



Model Curriculum

QP Name: Port Terminals/ CFS/ ICD Supervisor

(Electives: Dry bulk cargo/ Reefer cargo/ Hazardous goods)

(Options: Agency Operations)

QP Code: LSC/Q3514

QP Version: 1.0

NSQF Level: 5

Model Curriculum Version: 1.0

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Training Parameters

Sector	Logistics
Sub-Sector	Ports Terminals, ICD and CFS
Occupation	Port Operations Coordination
Country	India
NSQF Level	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1324
Minimum Educational Qualification and Experience	Completed 3-year UG degree (in Logistics/ Supply Chain/ Maritime) with 1.5 years of experience in port operations OR Completed 2nd year diploma after 12th (in Logistics/ Supply Chain/ Maritime) with 3 Years of experience in port operations OR Completed 3-year diploma after 10th (in Logistics/Supply Chain/ Maritime) with 4.5 years of experience in port operations OR 12th grade Pass with 6 Years of experience in port operations OR Previous relevant Qualification of NSQF Level (4) with 3 Years of experience in port operations
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 years
Last Reviewed On	30/05/2024
Next Review Date	30/05/2027
NSQC Approval Date	30/05/2024
QP Version	1.0
Model Curriculum Creation Date	06/05/2024
Model Curriculum Valid Up to Date	30/05/2027
Model Curriculum Version	1.0
Minimum Duration of the Course	570 hrs
Maximum Duration of the Course	630 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 will be able to:

- Plan yard activities and allocate resources using ERP
- Plan container management by tracking its position and usage by using IT systems.
- Plan and implement container maintenance by analysing its usage.
- List the various documents required for port clearance
- Detail the steps to be followed for effective shipment tracking using IOT applications and GIS
- Detail the steps to be followed for optimum container utilization as per SOP
- Analyse container availability and usage and plan for stuffing/destuffing operation.
- Prepare necessary documentation for container handling.
- Apply the necessary precautions while handling dangerous and hazardous goods.
- Inspect compliance to dangerous goods handling methods and guide teams.
- Comply to workplace integrity, ethical and regulatory practices.
- Manage workplace for safe and healthy work environment by following and ensuring compliance to regulatory and safety norms.
- Generate business for the organisation and manage relationships with stakeholders.
- Analyse cargo ageing and space occupied in yard and plan cargo movement.
- Supervise safe and secure cargo movement and prepare the necessary reports and documentation.

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

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	10			30
Module 1: Introduction to Port Terminals/ CFS/ ICD Supervisor	20	10			30
LSC/N3532 – Allocate resources and streamline operations at the yard using ERP V1.0 NSQF Level 5	20	35	5		60
Module 2: Resource Allocation and Yard Operations Management using ERP	20	35	5		60

LSC/N3533 – Plan and ensure optimal yard space utilisation using ERP V1.0 NSQF Level 5	20	35	5		60
Module 3: Yard planning using ERP	20	35	5		60
LSC/N3534 - Review port and cargo documentation and regulatory compliance V1.0 NSQF Level 5	20	35	5		60
Module 4: Cargo documentation for port clearance	20	35	5		60
LSC/N3535 – Extract and analyse shipment information using IOT applications and GIS V1.0 NSQF Level 5	20	35	5		60
Module 5: Shipment Tracking using IOT applications and GIS	20	35	5		60
LSC/N3536 – Execute predictive container maintenance using ERP and coordinate for servicing V1.0 NSQF Level 5	20	35	5		60
Module 6: Predictive container maintenance using ERP	20	35	5		60
LSC/N3537 - Optimize container utilization and movement V1.0 NSQF Level 5	20	35	5		60
Module 7: Container utilization planning	20	35	5		60
LSC/N9911- Follow health, safety, security procedures and maintain integrity, ethics at workplace V1.0 NSQF Level 5	30	30			60

Module 8: Compliance with health, safety, integrity and ethics at workplace	30	30			60
Employability Skills DGT/VSQ/N0102	30	30			60
Total Duration	200	280	30		510

Elective Modules

The table lists the option modules, their duration and mode of delivery.

Elective 1: Dry Bulk Cargo

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N3538 – Handle dry bulk cargo at Ports/CFS/ICD V1.0 NSQF Level 5	30	30			60
Module 10: Handling dry bulk cargo	30	30			60
Total Duration	30	30			60

Elective 2: Reefer Cargo

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N3539 – Handle reefer cargo at Ports/CFS/ICD V1.0 NSQF Level 5	30	30			60
Module 11: Handling reefer cargo	30	30			60
Total Duration	30	30			60

Elective 3: Hazardous Cargo

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N3540 – Handle hazardous cargo at Ports/CFS/ICD V1.0 NSQF Level 5	30	30			60
Module 12: Handling hazardous cargo	30	30			60
Total Duration	30	30			60

Option 1: Agency Operations

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N9701 – Business development and stakeholder relations V1.0 NSQF Level 5	30	30			60
Module 13: Business development and stakeholder relations	30	30			60
Total Duration	30	30			60

Module Details

Module 1: Introduction to Port Terminals/CFS/ICD Supervisor

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of a Port Terminals/ CFS/ ICD Supervisor

Duration: 20:00	Duration: 10:00
<p>Theory – Key Learning Outcomes</p> <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 • Detail activities in Ports, CFS, ICD • Explain job roles in Ports, CFS, ICD • Detail your job role as Port Terminals/ CFS/ ICD Supervisor and its interface with other job roles 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Identify various activities in Ports, CFS, ICD • Identify job roles in Ports, CFS, ICD • Identify the various MHEs and equipment used in Ports, CFS, ICD
<p>Classroom Aids</p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Computers with MS office, Scanners, system tools, printers</p>	

Module 2: Resource Allocation and Yard Operations Management using ERP using ERP

Mapped to LSC/N3532, v1.0

Terminal Outcomes:

- Detail the steps involved in Resource Allocation and Yard Operations Management using ERP

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the process of preparing yard working plan and resource allocation using ERP • Explain cargo/container movement plan to the team • Discuss the cargo loading/unloading process • Develop preventive and corrective action plans for deviations • Describe handling of hazardous cargo • Explain relationship elements among shipping companies, freight operators, vessel, port authorities and other agencies • Discuss operational process for improving efficiency 	<ul style="list-style-type: none"> • Prepare yard working plan and resource allocation plan based on requirements using ERP • Monitor cargo loading/unloading process • Develop preventive and corrective action plans for deviations • Inspect compliance to hazardous cargo handling procedures • Identify relationship elements among shipping companies, freight operators, vessel, port authorities and other agencies • Examine yard for compliance to cleanliness, and SOP norms • Develop operational process for improving efficiency
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, MIS, ERP, performance review software, budgeting and forecasting software	

Module 3: Yard Planning using ERP

Mapped to LSC/N3533, V1.0

Terminal Outcomes:

- Detail the steps to be followed for effective yard planning using ERP

Duration: 20:00	Duration: 35:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Explain the process of analyzing usage of yard space • Compute storage space based on container category • Explain ageing analysis of containers in yard • Explain container storage methods in yard • Discuss hazardous goods handling practices • Describe the preparation of cargo movement plan and vessel berthing plan • Detail the implementation of AI integrated centralised portals like an Intelligent Rack Storing System for efficient yard planning 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Analyse yard space usage using ERP • Allocate storage space based on container category • Perform ageing analysis of containers in yard • Prepare cargo movement plan and vessel berthing plan • Communicate plan with shippers, land and rail transporters • Use IT/ERP system and documentation to track vessel and containers • Report cargo movement, damages, plan vs performance, accidents, ageing etc. • Use IT tools for documentation
<p>Classroom Aids</p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Computers with MS Office, MIS, ERP, performance review software, budgeting and forecasting software, Cargo handling equipment</p>	

Module 4: Cargo documentation for port clearance

Mapped to LSC/N3534, V1.0

Terminal Outcomes:

- Demonstrate the steps to be followed for cargo documentation
- List the various documents required for port clearance

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the various documentation requirement for port clearance and cargo movement • Discuss standards to followed for documentation • Detail the hazardous goods handling norms • Explain the important parameters for fitness certificates of MHE and terminal equipment • Describe the process to prepare compliance reports for yard, personnel and MHE management • Discuss the way to answer queries raised on documentation and shipment • List the various records to be maintained relating to cargo receipt/storage/dispatch 	<ul style="list-style-type: none"> • Fill the various documentation requirement for port clearance and cargo movement • Inspect the documentation for compliance to standards • Assess process adherence to hazardous goods handling norms • Evaluate fitness certificates of MHE and terminal equipment • Prepare compliance reports for yard, personnel and MHE management • Prepare responses for queries raised on documentation and shipment • Check consignments received against order and delivery documentation and identify discrepancies if any. • Review escalated issues and provide technical guidance to the team
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, MIS, ERP, MHE, business lead software, Bill of lading, shipping bills	

Module 5: Shipment Tracking using IOT applications and GIS

Mapped to LSC/N3535, V1.0

Terminal Outcomes:

- Detail the steps to be followed for effective shipment tracking using IOT applications and GIS

Duration: 20:00	Duration: 35:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Use IT/ERP system to track container movement • Explain how to examine yard inspection reports and EPR information • Discuss the process of reporting container movement in ERP system • Explain the corrective and preventive actions for container mishandling • Details the process of tracking consignments and containers globally using GIS 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Implement IOT-based solutions for direct data transfers • Analyse the data transmitted using IOT applications/ software. • Check yard inspection reports and EPR information for accuracy • Plan manpower and equipment resources for global container handling • Check the cargo's real time position using GIS Based Cargo Tracking system. • Report container movement in ERP system • Design corrective and preventive actions for container mishandling
<p>Classroom Aids</p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Computers with MS Office, MIS, ERP, performance review software, budgeting and forecasting software, IOT applications/ software, RFID scanners, GIS software</p>	

Module 6: Predictive container maintenance using ERP

Mapped to LSC/N3536, V1.0

Terminal Outcomes:

- Detail the steps to be followed for efficient predictive maintenance of containers using ERP

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the procedure for inspecting containers to categorise damages • Detail repair and services required for Predictive container maintenance using ERP • Explain the procedure for inspecting repaired containers to certify fitness for usage • Discuss how to coordinate and fix timelines for on-site or off-site servicing of containers 	<ul style="list-style-type: none"> • Use IT/ERP system to track container ageing and their damage reports • Inspect containers to categorise damages • Identify the containers that require service or repairs and segregate them • Plan budget for repair and service requirement • Schedule maintenance plan for containers in ERP after analysing the data from the reports • Inspect repaired containers to certify fitness for usage • Use IT/ERP system to document container damages and repairs
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, MIS, ERP, performance review software, budgeting and forecasting software	

Module 7: Container Utilization Planning

Mapped to LSC/N3537, V1.0

Terminal Outcomes:

- Detail the steps to be followed for optimum container utilization as per SOP

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe how to identify and use available containers for stuffing/ de-stuffing • Detail the process of LCL and FCL loading • Explain cargo segregation requirements in container stuffing • Detail the preparation of daily stuffing, de-stuffing and storage plans. • Explain how to update the ERP regarding the container details, location and status. • List the various IT tools for documentation 	<ul style="list-style-type: none"> • Plan LCL and FCL loading and design container loading plan • Develop container loading/unloading plan • Allocate manpower, material and MHE requirement for container loading/unloading • Communicate container movement plan with subordinates • Report plan vs performance, accidents, ageing etc. • Inspect gate entries and goods movement logs into and outside the CFS/ ICD/ port terminals. • Use IT tools for documentation
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, MIS, ERP, performance review software, MHE	

Module 8: Compliance with health, safety, integrity and ethics at workplace

Mapped to LSC/N9911, v1.0

Terminal Outcomes:

- Detail the steps involved in the implementation of health & safety measures

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the safety regulations and procedures w.r.t fire hazards, biohazards, etc. • Explain various PPE utilized in logistics and their uses. • Describe data safety regulations and clear worktable policy. • Explain the importance of taking care of personal health and hygiene. • Detail the standard procedures to be followed during emergency situations. • Explain 5S at workplace and code of ethics. 	<ul style="list-style-type: none"> • Follow health, safety and security measures during all activities. • Wear all safety equipment including protective gear, helmets etc., in relevant bay areas. • Recognize unsafe conditions and safety practices at the workplace and report it to concerned authorities. • Comply with data safety regulations of the organization and follow clear worktable policy. • Maintain personal health and hygiene. • Practice basic first aid methods. • Follow procedures to handle emergency situations. • Protect data and information related to business or commercial decisions. Prevent company and customer information leakage. • Refrain from indulging in corrupt practices and consult senior management when in an ethical dilemma. • Follow organization procedures with respect to documentation.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, PPE, system tools, LLMS (learning version).	

Module 9: 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 • Discuss how to identify opportunities for potential business, sources of funding and 	<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

<p>associated financial and legal risks with its mitigation plan</p> <ul style="list-style-type: none"> • 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
<p>Classroom Aids</p>	
<p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>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</p>	

Module 10: Handling dry bulk cargo

Mapped to LSC/N3538, V1.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of dry bulk cargo

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the International Maritime Solid Bulk Cargo (IMSBC) code • Explain work plan to team • Develop preventive and corrective action plans for deviations • List the preoperative checklists for compliance to requirements • Discuss the standards of goods movement process using Grab Ship Unloader (GSU) crane, conveyor belts etc • Explain the process to write reports on cargo movement and spillage 	<ul style="list-style-type: none"> • Apply International Maritime Solid Bulk Cargo (IMSBC) code • Create preventive and corrective action plans for deviations • Inspect preoperative checklists for compliance to requirements • Examine compliance of goods movement process using Grab Ship Unloader (GSU) crane, conveyor belts etc • Formulate reports on cargo movement and spillage
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, MIS, ERP, business lead software	

Module 11: Handling reefer cargo

Mapped to LSC/N3539, V1.0

Terminal Outcomes:

- Detail the steps to be followed for effective handling of reefer cargo

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the methodology to plan storage bay based on container type and arrival sequence • Explain work plan to team • Develop preventive and corrective action plans for deviations • List the preoperative checklists for compliance to requirements • Discuss the norms for reefer cargo handling • Describe the precautions to be taken for handling reefer cargo 	<ul style="list-style-type: none"> • Plan storage bay based on container type and arrival sequence • Create preventive and corrective action plans for deviations • Inspect preoperative checklists for compliance to requirements • Inspect reefer cargo loading/ unloading as per SOP • Demonstrate the precautions to be taken for handling reefer cargo
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, MIS, ERP, business lead software, Temperature sensors	

Module 12: Handling of Hazardous Goods

Mapped to LSC/N3540, V1.0

Terminal Outcomes:

- Demonstrate the steps to be followed for safe handling of hazardous goods

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe hazardous goods classification and related class, labels and markings • Detail the various DG, IMDG and HAZCHEM codes for classification • Explain the loading, unloading, segregation and handling process for hazardous goods • State the right PPE, safety and security measures to be used for handling • Detail the standard operating procedures (SOP) while handling dangerous and hazardous goods • Explain the appropriate movement and storage activities of hazardous goods 	<ul style="list-style-type: none"> • Identify hazardous goods classification and related class, labels and markings • Use DG, IMDG and HAZCHEM codes for classification • Prepare for hazardous goods loading, unloading, segregation and handling process • Identify the right PPE, safety and security measures to be used for handling • Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods • Review movement and storage activities • Report compliance and deviation
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, MIS, ERP, performance review software, IMDG, HAZCHEM, DG codes	

Module 13: Business development and stakeholder relations

Mapped to LSC/N9701, V2.0

Terminal Outcomes:

- Detail the steps to be followed for business development

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> ● List target population to approach for business development ● Discuss client requirements ● Plan customised or bundled solutions based on sales pitch ● Demonstrate effective oral and written business communication ● Detail the procedure for preparing costing sheets for service delivery ● Describe the nuances in building rapport with clients, customs, government agencies, insurance for healthy relationship ● Discuss the process of writing service level agreements 	<ul style="list-style-type: none"> ● Identify target population to approach for business development ● Assess prospective clients ● Identify client requirements ● Offer customised or bundled solutions based on sales pitch ● Demonstrate effective oral and written business communication ● Prepare costing sheets for service delivery ● Use ERP for updating client data ● Estimate when to upsell and cross-sell services to existing clients ● Establish rapport with clients, customs, government agencies, insurance for healthy relationship ● Prepare service level agreements ● Schedule resources as per operational requirement
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with MS Office, MIS, ERP, business lead software	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Any degree	Port terminals/ CFS/ICD	2	Port terminals/ CFS/ICD			

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Port Terminals/CFS/ICD Supervisor" mapped to QP: "LSC/Q3514, v1.0". 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	
Any degree	Port terminals/ CFS/ICD	2	Port terminals/ CFS/ICD			

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Port Terminals/CFS/ICD Supervisor" mapped to QP: "LSC/Q3514, v1.0". Minimum accepted score is 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 Statements
- 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
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
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).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
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