Model Curriculum

QP Name: Clearance Support Agent

QP Code: LSC/Q3030

QP Version: 3.0

NSQF Level: 4

Model Curriculum Version: 3.0

Logistics Sector Skill Council, Ground Floor, Temple Tower, No.476, Anna Salai, Nandanam, Chennai, Tamil Nadu 600035

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Training Parameters

Sector	Logistics
Sub-Sector	Courier and Mail Services
Occupation	Gateway Operation
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2004/9322.70
Minimum Educational Qualification and Experience	11th grade pass + No Experience required or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma + No Experience required or 10th grade pass plus 1-year NTC/ NAC + No Experience required or 8th grade pass plus 2-year NTC + 1 Year NAC or 8th pass plus 1-year NTC + 1-Year NAC plus CITS + No Experience required or 10th grade pass and pursuing continuous schooling + No Experience required or 10th Grade Pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	31/03/2022
Next Review Date	31/03/2025
NSQC Approval Date	31/03/2022
QP Version	3.0
Model Curriculum Creation Date	20/08/2021
Model Curriculum Valid Up to Date	31/03/2025

Model Curriculum Version	3.0
Minimum Duration of the Course	450 hrs
Maximum Duration of the Course	450 hrs

Program Overview

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

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Detail the various functions of clearance support agent
- Demonstrate the various steps to be performed in information collection and analysis for customs clearance
- Discuss the process of receiving information from the consignee for customs clearance
- Detail the tasks to be performed for document submission and follow up
- Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	**20:00**	**10:00**	**00:00**	**00:00**	**30:00**
Module 1:Introduction to Clearance Support Agent	20:00	10:00	00:00	00:00	30:00
LSC/N3021: Obtain existing information and assess additional information required for shipment clearance **NOS Version 1.0** **NSQF Level 4**	**20:00**	**60:00**	**10:00**	**00:00**	**90:00**
Module 2: Collection and Analysis of Information	20:00	60:00	10:00	00:00	90:00

LSC/N3022: Contact the consignee and receive the required documents **NOS Version 1.0** **NSQF Level 4**	**20:00**	**60:00**	**10:00**	**00:00**	**90:00**
Module 3: Receiving required information from consignee	20:00	60:00	10:00	00:00	90:00
LSC/N3023: Submit documents to customs and follow up to ensure that shipment is cleared **NOS Version 1.0** **NSQF Level 4**	**20:00**	**60:00**	**10:00**	**00:00**	**90:00**
Module 4: Document submission and follow up	20:00	60:00	10:00	00:00	90:00
LSC/N3049: Maintain Health and Safety and security standards during shipment clearance **NOS Version 1.0** **NSQF Level 4**	**20:00**	**70:00**	**00:00**	**00:00**	**90:00**
Module 5: Compliance to health, safety and security standards	20:00	70:00	00:00	00:00	90:00
Employability Skills	**30:00**	**30:00**	**00:00**	**00:00**	**60:00**
Total Duration	**130:00**	**290:00**	**30:00**	**00:00**	**450:00**

Module Details

Module 1: Introduction to Clearance Support Agent
Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Clearance Support Agent

Duration: *20:00*	Duration: *10:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Classify the components of supply chain and logistics sector - Detail the various sub-sectors and the opportunities in them - Explain job roles in courier and mail services - Detail your job role as Clearance Support Agent and its interface with other job roles - Explain various activities in courier and mail services - Discuss the documentation requirements in courier and mail services	- Identify various activities in courier and mail services - Perform your job role as Clearance Support Agent - Identify the various documents used in courier and mail services
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Video player or TV	

Module 2: Collection and Analysis of Information
Mapped to LSC/N3021, v1.0

Terminal Outcomes:

- Detail the various steps to be performed in information collection and analysis for customs clearance

Duration: *20:00*	Duration: *60:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- List the various information to be collected for clearance support - Discuss the process of categorizing information based on shipment type - Detail the steps involved in assessing additional information for customs clearance	- Demonstrate the process of categorizing information based on shipment type. - Identify the appropriate MHE's based on the type of good - Perform the various steps in assessing additional information required for customs clearance.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms for custom clearance	

Module 3: Receiving required information from Consignee
Mapped to LSC/N3022, v1.0

Terminal Outcomes:

- Detail the process of receiving information from the consignee for customs clearance

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Detail the steps to be performed before contacting the consignee - Detail the list of important details such as documents, duty/ tax advice to be communicated to the consignee for customs clearance - List the steps to be followed for receiving the documents	- Demonstrate the steps to be formed before the contacting the consignee - Dramatize the communication on important details with the consignee for customs clearance
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms for customs clearance	

Module 4: Document Submission and Follow Up
Mapped to LSC/N3023, v1.0

Terminal Outcomes:

- Detail the tasks to be performed for document submission and follow up

Duration: *20:00*	Duration: *60:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the steps to be followed while submitting documents to customs - Details the important steps and checks to be followed while following up with custom brokers - Discuss the various information to be shared with the consignee about shipment clearance	- Dramatize the steps to be followed while submitting documents to customs - Demonstrate a follow up process with custom brokers
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms for customs clearance	

Module 5: Compliance to health, safety and security standards
Mapped to LSC/N3049, v1.0

Terminal Outcomes:

- Detail the health, safety and security norms to be followed during shipment clearance

Duration: *20:00*	Duration: *70:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the health, safety and security norms to be followed during shipment clearance - Detail the data safety regulations - Explain the escalation matrix for reporting deviation	- Demonstrate the health, safety and security norms to be followed during shipment clearance - Perform the precautionary data handling procedures - Report deviation as per the escalation matrix
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Sample forms and data	

Module 6: Employability Skills
Mapped to DGT/VSQ/N0102, v1.0
Terminal Outcomes:
- Discuss the Employability Skills required for jobs in various industries
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan

Duration: *30:00*	Duration: *30:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the Employability Skills required for jobs in various industries - List different learning and employability related GOI and private portals and their usage - Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen - Discuss importance of relevant 21st century skills. - Describe the benefits of continuous learning. - Explain the importance of active listening for effective communication - Discuss the significance of working collaboratively with others in a team - Discuss the significance of escalating sexual harassment issues as per POSH act. - List the common components of salary and compute income, expenditure, taxes, investments etc. - Discuss the legal rights, laws, and aids - Describe the role of digital technology in today's life - Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely - Explain the types of entrepreneurship and enterprises	- Practice different environmentally sustainable practices. - Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. - Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone - Read and interpret text written in basic English - Write a short note/paragraph / letter/e -mail using basic English - Create a career development plan with well-defined short- and long-term goals - Communicate effectively using verbal and nonverbal communication etiquette. - Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD - Outline the importance of selecting the right financial institution, product, and service - Demonstrate how to carry out offline and online financial transactions, safely and securely - Operate digital devices and use the associated applications and features, safely and securely - Create sample word documents, excel sheets and presentations using basic features

• Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan	• Utilize virtual collaboration tools to work effectively
• Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement	• Devise a sample business plan, for the selected business opportunity
• Detail the significance of analyzing different types and needs of customers	• Create a professional Curriculum Vitae (CV)
• Explain the significance of identifying customer needs and responding to them in a professional manner.	• Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively
• Discuss the significance of maintaining hygiene and dressing appropriately	• Perform a mock interview
• Explain the significance of maintaining hygiene and confidence during an interview	
• List the steps for searching and registering for apprenticeship opportunities	

Classroom Aids

Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs

Tools, Equipment and Other Requirements

Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer

Annexure

Trainer Requirements

Trainer Prerequisites					
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12th Pass		2		1		Specialized in courier and mail services

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Clearance Support Agent" mapped to QP: "LSC/Q3030, v3.0". Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601". Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites					
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training/Assessment Experience**	**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
12 th pass	N/A	2		1		Specialized in courier and mail services

Assessor Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Clearance Support Agent" mapped to QP: "LSC/Q3030 v3.0" with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701" with minimum score of 80%.

Assessment Strategy

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

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

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

The following tools would be used for final assessment:

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

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

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

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

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

i. True / False Statement

ii. Multiple Choice Questions

iii. Matching Type Questions.

iv. Fill in the blanks

v. Scenario based Questions

vi. Identification Questions

QA Regarding Assessors:

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

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

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

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