

Qualification Pack



E-commerce Manager

Options: Warehouse Operations Management/ Courier Operations Management

QP Code: LSC/Q2602

Version: 2.0

NSQF Level: 6

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LSC/Q2602: E-commerce Manager

Brief Job Description

The individual is responsible for overall business performance and profitability of the unit. She/he manages category, improves consumer experience, manages product catalogue and design, drives process improvement, forecasts return deliveries and undertake manpower planning.

Personal Attributes

The individual should have excellent communication skills, numerical skills, analytical skills and professional values. She/he should coordinate with multiple teams to drive profitability, lead operations team to solve problems and aid management in decision making. The role may require working additional hours from time to time.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N9601: Conduct daily review and facilitate operations](#)
2. [LSC/N3061: Manage category and catalogue for products in E-commerce](#)
3. [LSC/N9703: Build customer relations and handle key accounts](#)
4. [LSC/N2504: Process large data-sets and analyse](#)
5. [LSC/N9701: Business development and stakeholder relations](#)
6. [LSC/N9602: Review performance and develop performance improvement plan](#)
7. [LSC/N9603: Profit and Loss account management and cost accounting](#)
8. [LSC/N9908: Maintain and monitor integrity and ethics in operations](#)
9. [LSC/N9909: Follow and monitor health, safety and security procedures](#)
10. [LSC/N9907: Verify and review GST application](#)
11. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

Options(Not mandatory):

Option 1: Warehouse Operations Management

The unit is about managing warehouse operations involving budgeting, allocation of resources, storage design, custom support, etc.

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1. [LSC/N0118: Manage warehouse operations](#)

Option 2: Courier Operations Management

The unit is about managing courier operations involving budgeting, allocation of work and resources, delivery performance management and assisting in express and custom operations

1. [LSC/N1908: Oversee domestic and international operations](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment centre operations, Order processing, Customer relationship management, Product design/Catalogue management/Category management, Technology/engineering
Country	India
NSQF Level	6
Credits	26
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1324 and ISCO-88/1324
Minimum Educational Qualification & Experience	Pursuing first year of 2-year PG program after completing 3 year UG degree OR Pursuing PG diploma after 3 year UG degree OR Completed 4 year UG program (in case of 4-year UG with honours/ honours with research) OR Certificate-NSQF (Level 5 - Ecommerce Team Lead) with 3 Years of experience relevant experience in e-commerce
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	23 Years



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Last Reviewed On	NA
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NQR Version	1.0

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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>	8	23	-	-
PC1. review previous day reports with supervisors identifying pending works	2	5	-	-
PC2. review inspection and output reports for the previous day	2	5	-	-
PC3. review and approve pending orders for the previous day	2	5	-	-
PC4. resolve issues with regards to pending activities or escalate them to senior management or external consultant/ technician	1	4	-	-
PC5. review performance and utilization of budgeted resources making amendments as required	1	4	-	-
<i>Forecast and budget</i>	9	16	-	-
PC6. analyse trend pattern and make suitable assumptions for forecasting	2	3	-	-
PC7. prepare forecasts and accordingly plan and budget for workforce and other resources	2	3	-	-
PC8. set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets	1	4	-	-
PC9. prepare weekly and monthly work plans as per the forecast and budget	2	3	-	-
PC10. make amendments in budgeted resources based on daily performance reviews	2	3	-	-
<i>Approve work plans and allocate tasks</i>	5	15	-	-
PC11. identify priority task and inform to supervisors and executives	2	3	-	-
PC12. 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
PC13. review and approve any ad-hoc request for alternate or additional resources	1	4	-	-
PC14. approve daily work plan prepared by supervisors	1	4	-	-
<i>Facilitate smooth operations</i>	6	12	-	-
PC15. guide supervisors and executives to resolve any pending issues	1	2	-	-
PC16. coordinate with other departments and external resources to escalate and expedite stuck cases	1	2	-	-
PC17. coordinate with clients and keep them updated in cases of delays, pendency, etc.	1	2	-	-
PC18. review of work by executives and supervisors to check for errors	1	2	-	-
PC19. review reports to monitor operational performance	1	2	-	-
PC20. guide the team in use of ERP and available IT infrastructure	1	2	-	-
<i>Ensure compliance with legal and regulatory framework</i>	2	4	-	-
PC21. monitor compliance with relevant local, country and international law and process on a regular basis	1	2	-	-
PC22. monitor compliance with respect to organizational policies and procedure	1	2	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9601
NOS Name	Conduct daily review and facilitate operations
Sector	Logistics
Sub-Sector	Terminals, ICDs and CFS, Generic
Occupation	Generic
NSQF Level	6
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

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LSC/N3061: Manage category and catalogue for products in E-commerce

Description

This unit is about category and catalogue management to improve sales, it involved performance analysis, action plan development and improvement, category building, pricing strategy and improving user experience.

Scope

The scope covers the following :

- Analyse performance of product category and develop action plan
- Implement action plans to improve sales
- Build and manage category
- Propose product pricing for the category
- Review customer feedback and improve user experience Range: MS office, Enterprise Resource Planning (ERP), Analytical software, stationery, computer, projector, TV, etc.

Elements and Performance Criteria

Analyse performance of product category and develop action plan

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

- PC1.** interact with marketing, analytics and catalogue team to collect information pertinent to the product category
- PC2.** analyse information on market and seasonal trends in terms of performance for the below mentioned metrics for different brands and Stock Keeping Units (SKUs) within the category, a. sales turnover b. profit margin c. Return on Investment d. inventory turnover e. cost of operations f. customer returns g. relationship with seller h. pricing policy i. competitive category/brand/SKU performance j. customer likes and comments, and k. other pertinent points
- PC3.** prepare strategic action plans to improve product category sales for different markets by, a. identifying target markets b. buying and building assortment relevant to the market in coordination with purchase team at competitive prices c. allocating shelf space for assortment in discussion with Fulfilment Centre/Delivery Centre (FC/DC) teams d. planning and coordinating promotional events in discussion with marketing team e. planning and coordinating advertisement campaigns in discussion with marketing team f. calibrate pricing strategy in discussion and approval from Strategic Business Unit (SBU) head g. design the online catalogue in discussion with catalogue management team
- PC4.** be cognizant of festive seasons, overall organisational promotional campaigns etc and adjust the action plans
- PC5.** interact with procurement, marketing, cataloguing, supply chain, finance team and SBU head to drive consensus for the strategic actions and finalise the action plan

Implement action plans to improve sales

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

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- PC6.** coordinate implementation of action plan within identified timelines by, a. ensure the necessary quantum of stock is maintained at various Fulfilment Centre/Delivery Centre (FC/DC)b. assist marketing team to develop advertising and promotional content c. coordinate with marketing and content management teams for releasing teasers and promotions through email/ flash messages/ website contentd. assist catalogue team to develop the online catalogue with appropriate key words for search and filter
- PC7.** continuously monitor category performance during the sales period
- PC8.** revise the pricing, availability, marketing and promotional strategies based on market wise and time line wise performance of the category
- PC9.** prepare and submit category performance reports

Build and manage category

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

- PC10.** determine market needs based on sales performance and expand/reduce the SKUs in category
- PC11.** collaborate with brand Point of Contact and catalogue team to update new collections
- PC12.** approve right mix of sellers, source local selection for the sub-categories and on-board them
- PC13.** manage vendor relationship

Propose product pricing for the category

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

- PC14.** work with analytics team to analyse performance of various categories and recommend pricing plan based on data
- PC15.** get the volume based and market based pricing plans approved by the SBU head
- PC16.** take responsibility to ensure that the product category is profitable

Review customer feedback and improve user experience

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

- PC17.** collaborate with analytics team and analyse customer behaviour and feedback
- PC18.** analyse customer order search and order placement process and improve the user experience
- PC19.** analyse customer reviews, ratings and returns to decide on product mix

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards 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

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- 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.** 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.** how to anticipate and resolve problems
- KU26.** working and capacities of different Material Handling Equipment (MHEs) and other equipment used for handling the shipment
- KU27.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU28.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU29.** various techniques for performance improvement and cost accounting
- KU30.** budgeting exercises

Generic Skills (GS)

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

- GS1.** contracts and agreements
- GS2.** data from insights/ analytics team
- GS3.** catalogue
- GS4.** sign off contracts and agreements
- GS5.** write business emails
- GS6.** prepare report and presentations
- GS7.** communicate with seniors to report on any issues
- GS8.** collaborate with marketing, sales, analytics and catalogue team
- GS9.** carefully listen to vendor concerns and issues
- GS10.** corrective measures to improve customer experience
- GS11.** actions to be improve category performance
- GS12.** mix of sellers and vendors



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- GS13.** pricing
- GS14.** plan and organise steps for process improvement for customer experience
- GS15.** prepare strategic plan for category growth and performance
- GS16.** provide attractive offers and great customer experience
- GS17.** provide product range as per customer needs
- GS18.** resolve issues related to vendors and brands
- GS19.** perform process improvement for great customer experience
- GS20.** analyse data to create campaigns, promotions, catalogue design and customer experience
- GS21.** analyse category performance and identify factors require improvement
- GS22.** develop right mix of vendors and product range as per customer needs
- GS23.** set pricing on the basis of competitor analysis and to attract customers

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Analyse performance of product category and develop action plan</i>	8	22	-	-
PC1. interact with marketing, analytics and catalogue team to collect information pertinent to the product category	2	5	-	-
PC2. analyse information on market and seasonal trends in terms of performance for the below mentioned metrics for different brands and Stock Keeping Units (SKUs) within the category, a. sales turnoverb. profit marginc. Return on Investmentd. inventory turnovere. cost of operationsf. customer returnsg. relationship with sellerh. pricing policyi. competitive category/brand/SKU performancej. customer likes and comments, and k. other pertinent points	2	5	-	-
PC3. prepare strategic action plans to improve product category sales for different markets by, a. identifying target marketsb. buying and building assortment relevant to the market in coordination with purchase team at competitive pricesc. allocating shelf space for assortment in discussion with Fulfilment Centre/Delivery Centre (FC/DC) teamsd. planning and coordinating promotional events in discussion with marketing teame. planning and coordinating advertisement campaigns in discussion with marketing teamf. calibrate pricing strategy in discussion and approval from Strategic Business Unit (SBU) headg. design the online catalogue in discussion with catalogue management team	2	4	-	-
PC4. be cognizant of festive seasons, overall organisational promotional campaigns etc and adjust the action plans	1	4	-	-
PC5. interact with procurement, marketing, cataloguing, supply chain, finance team and SBU head to drive consensus for the strategic actions and finalise the action plan	1	4	-	-
<i>Implement action plans to improve sales</i>	4	16	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC6. coordinate implementation of action plan within identified timelines by, a. ensure the necessary quantum of stock is maintained at various Fulfilment Centre/Delivery Centre (FC/DC)b. assist marketing team to develop advertising and promotional content c. coordinate with marketing and content management teams for releasing teasers and promotions through email/ flash messages/ website contentd. assist catalogue team to develop the online catalogue with appropriate key words for search and filter	1	4	-	-
PC7. continuously monitor category performance during the sales period	1	4	-	-
PC8. revise the pricing, availability, marketing and promotional strategies based on market wise and time line wise performance of the category	1	4	-	-
PC9. prepare and submit category performance reports	1	4	-	-
<i>Build and manage category</i>	6	14	-	-
PC10. determine market needs based on sales performance and expand/reduce the SKUs in category	1	4	-	-
PC11. collaborate with brand Point of Contact and catalogue team to update new collections	1	4	-	-
PC12. approve right mix of sellers, source local selection for the sub-categories and on-board them	2	3	-	-
PC13. manage vendor relationship	2	3	-	-
<i>Propose product pricing for the category</i>	6	9	-	-
PC14. work with analytics team to analyse performance of various categories and recommend pricing plan based on data	2	3	-	-
PC15. get the volume based and market based pricing plans approved by the SBU head	2	3	-	-
PC16. take responsibility to ensure that the product category is profitable	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Review customer feedback and improve user experience</i>	6	9	-	-
PC17. collaborate with analytics team and analyse customer behaviour and feedback	2	3	-	-
PC18. analyse customer order search and order placement process and improve the user experience	2	3	-	-
PC19. analyse customer reviews, ratings and returns to decide on product mix	2	3	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3061
NOS Name	Manage category and catalogue for products in E-commerce
Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment centre operations, Order processing, Customer relationship management, Product design/Catalogue management/Category management, Technology/engineering
NSQF Level	6
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

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LSC/N9703: Build customer relations and handle key accounts

Description

This unit is about building customer relations and handling key accounts

Scope

The scope covers the following :

- Enhance customer relations
- Handle key accounts
- Identify and convert new prospects Range: Microsoft (MS)-word, MS-excel, Enterprise resource planning (ERP), computer, projector, worksheets, stationery, business planning model/software etc.

Elements and Performance Criteria

Enhance customer relations

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

- PC1.** coordinate with clients nominated representative/s and build a good rapport with them
- PC2.** receive feedback from the customers on a periodical basis
- PC3.** analyse feedback given by customers and develop or improve the system accordingly
- PC4.** provide customised solutions to customers and assist in resolving their issues
- PC5.** work on the system improvement w.r.t. operational process management, claims management, customer relationship management, etc. in order to improve the customer service experience with organisation
- PC6.** retain the customer by earning their goodwill and by providing value adding services

Handle key accounts

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

- PC7.** organise and conduct regular meetings with stakeholders from key accounts
- PC8.** offer bundled products and solutions as value added services to increase business
- PC9.** take necessary corrective and preventive action on customer feedback
- PC10.** resolve concerns raised from key accounts on priority
- PC11.** inform the customer about existing and upcoming offers, discounts, new launches, seminars and workshop

Identify and convert prospects

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

- PC12.** understand the potential of prospective leads and pitch for sales
- PC13.** convert prospective lead into a customer by building a good rapport and provide customised solutions based on their business requirement
- PC14.** provide initial subscription benefits to clients and create synergies through customised and bundled offerings
- PC15.** acquire new clients and increase the overall client base

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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 and work instructions on quality standards
- KU3.** companys customer profile
- KU4.** companys reporting structure
- KU5.** companys documentation policy
- KU6.** procedures for dealing with loss or damage to shipment
- KU7.** services offered by company
- KU8.** importance of the individuals role in the workflow
- KU9.** occupational health and safety standards
- KU10.** companys policy on business ethics and code of conduct
- KU11.** transit rules and regulations
- KU12.** process flow of warehouse, transport and material handling service operation
- KU13.** state/country taxes and routing
- KU14.** local and global geographies
- KU15.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU16.** use of tools for documentation: MS excel and MS Word
- KU17.** basics of statistical and quantitative analysis tools
- KU18.** use of spread sheets to tabulate and analyse the data
- KU19.** structure and implications of fees and charges involved in transportation
- KU20.** the use of computer or handheld device to communicate effectively and productively
- KU21.** importance of documenting customer feedback as per Standard Operating Procedure (SOP)
- KU22.** how to demonstrate ethics and convey discipline to the customers
- KU23.** importance of gaining customer satisfaction

Generic Skills (GS)

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

- GS1.** company quality policy, work instructions and customer requirement
- GS2.** transit rules and trade policies
- GS3.** regulatory requirement associated with custom clearance
- GS4.** e-mails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** contracts, Service level agreements (SLA) and statement of work (SOW)
- GS6.** maintain the record of as per companys policy
- GS7.** make the note of instructions to team members
- GS8.** develop operating procedures, improvements
- GS9.** write communications, letters and documents for internal communication

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- GS10.** prepare daily reports, checklists
- GS11.** listen and understand the requirements of the client
- GS12.** communicate with clients, government officials and other stakeholders
- GS13.** exchange information with other managers, supervisory and operational staff
- GS14.** decide on corrective measures to improve customer ratings
- GS15.** decide on actions to be taken on escalations raised by the customer
- GS16.** take appropriate action for poor performance by vendor/ 3PL
- GS17.** identify and prioritise on select clients and prospects for generating business
- GS18.** liaison with customers, government officials, vendors and staff
- GS19.** plan and organise review meetings with vendors, contractors
- GS20.** organise projects/ training plans for performance improvement
- GS21.** take prompt action on queries raised by the customer
- GS22.** understand customer requirement and offer customised or bundled solutions
- GS23.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS24.** resolve the queries raised by customers
- GS25.** suggest solutions to the customers issues
- GS26.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS27.** identify bundles and customisations that cater to the requirement of majority of customers
- GS28.** analyse key reasons for non-performance and customer dis-satisfaction
- GS29.** identify key areas that are crucial for performance improvement
- GS30.** improve work processes by adopting best practices with respect to quality of service to the customers
- GS31.** act upon constructively on any problems as pointed by customers, vendors or government officials
- GS32.** handle personality clashes effectively

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Enhance customer relations</i>	12	34	-	-
PC1. coordinate with clients nominated representative/s and build a good rapport with them	2	6	-	-
PC2. receive feedback from the customers on a periodical basis	2	6	-	-
PC3. analyse feedback given by customers and develop or improve the system accordingly	2	6	-	-
PC4. provide customised solutions to customers and assist in resolving their issues	2	6	-	-
PC5. work on the system improvement w.r.t. operational process management, claims management, customer relationship management, etc. in order to improve the customer service experience with organisation	2	5	-	-
PC6. retain the customer by earning their goodwill and by providing value adding services	2	5	-	-
<i>Handle key accounts</i>	10	20	-	-
PC7. organise and conduct regular meetings with stakeholders from key accounts	2	4	-	-
PC8. offer bundled products and solutions as value added services to increase business	2	4	-	-
PC9. take necessary corrective and preventive action on customer feedback	2	4	-	-
PC10. resolve concerns raised from key accounts on priority	2	4	-	-
PC11. inform the customer about existing and upcoming offers, discounts, new launches, seminars and workshop	2	4	-	-
<i>Identify and convert prospects</i>	8	16	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. understand the potential of prospective leads and pitch for sales	2	4	-	-
PC13. convert prospective lead into a customer by building a good rapport and provide customised solutions based on their business requirement	2	4	-	-
PC14. provide initial subscription benefits to clients and create synergies through customised and bundled offerings	2	4	-	-
PC15. acquire new clients and increase the overall client base	2	4	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9703
NOS Name	Build customer relations and handle key accounts
Sector	Logistics
Sub-Sector	E-commerce
Occupation	Customer relationship management, Documentation and Reporting
NSQF Level	6
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N2504: Process large data-sets and analyse

Description

This unit is about processing and analysing data for new opportunities

Scope

The scope covers the following :

- Data analysis
- Demand forecasting Range: MS office, Enterprise Resource Planning (ERP), Analytical tools, computer, worksheets, sample data sets, stationery etc

Elements and Performance Criteria

Data analysis

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

- PC1.** consolidate and analyse sales and financial performance data (budget vs. actuals, income statement, etc.)
- PC2.** analyse reverse logistics data and return performance to provide improvement action plan
- PC3.** analyse order processing data and prepare report on order processing performance
- PC4.** analyse Stock Keeping Unit (SKU) wise metrics like sales, profits, daily hits, consumer interests, returns, etc. for different categories to assess the current trends
- PC5.** identify areas of upcoming trends that need to be incorporated
- PC6.** analyse trends and co-relate with business performance, market scenario, macro-economic factors to draw inferences
- PC7.** draw insights from analysis and identify corrective and preventive actions to improve the process

Demand forecasting

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

- PC8.** use market research reports to extract information on market performance and demand scenario
- PC9.** extract and analyse history delivery, order processing and return data
- PC10.** identify demand patterns: horizontal, trend and seasonal
- PC11.** use the appropriate forecasting methodology to understand future demand based on past trend analysis
- PC12.** make predictions and prepare short term forecasts for delivery, order processing and returns
- PC13.** set-up consensus meetings with peers and seniors and finalise forecasts on the basis of review comments
- PC14.** conduct periodic review of forecast and revise accordingly

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards 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 Turnaround Time (TATs) and output metrics for daily operations
- KU13.** just in time (JIT) mode of inventory management
- KU14.** coding system followed to label items
- KU15.** ERP system of the organization
- KU16.** process flow of service operation of basic supply chain value chain
- KU17.** state/country taxes and routing
- KU18.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU19.** use of tools for documentation: MS excel and MS Word, etc.
- KU20.** statistical and quantitative analysis tools
- KU21.** use of spreadsheets to tabulate and analyze the data
- KU22.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU23.** transit rules and regulations
- KU24.** different Material Handling Equipment (MHEs) and other equipment used for handling the shipment
- KU25.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU26.** forecasting process and models

Generic Skills (GS)

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

- GS1.** companys work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations
- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** maintain records of as per companys policy
- GS7.** make the note of instructions to team members

Qualification Pack

- GS8.** develop operating procedures, improvements and create documents for internal understanding/use
- GS9.** write communications, letters both within the company and to other stakeholders and clients
- GS10.** prepare daily reports, checklists and create documents for internal communication
- GS11.** communicate with all levels of the people and all external stakeholders
- GS12.** share experiences and provide guidance to juniors and peers
- GS13.** listen to queries and requirements of staff, internal departments, clients and other external stakeholders
- GS14.** appropriate forecasting techniques
- GS15.** actions to be take improver operational efficiency
- GS16.** plan and define methodology for forecasting
- GS17.** arrange for all supporting history data to arrive on decision
- GS18.** prepare realistic forecast of the manpower for smooth functioning of business
- GS19.** contribute to quality of team work and achieve smooth workflow
- GS20.** identify and resolve issues due to technical or human error
- GS21.** select on parameters to arrive on realistic forecast
- GS22.** analyse history data and arrive on realistic forecast
- GS23.** create forecasting model to get results faster

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Data analysis</i>	16	35	-	-
PC1. consolidate and analyse sales and financial performance data (budget vs. actuals, income statement, etc.)	3	5	-	-
PC2. analyse reverse logistics data and return performance to provide improvement action plan	3	5	-	-
PC3. analyse order processing data and prepare report on order processing performance	2	5	-	-
PC4. analyse Stock Keeping Unit (SKU) wise metrics like sales, profits, daily hits, consumer interests, returns, etc. for different categories to assess the current trends	2	5	-	-
PC5. identify areas of upcoming trends that need to be incorporated	2	5	-	-
PC6. analyse trends and co-relate with business performance, market scenario, macro-economic factors to draw inferences	2	5	-	-
PC7. draw insights from analysis and identify corrective and preventive actions to improve the process	2	5	-	-
<i>Demand forecasting</i>	14	35	-	-
PC8. use market research reports to extract information on market performance and demand scenario	2	5	-	-
PC9. extract and analyse history delivery, order processing and return data	2	5	-	-
PC10. identify demand patterns: horizontal, trend and seasonal	2	5	-	-
PC11. use the appropriate forecasting methodology to understand future demand based on past trend analysis	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. make predictions and prepare short term forecasts for delivery, order processing and returns	2	5	-	-
PC13. set-up consensus meetings with peers and seniors and finalise forecasts on the basis of review comments	2	5	-	-
PC14. conduct periodic review of forecast and revise accordingly	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2504
NOS Name	Process large data-sets and analyse
Sector	Logistics
Sub-Sector	E-commerce
Occupation	Fulfilment centre operations, Order processing, Customer relationship management, Product design/Catalogue management/Category management, Technology/engineering
NSQF Level	6
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N9701: Business development and stakeholder relations

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Generate new business prospects

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

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

Maintain customer relations

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

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

Co-ordinate with government officials, vendors and contractors

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

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

Qualification Pack

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generate new business prospects</i>	14	36	-	-
PC1. update information into ERP, inform the relevant departments on sale closure	1	4	-	-
PC2. obtain list of existing clients and new prospects from the company's sales database.	2	4	-	-
PC3. prepare sales targets and relationship strategies	2	4	-	-
PC4. prioritize the clients for contacting, based on the previous relationship building calls made to each of them	2	4	-	-
PC5. call clients and prospects to seek meeting	2	4	-	-
PC6. meet client to offer new services and take feedback for current services	2	4	-	-
PC7. identify clients business need and offer customized and bundled solutions	1	4	-	-
PC8. negotiate on costs, close the deal and collect organizational and payment details of the client	1	4	-	-
PC9. take client's feedback before leaving	1	4	-	-
<i>Maintain customer relations</i>	6	19	-	-
PC10. regularly interact with the client over phone, emails or personal visits	1	4	-	-
PC11. address the query raised by the customers effectively and timely	1	4	-	-
PC12. take appropriate actions on escalations raised by customers	1	4	-	-
PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.	1	4	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. provide regular information to clients regarding new offerings, discounts, customized solutions, etc.	2	3	-	-
<i>Co-ordinate with government officials, vendors and contractors</i>	10	15	-	-
PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	-
PC16. analyse and manage insurance claim requests	2	3	-	-
PC17. co-ordinate with marketing agencies for publicity of services of the company	2	3	-	-
PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.	2	3	-	-
PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand	2	3	-	-
NOS Total	30	70	-	-



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9701
NOS Name	Business development and stakeholder relations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

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

Qualification Pack

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

Qualification Pack

- 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



Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9602
NOS Name	Review performance and develop performance improvement plan
Sector	Logistics
Sub-Sector	EXIM logistics, Freight Forwarding & Custom Clearance, Generic
Occupation	Generic
NSQF Level	6
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N9603: Profit and Loss account management and cost accounting

Description

This unit is about about Profit and loss account management and cost accounting

Scope

The scope covers the following :

- Profit and loss account management and review
- Analysis of activity based costs

Elements and Performance Criteria

Profit and Loss account management and review

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

- PC1.** review department wise budgets and make amendments if required
- PC2.** collate and prepare annual budgets along with sales and profit targets
- PC3.** schedule both capital and operational expenses accordance to the budget
- PC4.** analyze and review the P&L performance for the unit
- PC5.** analyze profitability and business performance trends department wise
- PC6.** periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions
- PC7.** periodically analyse the physical output and performance with respect to the budget and identify places for improvements
- PC8.** undertake adequate risk management so as to meet Key Performance targets
- PC9.** manage and control budgets of different departments on a periodic basis to optimize financial performance

Analysis of activity based costs

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

- PC10.** periodically review activity and department financial performance
- PC11.** identify the activities having high variance with respect to the budgeted costs or the forecasted revenue
- PC12.** analyze the actual cost w.r.t physical output to draw inferences
- PC13.** identify reasons in discussion with department and take remedial and corrective actions where-ever required
- PC14.** work towards rationalizing the cost of the activity wise operations to achieve higher financial goals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- 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.** coding system followed to label items
- KU14.** 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 enterprise resource planning software (ERP) and the MIS
- 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.** working and capacities of different MHEs and other equipment used for handling the shipment
- KU26.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU27.** significance of team coordination to achieve revenue and productivity targets of the organization
- KU28.** various techniques for performance improvement and cost accounting
- KU29.** budgeting exercises

Generic Skills (GS)

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

- GS1.** companys work instructions, customer requirement and quality policy
- GS2.** egal policies and regulations
- GS3.** internal communications memorandums
- GS4.** written instructions, standard operating procedures

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- GS5.** SOPs and documents required for all operational activities
- GS6.** inferences drawn from the system reports
- GS7.** financial statements
- GS8.** maintain the record of as per company's policy
- GS9.** make the note of instructions to team members
- GS10.** develop operating procedures and update them
- GS11.** write communications, letters, etc.
- GS12.** prepare daily reports, checklists
- GS13.** prepare reports and presentations based on data analytics and ERP reports
- GS14.** communicate with client, external coordinators, internal staff effectively
- GS15.** motivate employees
- GS16.** share experiences and provide guidance to juniors and peers
- GS17.** assess business performance to identify need for interventions
- GS18.** identify areas for improvement and accordingly suggest remedial action
- GS19.** identify areas for budget modifications and budget cuts
- GS20.** decide on ways to improve performance
- GS21.** plan and organise performance review sessions
- GS22.** make action plan for performance improvement
- GS23.** organise projects/ training plans for performance improvement
- GS24.** monitor the activities of the performance improvement plan
- GS25.** sensitive employees towards customer requirements
- GS26.** focus on customer satisfaction as a key part of the performance review
- GS27.** identify reasons for variances and resolve them in discussion with team and management
- GS28.** suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance
- GS29.** analyze reasons for variances across departments
- GS30.** compare with past trends to see if it is seasonal or cyclical in nature
- GS31.** identify areas that are crucial for improvement and accordingly revisit budgets
- GS32.** assess the financial performance and make strategic decisions regarding budgets, focus areas
- GS33.** motivate and ensure output so as to achieve financial goals

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Profit and Loss account management and review</i>	20	45	-	-
PC1. review department wise budgets and make amendments if required	3	5	-	-
PC2. collate and prepare annual budgets along with sales and profit targets	3	5	-	-
PC3. schedule both capital and operational expenses accordance to the budget	2	5	-	-
PC4. analyze and review the P&L performance for the unit	2	5	-	-
PC5. analyze profitability and business performance trends department wise	2	5	-	-
PC6. periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions	2	5	-	-
PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements	2	5	-	-
PC8. undertake adequate risk management so as to meet Key Performance targets	2	5	-	-
PC9. manage and control budgets of different departments on a periodic basis to optimize financial performance	2	5	-	-
<i>Analysis of activity based costs</i>	10	25	-	-
PC10. periodically review activity and department financial performance	2	5	-	-
PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue	2	5	-	-
PC12. analyze the actual cost w.r.t physical output to draw inferences	2	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required	2	5	-	-
PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9603
NOS Name	Profit and Loss account management and cost accounting
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

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

Description

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

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

Elements and Performance Criteria

Maintain integrity ensuring data security

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

- PC1.** refrain from indulging in corrupt practices
- PC2.** protect customers information and ensure acquired information is not used for personal advantage
- PC3.** protect data and information related to business or commercial decisions

Professional and ethical practice

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

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

Ensure regulatory compliance

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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



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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9908
NOS Name	Maintain and monitor integrity and ethics in operations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N9909: Follow and monitor health, safety and security procedures

Description

This unit is about ensuring compliance with health, safety and security procedures at the workplace.

Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security

Elements and Performance Criteria

Follow health, safety and security procedures

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

- PC1.** make note of all safety processes with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable
- PC3.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC4.** undertake periodical preventive health check ups
- PC5.** follow necessary SOP and precautions while handling dangerous and hazardous goods
- PC6.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC7.** comply with data safety regulations of the organisation
- PC8.** instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway

Ensure compliance to health, safety and security

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

- PC9.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC10.** implement 5S at workplace
- PC11.** inspect the activity area and equipment for appropriate and safe condition
- PC12.** check if stacking is done at defined height and is not on the walk way
- PC13.** check if walk way is free from grease/ oil
- PC14.** check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places
- PC15.** participate in fire drills
- PC16.** check if standard material handling procedure are being followed
- PC17.** check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** health, safety and security policies and procedures
- KU2.** Special instructions for hazardous cargo handling
- KU3.** defined standard operating procedures
- KU4.** risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations
- KU5.** escalation matrix for reporting identified problem
- KU6.** basics of Occupational Safety and Health Administration (OSHA)
- KU7.** 5S implementation and practice
- KU8.** necessary security procedures for airport, customs area, etc.
- KU9.** tools and equipment for material handling
- KU10.** standard material handling procedures while handling cargo
- KU11.** safety and security signage and their functions
- KU12.** knowledge of security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous goods
- KU15.** different PPE, their usage and purpose
- KU16.** safe driving techniques

Generic Skills (GS)

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

- GS1.** read various procedures and standards related to health, safety and security
- GS2.** read various documents related to security and movement of cargo
- GS3.** fill forms related to health, safety and security procedures
- GS4.** communicate clearly with colleagues regarding safety procedures
- GS5.** share experience and provide guidance to peers
- GS6.** make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
- GS7.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS8.** plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
- GS9.** prioritize and execute tasks within the schedule time limits
- GS10.** Plan emergency drills, fire drills and inspections
- GS11.** ensure safe and secure movement of packages, cargos etc.
- GS12.** identify any threats on personal health, safety, security, etc. and take appropriate actions
- GS13.** identify risks at the workplace and address them
- GS14.** analyse past mistakes and address them to avoid mishap in the future
- GS15.** ensure right safety measures and procedures are in place

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	15	34	-	-
PC1. make note of all safety processes with reference to area of operation	2	5	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable	2	3	-	-
PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	5	-	-
PC4. undertake periodical preventive health check ups	1	3	-	-
PC5. follow necessary SOP and precautions while handling dangerous and hazardous goods	2	5	-	-
PC6. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC7. comply with data safety regulations of the organisation	2	5	-	-
PC8. instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway	2	5	-	-
<i>Ensure compliance to health, safety and security</i>	15	36	-	-
PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	2	4	-	-
PC10. implement 5S at workplace	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	2	5	-	-
PC12. check if stacking is done at defined height and is not on the walk way	2	5	-	-
PC13. check if walk way is free from grease/ oil	1	3	-	-

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



Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9909
NOS Name	Follow and monitor health, safety and security procedures
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N9907: Verify and review GST application

Description

This unit is about verifying and reviewing GST application

Scope

The scope covers the following :

- Check invoice
- Process compliance

Elements and Performance Criteria

Check invoice

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

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

Process compliance

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

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Assessment Criteria

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9907
NOS Name	Verify and review GST application
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

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

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
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	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
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	-	-	-	-
<i>Basic English Skills</i>	3	4	-	-
PC9. 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
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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-
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	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
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	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	-	-	-	-
<i>Essential Digital Skills</i>	3	5	-	-
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	-	-	-	-
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	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-
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	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC33. 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
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	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
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	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Qualification Pack

LSC/N0118: Manage warehouse operations

Description

This unit is about forecasting, planning, monitoring inventory and reviewing operations in a warehouse

Scope

The scope covers the following :

- Make forecast and resource plans
- Monitor inventory
- Review daily operations Range: MS office, Enterprise Resource Planning (ERP), analytical tools, forecasting software package

Elements and Performance Criteria

Make forecast and resource plans

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

- PC1.** estimate the expected inventory in the warehouse based on business pipeline
- PC2.** choose forecasting system and software package
- PC3.** prepare forecast report and get consensus from senior management
- PC4.** estimate the requirement of the spaces or bay in the warehouse considering the forecast
- PC5.** confirm the inventory and labour availability with warehouse supervisor and get an estimate of throughput time from the supervisor
- PC6.** prepare a resource budget and resource allocation plan to cater to the forecasted requirement

Monitor inventory

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

- PC8.** conduct regular physical inspection and review of the shop floor, inventory and operations
- PC9.** conduct periodic inventory counts and check for updated inventory reports
- PC10.** develop and implement inventory control procedures & best practices
- PC11.** analyse reports on inventory management as per company Standard Operating Procedure (SOPs)
- PC7.** prepare location map and plan for storage of inventory and communicate the same to team

Review daily operations

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

- PC12.** review the inventory tracking system and shipment tracking system to understand the work progress
- PC13.** review inbound and outbound reports, receipt and despatch reports
- PC14.** prepare the reports on inventory activities and variances as required by the management
- PC15.** audit warehouse for safety, adherence to regulations, cleanliness and smoothness in operations

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.** 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 turnaround time (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.** just in time (JIT) mode of inventory management
- KU16.** forecasting process & types of forecasting techniques
- KU17.** forecasting software package
- KU18.** First-in-first out (FIFO), First-in-last-out (FILO)
- KU19.** nature of each shipment with respect to its characteristics
- KU20.** using ERP software
- KU21.** tools for documentation: MS excel and MS Word
- KU22.** basics of statistical and quantitative analysis
- KU23.** use of spread sheets to tabulate and analyse the data
- KU24.** supply chain management

Generic Skills (GS)

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

- GS1.** work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations
- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** maintain the record of as per companys policy
- GS7.** make the note of instructions to team members
- GS8.** develop operating procedures, improvements and documents for internal understanding/use

Qualification Pack

- GS9.** communications, letters to stakeholders and client
- GS10.** prepare daily reports, checklists
- GS11.** communicate with stakeholders
- GS12.** share experiences and provide guidance to juniors and peers
- GS13.** listen to queries and requirements of staff, internal departments, clients, etc
- GS14.** decide allocation of resource based on forecasts and job requirement
- GS15.** decide on appropriate ways to resolve inefficiency, escalations, pilferage issues, etc.
- GS16.** prioritise the work flow based on review of the various reports and urgent requirements
- GS17.** prioritize and execute the work order within pre-decided timelines
- GS18.** maintain schedules and punctuality for work process
- GS19.** plan and forecast for upcoming events, festivals which may create high demand or high absenteeism of human resources
- GS20.** motivate team members to achieve the targets
- GS21.** ensure that the customer timelines are met
- GS22.** prevent company and customer information leakage
- GS23.** cater to and address customers requirements
- GS24.** take prompt action on queries raised by the customer
- GS25.** plan for any alternatives in case of delays
- GS26.** maintain regular contact with customer and keep him/her updated on status
- GS27.** identify trends/common causes for errors and suggest possible solutions
- GS28.** Identify departments and areas of inefficiencies and plan to curb the inefficiencies
- GS29.** handle day to day escalated problems like delays, staffing shortage, external factors, etc
- GS30.** delegate work appropriately
- GS31.** identify and resolve issues due to technical or human error
- GS32.** analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc.
- GS33.** provide suggestions and methodologies for operational activities in order to increase the productivity of the system
- GS34.** analyse reports and take necessary action
- GS35.** assess delays or non-performance in daily reporting or closures
- GS36.** anticipate external factors that may affect operations and plan for the same
- GS37.** think through on different queries and escalations and quickly identify possible solutions and work-around
- GS38.** handle personality clashes
- GS39.** think tactically to handle adverse situations, with attention to details
- GS40.** improve work processes by adopting global best practices

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Make forecast and resource plans</i>	12	34	-	-
PC1. estimate the expected inventory in the warehouse based on business pipeline	2	6	-	-
PC2. choose forecasting system and software package	2	6	-	-
PC3. prepare forecast report and get consensus from senior management	2	6	-	-
PC4. estimate the requirement of the spaces or bay in the warehouse considering the forecast	2	6	-	-
PC5. confirm the inventory and labour availability with warehouse supervisor and get an estimate of throughput time from the supervisor	2	6	-	-
PC6. prepare a resource budget and resource allocation plan to cater to the forecasted requirement	2	4	-	-
<i>Monitor inventory</i>	10	20	-	-
PC8. conduct regular physical inspection and review of the shop floor, inventory and operations	2	4	-	-
PC9. conduct periodic inventory counts and check for updated inventory reports	2	4	-	-
PC10. develop and implement inventory control procedures & best practices	2	4	-	-
PC11. analyse reports on inventory management as per company Standard Operating Procedure (SOPs)	2	4	-	-
PC7. prepare location map and plan for storage of inventory and communicate the same to team	2	4	-	-
<i>Review daily operations</i>	8	16	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. review the inventory tracking system and shipment tracking system to understand the work progress	2	4	-	-
PC13. review inbound and outbound reports, receipt and despatch reports	2	4	-	-
PC14. prepare the reports on inventory activities and variances as required by the management	2	4	-	-
PC15. audit warehouse for safety, adherence to regulations, cleanliness and smoothness in operations	2	4	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0118
NOS Name	Manage warehouse operations
Sector	Logistics
Sub-Sector	Courier / Express Services, E-commerce
Occupation	Fulfilment centre operations, Order processing, Customer relationship management, Product design/Catalogue management/Category management, Technology/engineering
NSQF Level	6
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQF Clearance Date	28/02/2023

Qualification Pack

LSC/N1908: Oversee domestic and international operations

Description

This unit is about overseeing domestic and international operations

Scope

The scope covers the following :

- Oversee domestic courier operations
- Oversee express and international operations Range: MS office, Enterprise Resource Planning (ERP), Analytical software, stationery, computer, projector, TV, etc.

Elements and Performance Criteria

Oversee domestic courier operations

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

- PC1.** review previous day operations by inspecting operational reports regarding arrivals and despatches, adherence to timelines, resource utilization, etc.
- PC2.** review daily operations plan submitted by supervisor and approve/provide inputs based on pending and priority deliveries
- PC3.** get regular update from supervisors regarding loading, unloading, scheduling, etc., and direct them in case of deviations
- PC4.** coordinate with internal and external stakeholders to facilitate operations
- PC5.** review adherence to Key Performance Indicator(KPI) and Service Level Agreement (SLA) of delivery & pickup commitment
- PC6.** examine costs associated transportation, processing, delivery etc. and provide inputs to optimise them
- PC7.** review and approve budget for scheduled pickup/deliveries
- PC8.** based on the trend analysis report implement corrective and preventive actions

Oversee express and international operations

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

- PC9.** coordinate with customs brokers, air freight stations/cargo terminals, shipping agencies and clients to facilitate smooth operations
- PC10.** coordinate with customs department and facilitate release of critical shipments
- PC11.** identify and finalise on partners for last mile delivery operations in different countries
- PC12.** coordinate with counterpart at the receiving destination to ensure hassle free operations

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

Qualification Pack

- KU3.** companys policy and work instructions on quality standards and documentation policy
- KU4.** companys 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 importance of the individuals role in the workflow
- KU7.** occupational health and safety standards
- KU8.** procedures for dealing with loss or damage to shipment
- 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.** nature of the products transported and the variances in their characteristics
- KU12.** company policy defined turnaround time (TATs) for operations
- KU13.** coding system followed to label items
- KU14.** the Information Technology (IT) system and ERP system of the organization
- KU15.** process flow of service operation and understanding of basic supply chain value chain
- KU16.** state/country taxes and routing
- KU17.** local and global geographies
- KU18.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (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
- KU22.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU23.** transit rules and regulations
- KU24.** different Material Handling Equipment (MHEs) and other equipment used for handling the shipment
- KU25.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU26.** custom clearance operations, custom documents, Harmonised System of Nomenclature (HSN) codes, country wise different importing regulation requirement
- KU27.** management information system (MIS)
- KU28.** different ways of transporting courier air cargo, sea cargo,land transport, permits and regulaotry requirement with respect to each of these

Generic Skills (GS)

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

- GS1.** companys work instructions, customer requirement and quality policy
- GS2.** legal policies and regulations pertaining to country or state
- GS3.** internal communications memorandums
- GS4.** legal documentation part of the shipment
- GS5.** checklists and daily reports

Qualification Pack

- GS6.** write letters, emails, communications, instruction notes, internal notices, etc.
- GS7.** develop and amend standard operating procedures (SOPs), internal documents, custom forms, shipment forms, etc.
- GS8.** prepare daily reports, checklists
- GS9.** communicate with all stakeholders
- GS10.** listen to requirements and suggest solutions to supervisors, executives, etc.
- GS11.** decide on the most appropriate shipper/ transporter/ partner
- GS12.** decide on appropriate ways to resolve issues with respect to custom documents, regulatory requirements
- GS13.** decide changes changes in operational plan if required including allocation of additional resources or withdrawal of resources as required
- GS14.** identify and prioritise the work flow based on review of the various reports
- GS15.** prioritize and ensure execution of the work order within predecided timelines
- GS16.** maintain schedules and punctuality for work process
- GS17.** plan and forecast for upcoming events, festivals which may create high demand or high absenteeism of human resources
- GS18.** motivate team members to achieve the targets
- GS19.** delegate work appropriately ensuring the resource utilization and focus on priorities
- GS20.** address the customer requirements and timelines
- GS21.** coordinate with customers and inform regarding the status of their shipments
- GS22.** plan for any alternatives as and when required
- GS23.** resolve issues with respect to document
- GS24.** handle day to day problems like delays, staffing shortage, etc
- GS25.** address issues with respect to damage to cargo, coordination with transporter/ partner in a foreign location
- GS26.** identify and resolve issues due to technical or human error
- GS27.** analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc.
- GS28.** provide suggestions and methodologies for operational activities in order to increase the productivity of the system and making overall monitoring more effective
- GS29.** analyse reports and take necessary action
- GS30.** assess delays or non-performance in daily reporting or closures
- GS31.** concentrate at the task at hand and complete it without errors
- GS32.** think tactically, with excellent attention to detail
- GS33.** improve work processes by adopting best practices

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Oversee domestic courier operations</i>	22	46	-	-
PC1. review previous day operations by inspecting operational reports regarding arrivals and despatches, adherence to timelines, resource utilization, etc.	3	6	-	-
PC2. review daily operations plan submitted by supervisor and approve/provide inputs based on pending and priority deliveries	3	6	-	-
PC3. get regular update from supervisors regarding loading, unloading, scheduling, etc., and direct them in case of deviations	3	5	-	-
PC4. coordinate with internal and external stakeholders to facilitate operations	3	5	-	-
PC5. review adherence to Key Performance Indicator(KPI) and Service Level Agreement (SLA) of delivery & pickup commitment	3	6	-	-
PC6. examine costs associated transportation, processing, delivery etc. and provide inputs to optimise them	3	6	-	-
PC7. review and approve budget for scheduled pickup/deliveries	2	6	-	-
PC8. based on the trend analysis report implement corrective and preventive actions	2	6	-	-
<i>Oversee express and international operations</i>	8	24	-	-
PC9. coordinate with customs brokers, air freight stations/cargo terminals, shipping agencies and clients to facilitate smooth operations	2	6	-	-
PC10. coordinate with customs department and facilitate release of critical shipments	2	6	-	-
PC11. identify and finalise on partners for last mile delivery operations in different countries	2	6	-	-



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. coordinate with counterpart at the receiving destination to ensure hassle free operations	2	6	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1908
NOS Name	Oversee domestic and international operations
Sector	Logistics
Sub-Sector	Courier / Express Services
Occupation	Customer relationship management, Institutional sales, Branch sales, Courier and Express Ground Operations, Hub/branch Operations, Documentation and Reporting
NSQF Level	6
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	28/02/2026
NSQC Clearance Date	28/02/2023

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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 will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created 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 this criterion
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 re-assessment on the Qualification Pack

Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9601. Conduct daily review and facilitate operations	30	70	-	-	100	10
LSC/N3061. Manage category and catalogue for products in E-commerce	30	70	-	-	100	10
LSC/N9703. Build customer relations and handle key accounts	30	70	-	-	100	10
LSC/N2504. Process large datasets and analyse	30	70	-	-	100	10
LSC/N9701. Business development and stakeholder relations	30	70	-	-	100	10
LSC/N9602. Review performance and develop performance improvement plan	30	70	-	-	100	10
LSC/N9603. Profit and Loss account management and cost accounting	30	70	-	-	100	10
LSC/N9908. Maintain and monitor integrity and ethics in operations	30	70	-	-	100	10
LSC/N9909. Follow and monitor health, safety and security procedures	30	70	-	-	100	10
LSC/N9907. Verify and review GST application	40	60	-	-	100	5

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	5
Total	330	720	-	-	1050	100

Optional: 1 Warehouse Operations Management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N0118.Manage warehouse operations	30	70	-	-	100	10
Total	30	70	-	-	100	10

Optional: 2 Courier Operations Management

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1908.Oversee domestic and international operations	30	70	-	-	100	10
Total	30	70	-	-	100	10



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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