Chart
3. Whiteboard/Smart Board, Marker, Board eraser

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	EPT Global Logistics Pvt Ltd	Darshan Mashroo	Director	Ahmedabad			
2.	St John Freight Systems Ltd	Suresh Kumar	Senior District Manager	Chennai			
3.	FFAF Logistics India Pvt Ltd	Ragini Gupta	Head HR and Business	Bangalore			
4.	Flyjac Logistics Pvt Ltd	Madhava Priyan	VP	Chennai			
5.	AFFREIGHTER LOGISTICS PVT LTD	Akalya Mohan	Vice President	Bangalore			

6.	Denken Global Supply Chain Pvt Ltd	Shyamsundar CK	Director	Chennai			
7.	EXPRESS ROADWAYS PVT LTD	Saloni Gupta	HR Head	New Delhi			
8.	Om Logistics Ltd	Chirag Sehgal	HRD Manager	New Delhi			
9.	Tripath Logistics Private Limited	Balasubramanian	Director	Bengaluru			
10.	Navata Road Transport	Thaviti Naidu	Asst Manager	Chennai			
11.	Federal Transport Pvt Ltd	Meena	Accounting Manager	Chennai			
12.	Apeksha Logistics	Geetha Bhaskar	Director HR	Bangalore			
13.	Galaxy Freight Private Limited	Afiya Khan	Manager HR	Mumbai			
14.	Gaerish Logistics Pvt Ltd	Wesley Prasad A	Manager HR	Chennai			
15.	Star Freight Private Limited	Samir J Shah	Director	Ahmedabad			
16.	Janex Logistics Pvt Ltd	Jane Crispen	Business Development Executive	Chennai			
17.	Jasvant B Shah	Samir J Shah	Director	Ahmedabad			
18.	Tulsidas Khimji Pvt Ltd	Pinakin Pandya	VP	Ahmedabad			
19.	Ravindra Logistics	Ravindra Singh Bhatia	CEO	Pune			

20.	INDELOX SERVICES PVT LTD	Swetha N	HR Manager	Bengaluru			
21.	Snowman Logistics Limited	Rajni Aarya	DGM HR	New Delhi			

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2024-25	250		75			
2025-26	275		80			
2026-27	300		100			

Data to be provided year-wise for next 3 years.

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
2.0	2024-2025	11	11	11									
2.0	2023-2024	249	233	180									
2.0	2022-2023	79	0	0									

Applicable for revised qualifications only, data to be provided for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

- 1.
- 2.

Content availability for previous versions of qualifications:

Participant Handbook Facilitator Guide Digital Content Qualification Handbook Any Other:

Languages in which Content is available: English, Hindi

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET “Guidelines for Blended Learning for Vocational Education, Training & Skilling” available on:

<https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf>

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	<input type="checkbox"/> Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	<input type="checkbox"/> Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	<input type="checkbox"/> Showing Practical Demonstrations to the learners		
4	<input type="checkbox"/> Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	<input type="checkbox"/> Tutorials/ Assignments/ Drill/ Practice		

6	<input type="checkbox"/> Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	<input type="checkbox"/> On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Allocate resources and supervise work in EXIM	PC1. Obtain order details such as origin/destination country, shipment date, nature of cargo that needs to be cleared	2	4	-	0.5
	PC2. Budget and allocate the requisite resources for different tasks	2	4	-	0.5
	PC3. Assign specific tasks to team members based on their skills and experience, ensuring that each person is responsible for the right part of the shipment process.	2	4	-	0.5
	PC4. Delegate tasks such as coordinating shipments, preparing documentation, managing customer queries, and ensuring that deadlines are clear, and expectations are set.	2	4	-	0.5
	PC5. Develop daily work plan factoring in priorities and exceptions	2	4	-	0.5

PC6. Get the work plan approved by the manager and allocate tasks to workers and executives	2	4	-	0.5
PC7. Escalate the matter to the manager in case of anomalies in customs papers or when additional support is required	2	4	-	0.5
PC8. Coordinate with other departments, external agents and customs officials to resolve pending cases and get additional documents, where required	2	4	-	0.5
PC9. Conduct daily reviews of the teams concerning the allocated work, checking for accuracy in documentation and compliance with regulations and providing feedback when necessary.	2	4	-	0.5
PC10. Conduct regular inspections and collect feedback to identify priorities and bottlenecks	1	2	-	0.5
PC11. Monitor the daily work to facilitate smooth documentation and operation.	1	2	-	0.5
PC12. Identify any issues or delays and take corrective actions to resolve them.	1	2	-	0.5
PC13. Monitor skill gaps within the team and offer training to improve knowledge and capabilities.	1	2	-	0.5
PC14. Connect with the manager, office supervisors and executives daily to obtain the work requirements and feedback	1	2	-	0.5
PC15. Coordinate with the operations team to ensure that all logistics processes—such as booking shipments, managing inventories, and arranging transportation—are executed efficiently.	1	2	-	0.5
PC16. Work closely with the sales team to gather information about customer requirements and communicate specific shipping details, timelines, and expectations to the operations team.	1	2	-	-
PC17. Manage relationships with other freight forwarders, third-party logistics providers (3PL), and agents in other countries to ensure seamless handling of shipments across borders.	1	2	-	0.5
PC18. Coordinate with insurance companies to ensure that shipments are adequately insured against damage or loss during transit.	1	2	-	0.5

	PC19. Communicate directly with clients to understand their shipping needs, provide updates on the status of shipments, and address any concerns regarding delivery schedules, damages, or lost goods.	1	2	-	0.5
	PC20. Coordinate with the office executive to obtain the necessary documentation, as well as highlight priorities and exceptions	1	2	-	0.5
	PC21. Correspond with freight agents and clients in case of any additional information requirement	1	2	-	0.5
	NOS Total	30	60	-	10
Supervise freight forwarding activities	PC1. Plan for daily activities and allocate resources based on priorities and pending activities	1	2	-	0.5
	PC2. Coordinate with stakeholders regarding the on-ground freight requirement	1	2	-	-
	PC3. Ensure that the goods/ cargo is inspected while unloading and segregate damaged goods	1	2	-	0.5
	PC4. Communicate with the transport supervisor to arrange for the cargo transportation	1	2	-	-
	PC5. Cross-check and verify if all approved documents are received and submitted to the documentation executive for filing, including those submitted by the transporter for cargo movement.	1	2	-	0.5
	PC6. Plan for high-priority freights and other delayed shipments by allocating alternative/additional resources	1	2	-	-
	PC7. Conduct random inspection of cargo for damages	1	2	-	0.5
	PC8. Resolve queries and bottlenecks in operations and take appropriate action on escalations raised by the customers	1	2	-	-
	PC9. Provide end of the day reporting to the manager	1	2	-	0.5
	PC10. Verify and approve daily invoicing and exemption cases.	1	2	-	0.5
	PC11. Check for errors in calculating taxable value and tax value after applying the applicable rate of GST	1	2	-	-

PC12. Check if the Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for the export of goods/services	1	2	-	0.5
PC13. Check if GST is payable under reverse charge in case of an unregistered party	1	2	-	-
PC14. Review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice	1	2	-	0.5
PC15. Verify if the goods/services are procured from a registered vendor and Check for pending litigation cases under earlier regime	1	2	-	-
PC16. Review sales invoices and ensure the records are maintained properly	1	2	-	0.5
PC17. coordinate with the finance department for any updates in GST law	1	2	-	-
PC18. check that the payment received from the client is including applicable taxes	1	2	-	0.5
PC19. assist in verifying and reviewing monthly returns	1	2	-	-
PC20. monitor maintenance record of taxes paid and acknowledgement of the returns filed	1	2	-	0.5
PC21. Interact periodically with shipping lines, airlines, and road and rail freight operators to offer effective multi-modal transportation services to customers globally	1	2	-	0.5
PC22. Coordinate with International Air Transport Association (IATA) agents to collect quotations for air freight	1	2	-	-
PC23. Correspond with the insurance agents to arrange insurance for goods in transit	1	2	-	0.5
PC24. Coordinate with the transporter for transporting from customs to the place of destination	1	2	-	-
PC25. Inform exporter/importer on goods act, clauses, requirements, export and import restrictions, tariff systems, letters of credit, insurance requirements and other customs-related matters	1	2	-	0.5
PC26. Offer multimodal transportation services by air, sea and road, ensuring cost-effective and secure solutions	1	2	-	-

	PC27. Coordinate with customers to solve any mismatch / deficiency in documents & any other updates regarding shipments	1	2	-	0.5
	PC28. record and submit copies of bill of lading/ shipping bills to the client/shipper	1	2	-	0.5
	PC29. make note of any special cargo movement/packaging requirement for the cargo during shipment from the shipper	-	-	-	0.5
	PC30. inform the shipper about the objection raised by the customs authorities (e.g., incorrect exchange rates, validity period of certificates)	1	2	-	0.5
	PC31. provide shipment status notification to exporters, consignees, or insurers	-	-	-	0.5
	PC32. follow up and ensure the importer receives the goods in the place of destination	1	2	-	0.5
	NOS Total	30	60	-	10
Supervise customs clearance activities	PC1. Check that the team accommodates new customs regulations.	1	3	-	2
	PC2. Clarify the team's queries regarding the customs clearance process	1	3	-	-
	PC3. Check if the classification of the product is under the correct Harmonized System of Nomenclature (HSN) codes and see the associated benefits (under schemes, etc.)	1	2	-	2
	PC4. Compute duties and tariffs levied to and from foreign destinations and export schemes and drawbacks	1	2	-	-
	PC5. Check for Rules of Origin (ROO) certificate availability and authenticity	1	2	-	1
	PC6. Check and file bill of entity (BoE) of the importer shipping bills and Bill of Lading (BoL) for the exporter	1	2	-	-
	PC7. Collect debit notes from shipping companies	1	1	-	-
	PC8. Verify the documents consigned to assistants for customs processing and clearance	1	2	-	-
	PC9. Respond to any queries related to customs documentation	1	3	-	-

PC10. coordinate and collect duty orders (D.O) and payments	1	1	-	-
PC11. check if clearance of shipment is done on time without delay	1	1	-	1
PC12. Inspect all EXIM documentation as required for customs clearance	1	3	-	-
PC13. Monitor packaging and labelling of cargo	1	2	-	1
PC14. inspect goods/ cargo while unloading and ensure no damage during the transit	1	1	-	-
PC15. Communicate with the transport supervisor to arrange for the cargo transportation	1	1	-	-
PC16. Coordinate and update the status of cargo in the portal	1	3	-	-
PC17. cross-check and verify if all approved documents are received and submitted to the documentation executive for filing	1	2	-	-
PC18. prepare import and export declarations	1	1	-	-
PC19. liaise with customs and other governing authorities regarding different regulatory requirements	1	2	-	-
PC20. communicate with customs officials to obtain release of incoming or outgoing freight and resolve delays	1	2	-	1
PC21. respond to any queries raised by the customs official	1	3	-	-
PC22. accompany the customs inspector for a random package check, as required	1	3	-	-
PC23. respond to any objection raised by customs authorities on the cargo and the details	1	1	-	-
PC24. check if the receiving is taken for Out of Customs charge/ Let Export approval on clearance by customs official	1	2	-	-
PC25. prepare import and export declarations and process them through various departments at the customs	1	2	-	-
PC26. liaise with customs and other governing authorities for any issues that will arise during clearance of cargo	2	2	-	1
PC27. communicate with customs officials as appropriate to obtain the release of incoming or outgoing freight and resolve delays	1	2	-	1
PC28. represent the client and company on all matters related to customs	1	3	-	-

	PC29. coordinate and follow up with clients on payments	1	3	-	-
	NOS Total	30	60	-	10
Risk Management in transportation	PC1. Perform spending analysis with all forward and reverse costs considered.	1	2	-	-
	PC2. Populate data from different software like TMS, fuel purchasing systems, truckload carrier accounting systems, customs, bill of lading data, and any others.	1	3	-	-
	PC3. Collect trucking spot freight rates, contracted freight trends, current truck equipment orders, and outbound and inbound data.	2	2	-	1
	PC4. Compare findings to industry trends.	1	2	-	-
	PC5. Prepare a scorecard and use the same for easy comparison of carrier performances based on different factors.	1	3	-	-
	PC6. Substantiate findings using facts-based analysis and quantification of exposures.	1	2	-	-
	PC7. Assess the effectiveness of business monitoring procedures and processes.	1	2	-	-
	PC8. Shift from stagnant or point-in-time reviews to focused implementation of ongoing monitoring.	1	2	-	1
	PC9. Analyse company stock and location data for optimal routing.	1	3	-	1
	PC10. Identify ways to optimise "less than truckload" shipments. Inefficient truck utilisation leads to revenue leaks.	1	2	-	1
	PC11. The capacity of freight vessels and trains should be utilised at least at a rate of over 70% per trip in order to maintain profitability.	1	2	-	-
	PC12. Identify high-risk business areas, products, freight carriers, business lines, and geographies to focus efforts.	2	3	-	1
	PC13. Analyse overall freight expenses to identify anomalies.	1	2	-	-
	PC14. Utilise available infrastructure to the maximum.	1	2	-	-
	PC15. Collate data from tracing and analyse the same for patterns on transit time, delays and service failures.	1	2	-	1
	PC16. Allocate full capacities to orders, and plan transportation itineraries and frequency	1	2	-	1

	PC17. Provide insights to the management by developing a deeper understanding of freight expenses to identify opportunities for improvement with (efficiency and control environment).	1	2	-	1
	PC18. Use a route optimisation solution to optimise delivery routes around changing traffic conditions.	1	3	-	-
	PC19. Use a transportation planning solution that integrates supply chain planning and shipping execution to assess real-time risk across the supply chain.	1	2	-	1
	PC20. Integrate a shipment planning window with TMS that covers projection for several days forward and order management, procurement, and supply chain optimisation solutions.	1	3	-	1
	PC21. Use technologies like weatheroptics to forecast and enhance the solutions for risks related to weather conditions. This allows rerouting of vehicles to minimize the impact of weather hazards.	2	3	-	-
	PC22. Choose carriers with better vehicle maintenance and safety records, which reduces the risk of transit delays due to vehicle breakdowns.	1	2	-	-
	PC23. Integrate digital freight markets and brokerages into TMS, which will help optimise cost and analyse the quotes.	2	2	-	-
	PC24. Choose vendors with APIs for posting loads, booking, tendering, and tracking. Carriers using digital fleet management and TMS solutions with highly automated material handling reduce the risk of lost shipments.	1	3	-	-
	PC25. Identify alternate ports and CFS/ ICDs, which decrease the risk of delay. Build agility into processes so that switch ports are available if needed.	2	4	-	-
	NOS Total	30	60	-	10
Manage Business development and stakeholder relations	PC1. Build market intelligence and stay current with service offerings and developments in the organisation and the industry.	2	4	-	0.5
	PC2. Prepare and implement a sales plan for acquiring new clients	2	4	-	0.5

PC3. Obtain the list of existing clients and new prospects from the Company's sales database.	2	4	-	0.5
PC4. Prepare sales targets and relationship strategies	2	4	-	0.5
PC5. Prioritise the clients for contacting, based on the previous relationship-building calls made to each of them	2	4	-	0.5
PC6. Meet clients to offer new services and take feedback for current services	2	4	-	0.5
PC7. Identify clients' business needs and offer customised and bundled solutions	1	2	-	0.5
PC8. Negotiate on costs, close the deal and collect organisational and payment details of the client	1	2	-	0.5
PC9. Take the client's feedback before leaving	1	2	-	0.5
PC10. Regularly interact with the client over the phone, through emails, or personal visits.	1	2	-	0.5
PC11. Address customers' queries effectively and take appropriate action on customer escalations.	1	2	-	0.5
PC12. Handle customer grievances such as shipment damage or tampering, extra charges levied, failure to deliver as per commitment, and delays.	1	2	-	0.5
PC13. Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.	1	2	-	0.5
PC14. Represent the interests of the Company whenever required and manage & protect the Company's reputation.	1	2	-	0.5
PC15. Liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc., and build strong professional relations with them	1	2	-	0.5
PC16. Participate in advisory groups to put forth ideas/suggestions for improvements	1	2	-	0.5
PC17. Discuss and review a holistic assessment of the Company's assets, facilities, equipment, and activities with stakeholders to identify security needs and threats.	1	2	-	-

	PC18. Review regularly, adhere to SLA agreed to by vendors/contractors in documented contracts	1	2	-	0.5
	PC19. Conduct forensic audits to flag any deviation in contract awards if required, along with procurement & finance teams	1	2	-	-
	PC20. Analyse and manage insurance claim requests	1	2	-	0.5
	PC21. Coordinate with marketing agencies for publicity of services of the Company	1	2	-	-
	PC22. Ensure adherence to SLA agreed to by vendors/contractors in documented contracts	1	2	-	0.5
	PC23. Negotiate with carriers, warehouse and transport operators, customs brokers, insurance company representatives, vendors, etc., for services, preferential rates, service level agreements (SLA), payment periods, etc.	1	2	-	-
	PC24. Coordinate with labour contractors and local vendors for sufficient workforce, carrier vehicle availability as per work demand	1	2	-	0.5
	NOS Total	30	60	-	10
Follow health, safety, and security procedures and maintain integrity, ethics at workplace	PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
	PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
	PC3. Follow organisation procedures concerning documentation.	1	2	-	-
	PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
	PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
	PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
	PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
	PC8. Undertake periodical preventive health checkups.	1	3	-	1
	PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	-
	PC10. Act immediately during emergencies and move to safety.	2	2	-	1

	PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-
	PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
	PC13. Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
	PC14. Refrain from indulging in corrupt practices.	2	3	-	-
	PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
	PC16. Protect data and information related to business or commercial decisions.	1	3	-	-
	PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
	PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
	PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
	PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
	PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
	PC22. Report any issues with regulatory compliance.	2	4	-	1
	NOS Total	30	60	-	10
Employability Skills (60 Hours)	Introduction to Employability Skills	1	1	-	-
	PC1. Identify employability skills required for jobs in various industries.	-	-	-	-
	PC2. Identify and explore learning and employability portals.	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC3. Recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
	PC4. Follow environmentally sustainable practices.	-	-	-	-
	Becoming a Professional in the 21st Century	2	4	-	-
	PC5. Recognize the significance of 21st Century Skills for employment.	-	-	-	-

PC6. Practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life.	-	-	-	-
Basic English Skills	2	3	-	-
PC7. Use basic English for everyday conversation in different contexts, in person and over the telephone.	-	-	-	-
PC8. Read and understand routine information, notes, instructions, mails, letters etc. written in English.	-	-	-	-
PC9. Write short messages, notes, letters, e-mails etc. in English.	-	-	-	-
Career Development & Goal Setting	1	2	-	-
PC10. Understand the difference between job and career.	-	-	-	-
PC11. Prepare a career development plan with short- and long-term goals, based on aptitude.	-	-	-	-
Communication Skills	2	2	-	-
PC12. Follow verbal and non-verbal communication etiquette and active listening techniques in various settings.	-	-	-	-
PC13. Work collaboratively with others in a team.	-	-	-	-
Diversity & Inclusion	1	2	-	-
PC14. Communicate and behave appropriately with all genders and PwD.	-	-	-	-
PC15. Escalate any issues related to sexual harassment at workplace according to POSH Act.	-	-	-	-
Financial and Legal Literacy	2	3	-	-
PC16. Select financial institutions, products and services as per requirement.	-	-	-	-
PC17. Carry out offline and online financial transactions, safely and securely.	-	-	-	-
PC18. Identify common components of salary and compute income, expenses, taxes, investments etc.	-	-	-	-
PC19. Identify relevant rights and laws and use legal aids to fight against legal exploitation.	-	-	-	-
Essential Digital Skills	3	4	-	-
PC20. Operate digital devices and carry out basic internet operations securely and safely.	-	-	-	-
PC21. Use e- mail and social media platforms and virtual collaboration tools to work effectively.	-	-	-	-
PC22. Use basic features of word processor, spreadsheets, and presentations.	-	-	-	-
Entrepreneurship	2	3	-	-

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

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

1. Assessment System Overview:

- SSC will receive batches through SIP or email to schedule assessment.
- Batches will be assigned to the NCVET affiliated assessment agencies for conducting the assessment.

- Assessment agencies send the assessment confirmation and procedure to TP/TC looping SSC.
- Assessment agency deploys the ToA certified Assessor for executing the assessment.
- SSC will monitor the assessment process & records.

2. Testing Environment:

- Check the Assessment location, date and time is same as SIP data.
- Specified equipment must be available to facilitate assessment.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME of LSC.
- Questions are mapped to the specified assessment criteria.
- Assessor must be ToA certified.
- Mock test/Self assessment will be conducted during training through LSC softwares.

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- 21 points check list must be adhered by both AA and assessor.

5. Method of verification or validation:

- LSC will validate the evidence and results through LSC portal.
- Validation will be candidate wise scrutiny.

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored by AA for certain years.
- Softcopies of evidences will be stored in LSC portal.

On the Job (OJT assessment applicable):

1. The candidate must score 60% to successfully complete the OJT.
2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
 - Videos of Trainees during OJT

3. Assessment of each Module will ensure that the candidate is able to:
- Effective engagement with the customers
 - Understand the working of various tools and equipment.

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.

Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf

NSQC Approved