



Model Curriculum

QP Name: Clearance Support Agent

QP Code: LSC/Q3030

QP Version: 3.0

NSQF Level: 4

Model Curriculum Version: 3.0

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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-2015/4412.9900 |
| Minimum Educational Qualification and Experience | <p>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</p> |
| 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 |
| <ul style="list-style-type: none"> • Classify the components of supply chain and logistics sector • Detail the various sub-sectors and the opportunities in them • 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 | <ul style="list-style-type: none"> • 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 |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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, LLMS(Learning version) | |
| | |

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 |
| <ul style="list-style-type: none"> • 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 | <ul style="list-style-type: none"> • 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 |

- | | |
|--|--|
| <ul style="list-style-type: none"> • Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement • Detail the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately • Explain the significance of maintaining hygiene and confidence during an interview • List the steps for searching and registering for apprenticeship opportunities | <ul style="list-style-type: none"> • Utilize virtual collaboration tools to work effectively • Devise a sample business plan, for the selected business opportunity • Create a professional Curriculum Vitae (CV) • Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively • Perform a mock interview |
|--|--|

Classroom Aids

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

Tools, Equipment and Other Requirements

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

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 (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0" with minimum score of 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 Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0” 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 or mentor.

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

- i. True / False 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

References

Glossary

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