

## Qualification Pack



# Key Accounts Management Executive - Courier

QP Code: LSC/Q3035

Version: 4.0

NSQF Level: 5

Logistics Sector Skill Council || No. 480 A, 7th Floor, Khivraj Complex II, Anna Salai, Nandanam  
Chennai-600035 || email:hari@lsc-india.com



## Qualification Pack

### Contents

LSC/Q3035: Key Accounts Management Executive - Courier .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
LSC/N1502: Acquire new key account clients .....	5
LSC/N1503: Maintain key account client relationship .....	13
LSC/N1504: Provide customer support and resolve complaints .....	19
LSC/N1505: Manage key consignor sales activities .....	26
LSC/N1506: Manage project cargo and exigencies .....	33
LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace ...	42
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	48
Assessment Guidelines and Weightage .....	55
<i>Assessment Guidelines</i> .....	55
<i>Assessment Weightage</i> .....	56
Acronyms .....	57
Glossary .....	58

## Qualification Pack

### LSC/Q3035: Key Accounts Management Executive - Courier

#### Brief Job Description

Key Accounts Management Executive - Courier plays a crucial role in developing and nurturing relationships with key clients to drive business growth. They are also known as Key Account assistant managers or Key Consignor Executives. Individuals in this role who work closely with key clients are responsible for maintaining relationships with existing key clients and resolving their issues, identifying prospective key clients, and developing business opportunities with them. They are an integral part of the sales team and manage the relationships with several key clients of an organisation.

#### Personal Attributes

This job requires strong verbal and written communication skills for effective client interaction. The individual must know sales processes and strategies to support account growth and work collaboratively with various internal teams. He/she should possess problem-solving and analysis skills.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N1502: Acquire new key account clients](#)
2. [LSC/N1503: Maintain key account client relationship](#)
3. [LSC/N1504: Provide customer support and resolve complaints](#)
4. [LSC/N1505: Manage key consignor sales activities](#)
5. [LSC/N1506: Manage project cargo and exigencies](#)
6. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Courier / Express Services
<b>Occupation</b>	Customer relationship management, Institutional sales/ Branch sales

### Qualification Pack

<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Credits</b>	19
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/3322.0601
<b>Minimum Educational Qualification &amp; Experience</b>	<p>UG in any field (Completed) with 1 Year of experience (Relevant experience in supply chain or sales) OR</p> <p>2-year Diploma after 12th grade (in any field) (Completed) with 2 Years of experience (Relevant experience in supply chain or sales) OR</p> <p>Completed 3 year diploma after 10th with 3 Years of experience (Relevant experience in supply chain or sales) OR</p> <p>12th grade Pass with 5 Years of experience (Relevant experience in supply chain or sales) OR</p> <p>Previous relevant Qualification of NSQF Level (4) with 3 Years of experience (Relevant experience in supply chain or sales)</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	18/02/2028
<b>NSQF Approval Date</b>	18/02/2025
<b>Version</b>	4.0
<b>Reference code on NQR</b>	QG-05-TW-03634-2025-V2-LSC
<b>NQR Version</b>	1.0

## Qualification Pack

### LSC/N1502: Acquire new key account clients

#### Description

This unit is about acquiring New Key Account Clients.

#### Scope

The scope covers the following :

- Build market intelligence
- Prepare and implement a sales plan for acquiring new clients
- Perform Sales closure

#### Elements and Performance Criteria

##### *Build market intelligence*

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

- PC1.** Analyse the current trends, latest technologies or updates in the market by extracting key facts from formal and informal sources.
- PC2.** Engage actively in forums and discussions to stay informed about any changes in industry practices and developments.
- PC3.** Stay current with relevant laws and regulations that may affect the organisation.
- PC4.** Compare the various elements with the current services provided by the organisation.
- PC5.** Classify the value-added services that can be offered and propose them to management with details on how they can create an impact.
- PC6.** Evaluate new market opportunities and determine how they can be leveraged for the organisation's benefit.
- PC7.** Identify competitors, their key clients, and how their activities are evolving.
- PC8.** Maintain constant familiarisation of service offerings and developments in the organisation and the industry.

##### *Prepare and implement a sales plan for acquiring new clients*

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

- PC9.** Develop a sales plan and other business development initiatives.
- PC10.** Obtain relevant data/information from the organisation's internal knowledge base, CRM database, and other sources (social media, email, content marketing, etc.).
- PC11.** Review the data and generate a list of prospective clients.
- PC12.** Contact leads using appropriate modes of communication and at frequencies specified in the sales plan.
- PC13.** Analyse the lead characteristics and devise customised strategies for lead conversion.
- PC14.** Record new business development activities and lead responses on the CRM database.
- PC15.** Contribute strategic information to the regional/national sales team, including key results from previous calls, updates on current target accounts and a review of the following week's key upcoming calls.

## Qualification Pack

**PC16.** Keep track of daily sales development and relationship-building activities.

### *Perform Sales closure*

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

**PC17.** Prioritise the customers for contact based on the possibility of lead conversion.

**PC18.** Contact customers to fix up appointments for in-person meetings.

**PC19.** Give a brief explanation of the company and its offerings to the customer.

**PC20.** Enquire about customers' requirements and analyse the best courier service offering possible.

**PC21.** Recommend services with features and explain the benefits.

**PC22.** Provide data-driven insights like shipping trends, efficiency improvements, and cost savings.

**PC23.** Demonstrate technical advantages such as easy-to-use online booking systems, automated alerts, inventory management integration, API integration with their systems for real-time data flow, etc.

**PC24.** Highlight if any eco-friendly practices are offered, such as green logistics, electric vehicles, or carbonneutral deliveries.

**PC25.** Showcase success stories or testimonials from similar clients in their industry to build credibility.

**PC26.** Propose customised courier services packages that align with customer needs and costs and send a formal proposal.

**PC27.** Consider offering discounted or free trials for certain services, such as express delivery, free pickup service, or real-time tracking for a limited time.

**PC28.** Perform effective negotiation, if required, with terms such as Cost, Contract length, Payment terms, Contract volume, VAS, Delivery/implementation timing, etc.

**PC29.** Request the customer to give adequate time to inquire with the Key Accounts sales manager about a revised service cost and payment terms if negotiation fails.

**PC30.** Use persuasive techniques to encourage leads to make a purchase decision.

**PC31.** Implement lead conversion strategy in a timed manner.

**PC32.** Perform contract management after the lead is converted.

**PC33.** Collect payment details of customers/organisations.

**PC34.** Follow up after the sale to ensure satisfaction, encourage repeat business, and ask for referrals.

**PC35.** Record new business development activities and lead responses on the CRM database.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** Types of documentation used in organisation and importance of the same.

**KU2.** Risk and impact of not following defined work, safety and security procedures.

**KU3.** Records to be maintained and the importance of the same.

**KU4.** Security procedures to be followed.

**KU5.** Escalation matrix for reporting identified problems.

**KU6.** Chain of command for reporting problems.

## Qualification Pack

- KU7.** Knowledge of various clients and their requirements.
- KU8.** Extensive knowledge of prospective clients and possible business opportunities.
- KU9.** Implications of poor performance such as improper documentation and high error rate.
- KU10.** An end-to-end understanding of all activities that will be done.
- KU11.** Nature of the marketing/sales products carried along for sales and promotional activities.
- KU12.** Extensive knowledge of the company and all services offered.
- KU13.** Knowledge of common problems and solutions for the same.
- KU14.** Knowledge to use the computer for electronic documentation of information.
- KU15.** Customer relationship management (CRM) software knowledge to capture customer feedback and draw analysis.
- KU16.** Knowledge of processes and differences in processes across clients/products.
- KU17.** Knowledge of advanced sales processes.
- KU18.** Ability to anticipate and resolve problems.
- KU19.** Knowledge of global supply chains, project cargo management, and various transport modes.

## Generic Skills (GS)

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

- GS1.** Prepare detailed reports for management.
- GS2.** Ability to develop promotional material and create documents for internal understanding/use.
- GS3.** Ability to write effective emails.
- GS4.** Good reading skills, ability to comprehend written instructions.
- GS5.** Read and understand documents required for all sales activities.
- GS6.** Communicate clearly and politely with customers.
- GS7.** Share experiences and guide juniors and peers.
- GS8.** Quick thinking and resourcefulness in addressing unforeseen challenges.
- GS9.** Ability to make a judgment as to whether an issue is crucial and escalate it if necessary.
- GS10.** Flexibility to re-assess schedule in case of delays/additional orders.
- GS11.** Prioritise and execute tasks within the scheduled time limits.
- GS12.** Clear, concise communication with clients, internal teams, and external vendors.
- GS13.** Be a team player and achieve joint goals.
- GS14.** Manage a log of all sales activities and update them whenever required.
- GS15.** Possess good customer service orientation and handle customers with patience, adaptability and persuasiveness.
- GS16.** Groom oneself in a presentable manner.
- GS17.** Ability to manage multiple projects at once while ensuring timely and efficient delivery.
- GS18.** Familiarity with import/export laws, tariffs, and customs regulations.
- GS19.** Identify trends/common causes for errors and suggest possible solutions to the sales manager.



## Qualification Pack

- GS20.** Handle day-to-day problems like delays, staffing shortages, etc.
- GS21.** Assess client business needs and priorities to build apt solutions.
- GS22.** Suggest methods to maximise sales.
- GS23.** Ability to concentrate on the task at hand and complete it without errors.
- GS24.** The ability to manage complex projects that require precise planning and execution.
- GS25.** The ability to negotiate with vendors, shipping lines, and service providers for cost-effective and efficient solutions.
- GS26.** Ability to foresee and mitigate risks, such as delays, damages, or compliance issues.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Build market intelligence</i>	<b>8</b>	<b>16</b>	-	<b>2</b>
<b>PC1.</b> Analyse the current trends, latest technologies or updates in the market by extracting key facts from formal and informal sources.	1	2	-	0.5
<b>PC2.</b> Engage actively in forums and discussions to stay informed about any changes in industry practices and developments.	1	2	-	-
<b>PC3.</b> Stay current with relevant laws and regulations that may affect the organisation.	1	2	-	0.5
<b>PC4.</b> Compare the various elements with the current services provided by the organisation.	1	2	-	-
<b>PC5.</b> Classify the value-added services that can be offered and propose them to management with details on how they can create an impact.	1	2	-	0.5
<b>PC6.</b> Evaluate new market opportunities and determine how they can be leveraged for the organisation's benefit.	1	2	-	-
<b>PC7.</b> Identify competitors, their key clients, and how their activities are evolving.	1	2	-	0.5
<b>PC8.</b> Maintain constant familiarisation of service offerings and developments in the organisation and the industry.	1	2	-	-
<i>Prepare and implement a sales plan for acquiring new clients</i>	<b>8</b>	<b>16</b>	-	<b>2.5</b>
<b>PC9.</b> Develop a sales plan and other business development initiatives.	1	2	-	0.5
<b>PC10.</b> Obtain relevant data/information from the organisation's internal knowledge base, CRM database, and other sources (social media, email, content marketing, etc.).	1	2	-	-
<b>PC11.</b> Review the data and generate a list of prospective clients.	1	2	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> Contact leads using appropriate modes of communication and at frequencies specified in the sales plan.	1	2	-	0.5
<b>PC13.</b> Analyse the lead characteristics and devise customised strategies for lead conversion.	1	2	-	-
<b>PC14.</b> Record new business development activities and lead responses on the CRM database.	1	2	-	0.5
<b>PC15.</b> Contribute strategic information to the regional/national sales team, including key results from previous calls, updates on current target accounts and a review of the following week's key upcoming calls.	1	2	-	-
<b>PC16.</b> Keep track of daily sales development and relationship-building activities.	1	2	-	0.5
<i>Perform Sales closure</i>	<b>14</b>	<b>28</b>	-	<b>5.5</b>
<b>PC17.</b> Prioritise the customers for contact based on the possibility of lead conversion.	1	2	-	0.5
<b>PC18.</b> Contact customers to fix up appointments for in-person meetings.	1	2	-	-
<b>PC19.</b> Give a brief explanation of the company and its offerings to the customer.	1	2	-	0.5
<b>PC20.</b> Enquire about customers' requirements and analyse the best courier service offering possible.	1	2	-	-
<b>PC21.</b> Recommend services with features and explain the benefits.	1	2	-	0.5
<b>PC22.</b> Provide data-driven insights like shipping trends, efficiency improvements, and cost savings.	1	2	-	-
<b>PC23.</b> Demonstrate technical advantages such as easy-to-use online booking systems, automated alerts, inventory management integration, API integration with their systems for real-time data flow, etc.	1	2	-	0.5
<b>PC24.</b> Highlight if any eco-friendly practices are offered, such as green logistics, electric vehicles, or carbonneutral deliveries.	1	2	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC25.</b> Showcase success stories or testimonials from similar clients in their industry to build credibility.	1	2	-	-
<b>PC26.</b> Propose customised courier services packages that align with customer needs and costs and send a formal proposal.	0.5	1	-	0.5
<b>PC27.</b> Consider offering discounted or free trials for certain services, such as express delivery, free pickup service, or real-time tracking for a limited time.	0.5	1	-	-
<b>PC28.</b> Perform effective negotiation, if required, with terms such as Cost, Contract length, Payment terms, Contract volume, VAS, Delivery/implementation timing, etc.	0.5	1	-	0.5
<b>PC29.</b> Request the customer to give adequate time to inquire with the Key Accounts sales manager about a revised service cost and payment terms if negotiation fails.	0.5	1	-	-
<b>PC30.</b> Use persuasive techniques to encourage leads to make a purchase decision.	0.5	1	-	0.5
<b>PC31.</b> Implement lead conversion strategy in a timed manner.	0.5	1	-	0.5
<b>PC32.</b> Perform contract management after the lead is converted.	0.5	1	-	-
<b>PC33.</b> Collect payment details of customers/organisations.	0.5	1	-	0.5
<b>PC34.</b> Follow up after the sale to ensure satisfaction, encourage repeat business, and ask for referrals.	0.5	1	-	-
<b>PC35.</b> Record new business development activities and lead responses on the CRM database.	0.5	1	-	0.5
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1502
<b>NOS Name</b>	Acquire new key account clients
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	
<b>Occupation</b>	Customer relationship management, Institutional sales/ Branch sales
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## Qualification Pack

### LSC/N1503: Maintain key account client relationship

#### Description

This unit is about maintaining relationships with existing Key Account Clients and managing their contracts.

#### Scope

The scope covers the following :

- Build existing client relationships
- Manage Contracts

#### Elements and Performance Criteria

##### *Build existing client relationships*

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

- PC1.** Obtain a list of existing clients assigned by the Key Account Manager.
- PC2.** Prioritise the clients for contact based on the previous relationship-building calls made to each of them.
- PC3.** Meet with the clients in person and inquire about their goals, challenges, and feedback on current services offered.
- PC4.** Irrespective of the outcome, take note of the client's feedback before leaving.
- PC5.** Stay in touch with clients regularly through calls, emails, or meetings and adapt to clients' schedules and preferred communication methods.
- PC6.** Appreciate customers' continued business through thank-you emails, special offers, or gestures like personalised gifts or loyalty rewards.
- PC7.** Suggest complementary services, upgrades, or new shipping solutions that could enhance the client's experience or help them achieve their goals.
- PC8.** Offer valuable insights into market trends, industry developments, or new technologies that may impact their business.
- PC9.** Regularly ask clients for feedback on your products, services, and overall performance.
- PC10.** Create loyalty programs or incentives for long-term clients to encourage repeat business and foster deeper relationships.
- PC11.** Offer clients exclusive invites to webinars, product launches, or industry events where they can network and learn.
- PC12.** Use CRM tools to track client interactions, purchase history, preferences, and key milestones.
- PC13.** Measure and assess client satisfaction regularly using Net Promoter Scores (NPS), customer satisfaction surveys, customer retention rate, churn rate, or other metrics to gauge the relationship's health.
- PC14.** Offer training or resources to help the client utilise services.

##### *Manage Contracts*

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

## Qualification Pack

- PC15.** Ensure that the existing contracts meet specific business needs, offering customised pricing, service levels, or delivery terms.
- PC16.** Address any change in scope or pricing through formal amendments to the contract.
- PC17.** Check the expiry of existing contracts and arrange for the renewal process.
- PC18.** Initiate negotiations, if applicable, well before the contract expires, review terms, adjust pricing, and update if any new elements.
- PC19.** Ensure the termination process is smooth if the contract is not renewed and the client receives any required final deliverables or support.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types of documentation used in organisation and importance of the same.
- KU2.** Risk and impact of not following defined work, safety and security procedures.
- KU3.** Records to be maintained and the importance of the same.
- KU4.** Security procedures to be followed.
- KU5.** Escalation matrix for reporting identified problems.
- KU6.** Chain of command for reporting problems.
- KU7.** Knowledge of various clients and their requirements.
- KU8.** Extensive knowledge of prospective clients and possible business opportunities.
- KU9.** Implications of poor performance such as improper documentation and high error rate.
- KU10.** An end-to-end understanding of all activities that will be done.
- KU11.** Nature of the marketing/sales products carried along for sales and promotional activities.
- KU12.** Extensive knowledge of the company and all services offered.
- KU13.** Knowledge of common problems and solutions for the same.
- KU14.** Knowledge to use the computer for electronic documentation of information.
- KU15.** Customer relationship management (CRM) software knowledge to capture customer feedback and draw analysis.
- KU16.** Knowledge of processes and differences in processes across clients/products.
- KU17.** Knowledge of advanced sales processes.
- KU18.** Ability to anticipate and resolve problems.
- KU19.** Knowledge of global supply chains, project cargo management, and various transport modes.

## Generic Skills (GS)

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

- GS1.** Prepare detailed reports for management.
- GS2.** Ability to develop promotional material and create documents for internal understanding/use.
- GS3.** Ability to write effective emails.

## Qualification Pack

- GS4.** Good reading skills, ability to comprehend written instructions.
- GS5.** Read and understand documents required for all sales activities.
- GS6.** Communicate clearly and politely with customers.
- GS7.** Share experiences and guide juniors and peers.
- GS8.** Quick thinking and resourcefulness in addressing unforeseen challenges.
- GS9.** Ability to make a judgment as to whether an issue is crucial and escalate it if necessary.
- GS10.** Flexibility to re-assess schedule in case of delays/additional orders.
- GS11.** Prioritise and execute tasks within the scheduled time limits.
- GS12.** Clear, concise communication with clients, internal teams, and external vendors.
- GS13.** Be a team player and achieve joint goals.
- GS14.** Manage a log of all sales activities and update them whenever required.
- GS15.** Possess good customer service orientation and handle customers with patience, adaptability and persuasiveness.
- GS16.** Groom oneself in a presentable manner.
- GS17.** Ability to manage multiple projects at once while ensuring timely and efficient delivery.
- GS18.** Familiarity with import/export laws, tariffs, and customs regulations.
- GS19.** Identify trends/common causes for errors and suggest possible solutions to the sales manager.
- GS20.** Handle day-to-day problems like delays, staffing shortages, etc.
- GS21.** Assess client business needs and priorities to build apt solutions.
- GS22.** Suggest methods to maximise sales.
- GS23.** Ability to concentrate on the task at hand and complete it without errors.
- GS24.** The ability to manage complex projects that require precise planning and execution.
- GS25.** The ability to negotiate with vendors, shipping lines, and service providers for cost-effective and efficient solutions.
- GS26.** Ability to foresee and mitigate risks, such as delays, damages, or compliance issues.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Build existing client relationships</i>	<b>22</b>	<b>45</b>	-	<b>7</b>
<b>PC1.</b> Obtain a list of existing clients assigned by the Key Account Manager.	1	3	-	1
<b>PC2.</b> Prioritise the clients for contact based on the previous relationship-building calls made to each of them.	2	4	-	-
<b>PC3.</b> Meet with the clients in person and inquire about their goals, challenges, and feedback on current services offered.	1	4	-	1
<b>PC4.</b> Irrespective of the outcome, take note of the client's feedback before leaving.	2	4	-	-
<b>PC5.</b> Stay in touch with clients regularly through calls, emails, or meetings and adapt to clients' schedules and preferred communication methods.	1	3	-	1
<b>PC6.</b> Appreciate customers' continued business through thank-you emails, special offers, or gestures like personalised gifts or loyalty rewards.	2	3	-	1
<b>PC7.</b> Suggest complementary services, upgrades, or new shipping solutions that could enhance the client's experience or help them achieve their goals.	2	3	-	-
<b>PC8.</b> Offer valuable insights into market trends, industry developments, or new technologies that may impact their business.	2	3	-	-
<b>PC9.</b> Regularly ask clients for feedback on your products, services, and overall performance.	2	3	-	1
<b>PC10.</b> Create loyalty programs or incentives for long-term clients to encourage repeat business and foster deeper relationships.	1	3	-	1
<b>PC11.</b> Offer clients exclusive invites to webinars, product launches, or industry events where they can network and learn.	2	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> Use CRM tools to track client interactions, purchase history, preferences, and key milestones.	1	3	-	-
<b>PC13.</b> Measure and assess client satisfaction regularly using Net Promoter Scores (NPS), customer satisfaction surveys, customer retention rate, churn rate, or other metrics to gauge the relationship's health.	2	3	-	-
<b>PC14.</b> Offer training or resources to help the client utilise services.	1	3	-	1
<i>Manage Contracts</i>	<b>8</b>	<b>15</b>	-	<b>3</b>
<b>PC15.</b> Ensure that the existing contracts meet specific business needs, offering customised pricing, service levels, or delivery terms.	1	3	-	1
<b>PC16.</b> Address any change in scope or pricing through formal amendments to the contract.	1	3	-	-
<b>PC17.</b> Check the expiry of existing contracts and arrange for the renewal process.	2	3	-	-
<b>PC18.</b> Initiate negotiations, if applicable, well before the contract expires, review terms, adjust pricing, and update if any new elements.	2	3	-	1
<b>PC19.</b> Ensure the termination process is smooth if the contract is not renewed and the client receives any required final deliverables or support.	2	3	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1503
<b>NOS Name</b>	Maintain key account client relationship
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	
<b>Occupation</b>	Customer relationship management, Institutional sales/ Branch sales
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## Qualification Pack

### LSC/N1504: Provide customer support and resolve complaints

#### Description

This unit is about providing customer support and resolving their complaints.

#### Scope

The scope covers the following :

- Perform tracking and tracing
- Resolve complaints

#### Elements and Performance Criteria

##### *Perform tracking and tracing*

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

- PC1.** Act as the customer's primary point of contact and value the client's preferences, needs, and goals.
- PC2.** Offer 24/7 support for key clients through various means, such as real-time tracking notifications, proactive alerts, a helpline number, etc., especially those in industries with time-sensitive shipments (e.g., ecommerce or healthcare).
- PC3.** Check the consignment's current status using online tracking tools and ensure that it is updated regularly.
- PC4.** Confirm whether the consignment is progressing and whether the event milestones have been reached as per schedule.
- PC5.** Check the reason for the delayed consignment at a transit hub and when the shipment will move, and file a complaint if necessary.
- PC6.** Confirm the updated last transit point and contact the concerned hub to find out the status in case of delay.
- PC7.** Follow up regularly with the concerned transportation/ carrier/ handler/ delivery centre department regarding the shipment's current status and match that with the online tracking.
- PC8.** Update the client regularly about the shipment status and provide additional information about any changes in the transit time, contingencies, etc.

##### *Resolve complaints*

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

- PC9.** Identify and assess potential risks that could threaten the relationship, such as industry downturns, market changes, or internal issues at the client's end.
- PC10.** Proactively look for potential issues affecting key clients' experiences (e.g., shipping volume spikes due to holiday seasons or product launches) and prepare in advance to handle the increased demand.
- PC11.** Create contingency plans for delays, supply chain disruptions, or unexpected problems.
- PC12.** Establish a clear escalation process for handling issues or disputes.
- PC13.** Acknowledge the problem once raised by the customer and apologise for any inconvenience.
- PC14.** Request Detailed Information, perform basic checks, and provide a timeline for resolution.

## Qualification Pack

- PC15.** Investigate the complaint and perform Root Cause analysis if required.
- PC16.** Propose an Effective Solution tailored to the specific complaint and the client's expectations, e.g. Compensation or Reshipment for lost/ damaged goods.
- PC17.** Offer alternative solutions such as discounts or credit if the client's preferred solution is impossible.
- PC18.** Keep the client updated throughout the resolution process.
- PC19.** Ensure that the agreed-upon solution is documented and timely action is taken.
- PC20.** Improve processes by implementing changes in procedures, whether that involves improving packaging standards, refining communication channels, or training staff in better handling practices.
- PC21.** Confirm with the client once the issue has been resolved to ensure they are satisfied with the outcome and the resolution.
- PC22.** Assist the client in processing an insurance claim for reimbursement if the shipment was insured.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types of documentation used in organisation and importance of the same.
- KU2.** Risk and impact of not following defined work, safety and security procedures.
- KU3.** Records to be maintained and the importance of the same.
- KU4.** Security procedures to be followed.
- KU5.** Escalation matrix for reporting identified problems.
- KU6.** Chain of command for reporting problems.
- KU7.** Knowledge of various clients and their requirements.
- KU8.** Extensive knowledge of prospective clients and possible business opportunities.
- KU9.** Implications of poor performance such as improper documentation and high error rate.
- KU10.** An end-to-end understanding of all activities that will be done.
- KU11.** Nature of the marketing/sales products carried along for sales and promotional activities.
- KU12.** Extensive knowledge of the company and all services offered.
- KU13.** Knowledge of common problems and solutions for the same.
- KU14.** Knowledge to use the computer for electronic documentation of information.
- KU15.** Customer relationship management (CRM) software knowledge to capture customer feedback and draw analysis.
- KU16.** Knowledge of processes and differences in processes across clients/products.
- KU17.** Knowledge of advanced sales processes.
- KU18.** Ability to anticipate and resolve problems.
- KU19.** Knowledge of global supply chains, project cargo management, and various transport modes.

## Generic Skills (GS)

## Qualification Pack

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

- GS1.** Prepare detailed reports for management.
- GS2.** Ability to develop promotional material and create documents for internal understanding/use.
- GS3.** Ability to write effective emails.
- GS4.** Good reading skills, ability to comprehend written instructions.
- GS5.** Read and understand documents required for all sales activities.
- GS6.** Communicate clearly and politely with customers.
- GS7.** Share experiences and guide juniors and peers.
- GS8.** Quick thinking and resourcefulness in addressing unforeseen challenges.
- GS9.** Ability to make a judgment as to whether an issue is crucial and escalate it if necessary.
- GS10.** Flexibility to re-assess schedule in case of delays/additional orders.
- GS11.** Prioritise and execute tasks within the scheduled time limits.
- GS12.** Clear, concise communication with clients, internal teams, and external vendors.
- GS13.** Be a team player and achieve joint goals.
- GS14.** Manage a log of all sales activities and update them whenever required.
- GS15.** Possess good customer service orientation and handle customers with patience, adaptability and persuasiveness.
- GS16.** Groom oneself in a presentable manner.
- GS17.** Ability to manage multiple projects at once while ensuring timely and efficient delivery.
- GS18.** Familiarity with import/export laws, tariffs, and customs regulations.
- GS19.** Identify trends/common causes for errors and suggest possible solutions to the sales manager.
- GS20.** Handle day-to-day problems like delays, staffing shortages, etc.
- GS21.** Assess client business needs and priorities to build apt solutions.
- GS22.** Suggest methods to maximise sales.
- GS23.** Ability to concentrate on the task at hand and complete it without errors.
- GS24.** The ability to manage complex projects that require precise planning and execution.
- GS25.** The ability to negotiate with vendors, shipping lines, and service providers for cost-effective and efficient solutions.
- GS26.** Ability to foresee and mitigate risks, such as delays, damages, or compliance issues.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform tracking and tracing</i>	<b>16</b>	<b>24</b>	-	<b>4</b>
<b>PC1.</b> Act as the customer's primary point of contact and value the client's preferences, needs, and goals.	2	3	-	0.5
<b>PC2.</b> Offer 24/7 support for key clients through various means, such as real-time tracking notifications, proactive alerts, a helpline number, etc., especially those in industries with time-sensitive shipments (e.g., ecommerce or healthcare).	2	3	-	0.5
<b>PC3.</b> Check the consignment's current status using online tracking tools and ensure that it is updated regularly.	2	3	-	0.5
<b>PC4.</b> Confirm whether the consignment is progressing and whether the event milestones have been reached as per schedule.	2	3	-	0.5
<b>PC5.</b> Check the reason for the delayed consignment at a transit hub and when the shipment will move, and file a complaint if necessary.	2	3	-	0.5
<b>PC6.</b> Confirm the updated last transit point and contact the concerned hub to find out the status in case of delay.	2	3	-	0.5
<b>PC7.</b> Follow up regularly with the concerned transportation/ carrier/ handler/ delivery centre department regarding the shipment's current status and match that with the online tracking.	2	3	-	0.5
<b>PC8.</b> Update the client regularly about the shipment status and provide additional information about any changes in the transit time, contingencies, etc.	2	3	-	0.5
<i>Resolve complaints</i>	<b>14</b>	<b>36</b>	-	<b>6</b>

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> Identify and assess potential risks that could threaten the relationship, such as industry downturns, market changes, or internal issues at the client's end.	1	3	-	0.5
<b>PC10.</b> Proactively look for potential issues affecting key clients' experiences (e.g., shipping volume spikes due to holiday seasons or product launches) and prepare in advance to handle the increased demand.	1	3	-	0.5
<b>PC11.</b> Create contingency plans for delays, supply chain disruptions, or unexpected problems.	1	3	-	0.5
<b>PC12.</b> Establish a clear escalation process for handling issues or disputes.	1	3	-	0.5
<b>PC13.</b> Acknowledge the problem once raised by the customer and apologise for any inconvenience.	1	3	-	0.5
<b>PC14.</b> Request Detailed Information, perform basic checks, and provide a timeline for resolution.	1	3	-	0.5
<b>PC15.</b> Investigate the complaint and perform Root Cause analysis if required.	1	3	-	0.5
<b>PC16.</b> Propose an Effective Solution tailored to the specific complaint and the client's expectations, e.g. Compensation or Reshipment for lost/damaged goods.	1	3	-	0.5
<b>PC17.</b> Offer alternative solutions such as discounts or credit if the client's preferred solution is impossible.	1	3	-	0.5
<b>PC18.</b> Keep the client updated throughout the resolution process.	1	3	-	0.5
<b>PC19.</b> Ensure that the agreed-upon solution is documented and timely action is taken.	1	3	-	-
<b>PC20.</b> Improve processes by implementing changes in procedures, whether that involves improving packaging standards, refining communication channels, or training staff in better handling practices.	1	1	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC21.</b> Confirm with the client once the issue has been resolved to ensure they are satisfied with the outcome and the resolution.	1	1	-	-
<b>PC22.</b> Assist the client in processing an insurance claim for reimbursement if the shipment was insured.	1	1	-	0.5
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1504
<b>NOS Name</b>	Provide customer support and resolve complaints
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	
<b>Occupation</b>	Customer relationship management, Institutional sales/ Branch sales
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## Qualification Pack

### LSC/N1505: Manage key consignor sales activities

#### Description

This unit is about performing key consignor sales activities.

#### Scope

The scope covers the following :

- Perform booking function
- Cross-Selling and Up-Selling for Key Consignors
- Provide MIS Support

#### Elements and Performance Criteria

##### *Perform booking function*

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

- PC1.** Gather the details of the shipment from the customer, including SLI (Shipper's Letter of Instruction), packing list, certificate of origin, commercial invoice, customs approval to export (let export) and other relevant documents where appropriate.
- PC2.** Ensure that the shipment is permitted to be carried out without any restrictions or limitations and securely packed for carriage and destination norms.
- PC3.** Make a booking for pickup of consignments with appropriate codes, destination, shipment details, weight, dimensions, content, etc. and the requested timeslot in the booking software.
- PC4.** Communicate the expected pickup time, ETA, and any potential delays or factors that might affect the delivery schedule, customs clearance process at the origin and destination, etc.
- PC5.** Advise of any additional documentation required for customs purposes and issue an AWB (Airway Bill) copy to the customer once the shipment is picked up.

##### *Cross-Selling and Up-Selling for Key Consignors*

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

- PC6.** Analyse data on consignor sales volume, market trends, and seasonal demand fluctuations to forecast future sales and identify areas where improvements can be made (e.g., reducing return rates or increasing sales volume).
- PC7.** Identify areas where the consignor may need additional support or services, such as inventory management, logistics, customer service, or even marketing issues.
- PC8.** Categorise the customer needs based on volume, product types, or growth potential to offer more targeted cross-sell and up-sell opportunities.
- PC9.** Identify upselling opportunities and offer higher-value, premium versions of the consignor's current products. For example, if the consignor regularly consigns a certain volume of goods, suggest increasing their order size to receive better pricing or offer bulk deals on complementary products.
- PC10.** Offer demonstrations or samples during a new service or product trial period.
- PC11.** Provide personalised consultations or business reviews to discuss other products or services that could benefit the consignor.

## Qualification Pack

### *Provide MIS Support*

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

- PC12.** Set up automated reporting for key data points (e.g., weekly sales, stock updates, pending payments) and relevant external systems that can be sent directly to consignors, internal teams, and managers. For up-to-date tracking and reporting, set up real-time syncing between the MIS and relevant external systems (such as third-party logistics providers or financial institutions).
- PC13.** Implement features for analysing historical sales data and forecasting future demand, allowing the consignor to adjust inventory and marketing strategies accordingly.
- PC14.** Ensure the MIS supports seamless order processing and tracking, from initial order creation through delivery and post-delivery returns.
- PC15.** Set Up Automated Financial and Payment Tracking Alerts & Notifications based on consignment agreements, containing sales thresholds met, outstanding balances, payment due dates, etc.
- PC16.** Train key stakeholders, including consignors, internal teams, and managers, to ensure they understand how to use the MIS effectively.
- PC17.** Ensure the MIS system complies with relevant industry regulations (e.g., tax laws, trade regulations, or customs documentation).
- PC18.** Implement strong data security measures, such as encryption, access control, and regular security audits, to protect sensitive information, like sales data, payment details, or inventory levels.

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** Types of documentation used in organisation and importance of the same.
- KU2.** Risk and impact of not following defined work, safety and security procedures.
- KU3.** Records to be maintained and the importance of the same.
- KU4.** Security procedures to be followed.
- KU5.** Escalation matrix for reporting identified problems.
- KU6.** Chain of command for reporting problems.
- KU7.** Knowledge of various clients and their requirements.
- KU8.** Extensive knowledge of prospective clients and possible business opportunities.
- KU9.** Implications of poor performance such as improper documentation and high error rate.
- KU10.** An end-to-end understanding of all activities that will be done.
- KU11.** Nature of the marketing/sales products carried along for sales and promotional activities.
- KU12.** Extensive knowledge of the company and all services offered.
- KU13.** Knowledge of common problems and solutions for the same.
- KU14.** Knowledge to use the computer for electronic documentation of information.
- KU15.** Customer relationship management (CRM) software knowledge to capture customer feedback and draw analysis.
- KU16.** Knowledge of processes and differences in processes across clients/products.
- KU17.** Knowledge of advanced sales processes.

## Qualification Pack

- KU18.** Ability to anticipate and resolve problems.
- KU19.** Knowledge of global supply chains, project cargo management, and various transport modes.

### Generic Skills (GS)

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

- GS1.** Prepare detailed reports for management.
- GS2.** Ability to develop promotional material and create documents for internal understanding/use.
- GS3.** Ability to write effective emails.
- GS4.** Good reading skills, ability to comprehend written instructions.
- GS5.** Read and understand documents required for all sales activities.
- GS6.** Communicate clearly and politely with customers.
- GS7.** Share experiences and guide juniors and peers.
- GS8.** Quick thinking and resourcefulness in addressing unforeseen challenges.
- GS9.** Ability to make a judgment as to whether an issue is crucial and escalate it if necessary.
- GS10.** Flexibility to re-assess schedule in case of delays/additional orders.
- GS11.** Prioritise and execute tasks within the scheduled time limits.
- GS12.** Clear, concise communication with clients, internal teams, and external vendors.
- GS13.** Be a team player and achieve joint goals.
- GS14.** Manage a log of all sales activities and update them whenever required.
- GS15.** Possess good customer service orientation and handle customers with patience, adaptability and persuasiveness.
- GS16.** Groom oneself in a presentable manner.
- GS17.** Ability to manage multiple projects at once while ensuring timely and efficient delivery.
- GS18.** Familiarity with import/export laws, tariffs, and customs regulations.
- GS19.** Identify trends/common causes for errors and suggest possible solutions to the sales manager.
- GS20.** Handle day-to-day problems like delays, staffing shortages, etc.
- GS21.** Assess client business needs and priorities to build apt solutions.
- GS22.** Suggest methods to maximise sales.
- GS23.** Ability to concentrate on the task at hand and complete it without errors.
- GS24.** The ability to manage complex projects that require precise planning and execution.
- GS25.** The ability to negotiate with vendors, shipping lines, and service providers for cost-effective and efficient solutions.
- GS26.** Ability to foresee and mitigate risks, such as delays, damages, or compliance issues.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform booking function</i>	<b>7</b>	<b>15</b>	-	<b>5</b>
<b>PC1.</b> Gather the details of the shipment from the customer, including SLI (Shipper's Letter of Instruction), packing list, certificate of origin, commercial invoice, customs approval to export (let export) and other relevant documents where appropriate.	2	3	-	1
<b>PC2.</b> Ensure that the shipment is permitted to be carried out without any restrictions or limitations and securely packed for carriage and destination norms.	2	3	-	1
<b>PC3.</b> Make a booking for pickup of consignments with appropriate codes, destination, shipment details, weight, dimensions, content, etc. and the requested timeslot in the booking software.	1	3	-	1
<b>PC4.</b> Communicate the expected pickup time, ETA, and any potential delays or factors that might affect the delivery schedule, customs clearance process at the origin and destination, etc.	1	3	-	1
<b>PC5.</b> Advise of any additional documentation required for customs purposes and issue an AWB (Airway Bill) copy to the customer once the shipment is picked up.	1	3	-	1
<i>Cross-Selling and Up-Selling for Key Consignors</i>	<b>9</b>	<b>18</b>	-	<b>1.5</b>
<b>PC6.</b> Analyse data on consignor sales volume, market trends, and seasonal demand fluctuations to forecast future sales and identify areas where improvements can be made (e.g., reducing return rates or increasing sales volume).	1	3	-	0.5
<b>PC7.</b> Identify areas where the consignor may need additional support or services, such as inventory management, logistics, customer service, or even marketing issues.	1	3	-	-
<b>PC8.</b> Categorise the customer needs based on volume, product types, or growth potential to offer more targeted cross-sell and up-sell opportunities.	1	3	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> Identify upselling opportunities and offer higher-value, premium versions of the consignor's current products. For example, if the consignor regularly consigns a certain volume of goods, suggest increasing their order size to receive better pricing or offer bulk deals on complementary products.	2	3	-	-
<b>PC10.</b> Offer demonstrations or samples during a new service or product trial period.	2	3	-	0.5
<b>PC11.</b> Provide personalised consultations or business reviews to discuss other products or services that could benefit the consignor.	2	3	-	-
<i>Provide MIS Support</i>	<b>14</b>	<b>27</b>	-	<b>3.5</b>
<b>PC12.</b> Set up automated reporting for key data points (e.g., weekly sales, stock updates, pending payments) and relevant external systems that can be sent directly to consignors, internal teams, and managers. For up-to-date tracking and reporting, set up real-time syncing between the MIS and relevant external systems (such as third-party logistics providers or financial institutions).	2	3	-	0.5
<b>PC13.</b> Implement features for analysing historical sales data and forecasting future demand, allowing the consignor to adjust inventory and marketing strategies accordingly.	2	4	-	0.5
<b>PC14.</b> Ensure the MIS supports seamless order processing and tracking, from initial order creation through delivery and post-delivery returns.	2	4	-	0.5
<b>PC15.</b> Set Up Automated Financial and Payment Tracking Alerts & Notifications based on consignment agreements, containing sales thresholds met, outstanding balances, payment due dates, etc.	2	4	-	0.5
<b>PC16.</b> Train key stakeholders, including consignors, internal teams, and managers, to ensure they understand how to use the MIS effectively.	2	4	-	0.5
<b>PC17.</b> Ensure the MIS system complies with relevant industry regulations (e.g., tax laws, trade regulations, or customs documentation).	2	4	-	0.5



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC18.</b> Implement strong data security measures, such as encryption, access control, and regular security audits, to protect sensitive information, like sales data, payment details, or inventory levels.	2	4	-	0.5
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1505
<b>NOS Name</b>	Manage key consignor sales activities
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	
<b>Occupation</b>	Customer relationship management, Institutional sales/ Branch sales
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## Qualification Pack

### LSC/N1506: Manage project cargo and exigencies

#### Description

This unit is about managing project cargo and exigencies.

#### Scope

The scope covers the following :

- Handle Project cargo
- Manage exigencies

#### Elements and Performance Criteria

##### *Handle Project cargo*

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

- PC1.** Analyse the client's project requirements and assess the specific cargo characteristics (size, weight, fragility, etc.).
- PC2.** Collaborate with internal teams to identify the best transportation routes, modes of transport (road, rail, sea, air), and any special equipment needed (cranes, heavy-lift trailers, etc.).
- PC3.** Create and manage detailed project timelines, ensuring all shipments are timely, including any time-sensitive deliveries or critical milestones.
- PC4.** Maintain regular communication to update the client on the status of shipments, any issues, and progress toward deadlines.
- PC5.** Quickly address any challenges (such as customs issues, delays, or unforeseen complications) and inform the client of solutions.
- PC6.** Manage the transportation of goods closely with third-party logistics providers, freight forwarders, shipping lines, and handling companies.
- PC7.** Ensure all relevant documentation (shipping manifests, customs paperwork, permits, etc.) is prepared, accurate, and complies with international trade regulations.
- PC8.** Identify and mitigate potential risks of transporting high-value or sensitive cargo, including insurance, security, and handling concerns.
- PC9.** Verify compliance with all international, national, and local regulations for importing and exporting goods, including customs clearance, permits, and tariffs.
- PC10.** Confirm the necessary heavy-lift equipment, cranes, or special handling tools are available and coordinated for the cargo.
- PC11.** Arrange temporary warehousing or storage solutions before shipment or upon arrival, if necessary.
- PC12.** Continuously track shipments' progress from origin to the final destination in real-time and provide regular status reports to the client, highlighting key milestones, challenges, and solutions.
- PC13.** Ensure the project cargo is delivered to the correct location and seek client feedback to improve future project handling.

##### *Manage exigencies*

## Qualification Pack

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

- PC14.** Collect the photos and inform the relevant hub to examine the extent if a shipment is updated as damaged in transit.
- PC15.** Inform the customer and get his consent to repack if the packaging is damaged and the shipment's contents are intact.
- PC16.** If the shipper/ consignee is not fine with further connecting the repacked shipment, coordinate to have it returned to its origin or stored until further instruction.
- PC17.** Coordinate with the customer for further instructions/ repair/ return/ scrap, etc., if the entire shipment, including its contents, is damaged.
- PC18.** Follow the lost shipment process if the status is not updated for more than 24 hours.
- PC19.** Initiate the searching process and check with the last updated hub for status updates.
- PC20.** Check manually with the transit hubs for the shipment's status, and if the shipment has left a transit hub and has not reached the next hub/ station, track it with transport equipment identifiers (e.g., shipping container number/ULD/rail car IDs).
- PC21.** Start the manual searching process if the shipment is still untraceable with the master tracking IDs, and coordinate with the ground-level staff, such as drivers, loaders, cargo handlers at transshipment hubs, etc.
- PC22.** Check for CCTV footage, lost and found hub, unlabeled shipments, etc., as per the SOP set up with the carriers.
- PC23.** Verify with the consignee whether the shipment is delivered or reached the destination without updating the tracking details.
- PC24.** If the shipment is declared lost, File for insurance or claim according to the SOP signed with the carrier and perform root cause analysis if required.
- PC25.** Consider a shipment under transit delay if it does not move as scheduled and eventually affects or postpones the ETA.
- PC26.** Investigate with the carrier why the shipment has not moved as planned and whether the reason is due to negligence by the carrier/ handler, e.g., lack of loaders/ MHE, space constraints due to failed bookings, infrastructure failures, etc.
- PC27.** Escalate the situation according to the SOP/ matrix received from the carrier and file for a claim if required.
- PC28.** Ensure that the shipment is connected through the next possible connection.
- PC29.** If the shipment is delayed due to uncontrollable scenarios from the customs end, like physical inspection, congestion at the port, change of officers, revision of acts, etc., keep the shipper, consignee, and other stakeholders informed.
- PC30.** Plan the next connection according to the anticipated clearance date and inform the next carrier.
- PC31.** Check with the transit hub/ handler for safe storage of the shipment and the cost for the same; if the transit is delayed due to unforeseen circumstances like natural disasters, War/ like operations, technical failures/ vehicle breakdowns/ epidemics, strikes, government directions or force majeure, etc.,
- PC32.** Coordinate with the shipper, consignee/ stakeholders, etc., regarding the next action plan if the delay is more than anticipated and the situation remains unclear.
- PC33.** If the shipment is delayed due to Accidents, road construction, inclement weather enroute, road debris, rush hour congestion, etc., check with the carrier on the next plan for compensating the loss of transit time and update the stakeholders accordingly.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types of documentation used in organisation and importance of the same.
- KU2.** Risk and impact of not following defined work, safety and security procedures.
- KU3.** Records to be maintained and the importance of the same.
- KU4.** Security procedures to be followed.
- KU5.** Escalation matrix for reporting identified problems.
- KU6.** Chain of command for reporting problems.
- KU7.** Knowledge of various clients and their requirements.
- KU8.** Extensive knowledge of prospective clients and possible business opportunities.
- KU9.** Implications of poor performance such as improper documentation and high error rate.
- KU10.** An end-to-end understanding of all activities that will be done.
- KU11.** Nature of the marketing/sales products carried along for sales and promotional activities.
- KU12.** Extensive knowledge of the company and all services offered.
- KU13.** Knowledge of common problems and solutions for the same.
- KU14.** Knowledge to use the computer for electronic documentation of information.
- KU15.** Customer relationship management (CRM) software knowledge to capture customer feedback and draw analysis.
- KU16.** Knowledge of processes and differences in processes across clients/products.
- KU17.** Knowledge of advanced sales processes.
- KU18.** Ability to anticipate and resolve problems.
- KU19.** Knowledge of global supply chains, project cargo management, and various transport modes.

### Generic Skills (GS)

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

- GS1.** Prepare detailed reports for management.
- GS2.** Ability to develop promotional material and create documents for internal understanding/use.
- GS3.** Ability to write effective emails.
- GS4.** Good reading skills, ability to comprehend written instructions.
- GS5.** Read and understand documents required for all sales activities.
- GS6.** Communicate clearly and politely with customers.
- GS7.** Share experiences and guide juniors and peers.
- GS8.** Quick thinking and resourcefulness in addressing unforeseen challenges.
- GS9.** Ability to make a judgment as to whether an issue is crucial and escalate it if necessary.
- GS10.** Flexibility to re-assess schedule in case of delays/additional orders.
- GS11.** Prioritise and execute tasks within the scheduled time limits.

## Qualification Pack

- GS12.** Clear, concise communication with clients, internal teams, and external vendors.
- GS13.** Be a team player and achieve joint goals.
- GS14.** Manage a log of all sales activities and update them whenever required.
- GS15.** Possess good customer service orientation and handle customers with patience, adaptability and persuasiveness.
- GS16.** Groom oneself in a presentable manner.
- GS17.** Ability to manage multiple projects at once while ensuring timely and efficient delivery.
- GS18.** Familiarity with import/export laws, tariffs, and customs regulations.
- GS19.** Identify trends/common causes for errors and suggest possible solutions to the sales manager.
- GS20.** Handle day-to-day problems like delays, staffing shortages, etc.
- GS21.** Assess client business needs and priorities to build apt solutions.
- GS22.** Suggest methods to maximise sales.
- GS23.** Ability to concentrate on the task at hand and complete it without errors.
- GS24.** The ability to manage complex projects that require precise planning and execution.
- GS25.** The ability to negotiate with vendors, shipping lines, and service providers for cost-effective and efficient solutions.
- GS26.** Ability to foresee and mitigate risks, such as delays, damages, or compliance issues.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Handle Project cargo</i>	<b>13</b>	<b>26</b>	-	<b>3.5</b>
<b>PC1.</b> Analyse the client's project requirements and assess the specific cargo characteristics (size, weight, fragility, etc.).	1	2	-	0.5
<b>PC2.</b> Collaborate with internal teams to identify the best transportation routes, modes of transport (road, rail, sea, air), and any special equipment needed (cranes, heavy-lift trailers, etc.).	1	2	-	-
<b>PC3.</b> Create and manage detailed project timelines, ensuring all shipments are timely, including any time-sensitive deliveries or critical milestones.	1	2	-	0.5
<b>PC4.</b> Maintain regular communication to update the client on the status of shipments, any issues, and progress toward deadlines.	1	2	-	-
<b>PC5.</b> Quickly address any challenges (such as customs issues, delays, or unforeseen complications) and inform the client of solutions.	1	2	-	0.5
<b>PC6.</b> Manage the transportation of goods closely with third-party logistics providers, freight forwarders, shipping lines, and handling companies.	1	2	-	-
<b>PC7.</b> Ensure all relevant documentation (shipping manifests, customs paperwork, permits, etc.) is prepared, accurate, and complies with international trade regulations.	1	2	-	0.5
<b>PC8.</b> Identify and mitigate potential risks of transporting high-value or sensitive cargo, including insurance, security, and handling concerns.	1	2	-	-
<b>PC9.</b> Verify compliance with all international, national, and local regulations for importing and exporting goods, including customs clearance, permits, and tariffs.	1	2	-	0.5
<b>PC10.</b> Confirm the necessary heavy-lift equipment, cranes, or special handling tools are available and coordinated for the cargo.	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> Arrange temporary warehousing or storage solutions before shipment or upon arrival, if necessary.	1	2	-	0.5
<b>PC12.</b> Continuously track shipments' progress from origin to the final destination in real-time and provide regular status reports to the client, highlighting key milestones, challenges, and solutions.	1	2	-	-
<b>PC13.</b> Ensure the project cargo is delivered to the correct location and seek client feedback to improve future project handling.	1	2	-	0.5
<i>Manage exigencies</i>	<b>17</b>	<b>34</b>	-	<b>6.5</b>
<b>PC14.</b> Collect the photos and inform the relevant hub to examine the extent if a shipment is updated as damaged in transit.	1	2	-	-
<b>PC15.</b> Inform the customer and get his consent to repack if the packaging is damaged and the shipment's contents are intact.	1	2	-	0.5
<b>PC16.</b> If the shipper/ consignee is not fine with further connecting the repacked shipment, coordinate to have it returned to its origin or stored until further instruction.	1	2	-	-
<b>PC17.</b> Coordinate with the customer for further instructions/ repair/ return/ scrap, etc., if the entire shipment, including its contents, is damaged.	1	2	-	0.5
<b>PC18.</b> Follow the lost shipment process if the status is not updated for more than 24 hours.	1	2	-	-
<b>PC19.</b> Initiate the searching process and check with the last updated hub for status updates.	1	2	-	0.5
<b>PC20.</b> Check manually with the transit hubs for the shipment's status, and if the shipment has left a transit hub and has not reached the next hub/ station, track it with transport equipment identifiers (e.g., shipping container number/ULD/rail car IDs).	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC21.</b> Start the manual searching process if the shipment is still untraceable with the master tracking IDs, and coordinate with the ground-level staff, such as drivers, loaders, cargo handlers at transshipment hubs, etc.	1	2	-	0.5
<b>PC22.</b> Check for CCTV footage, lost and found hub, unlabeled shipments, etc., as per the SOP set up with the carriers.	1	2	-	-
<b>PC23.</b> Verify with the consignee whether the shipment is delivered or reached the destination without updating the tracking details.	1	2	-	0.5
<b>PC24.</b> If the shipment is declared lost, File for insurance or claim according to the SOP signed with the carrier and perform root cause analysis if required.	1	2	-	-
<b>PC25.</b> Consider a shipment under transit delay if it does not move as scheduled and eventually affects or postpones the ETA.	1	2	-	0.5
<b>PC26.</b> Investigate with the carrier why the shipment has not moved as planned and whether the reason is due to negligence by the carrier/ handler, e.g., lack of loaders/ MHE, space constraints due to failed bookings, infrastructure failures, etc.	1	2	-	-
<b>PC27.</b> Escalate the situation according to the SOP/ matrix received from the carrier and file for a claim if required.	1	2	-	0.5
<b>PC28.</b> Ensure that the shipment is connected through the next possible connection.	1	2	-	0.5
<b>PC29.</b> If the shipment is delayed due to uncontrollable scenarios from the customs end, like physical inspection, congestion at the port, change of officers, revision of acts, etc., keep the shipper, consignee, and other stakeholders informed.	1	2	-	0.5
<b>PC30.</b> Plan the next connection according to the anticipated clearance date and inform the next carrier.	1	2	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC31.</b> Check with the transit hub/ handler for safe storage of the shipment and the cost for the same; if the transit is delayed due to unforeseen circumstances like natural disasters, War/ like operations, technical failures/ vehicle breakdowns/ epidemics, strikes, government directions or force majeure, etc.,	-	-	-	0.5
<b>PC32.</b> Coordinate with the shipper, consignee/ stakeholders, etc., regarding the next action plan if the delay is more than anticipated and the situation remains unclear.	-	-	-	0.5
<b>PC33.</b> If the shipment is delayed due to Accidents, road construction, inclement weather enroute, road debris, rush hour congestion, etc., check with the carrier on the next plan for compensating the loss of transit time and update the stakeholders accordingly.	-	-	-	0.5
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1506
<b>NOS Name</b>	Manage project cargo and exigencies
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	
<b>Occupation</b>	Customer relationship management, Institutional sales/ Branch sales
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## Qualification Pack

# LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

## Description

This unit deals in detail with application of health, safety, security procedures at workplace and maintaining integrity, ensuring data security, professional and ethical practice.

## Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations
- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

## Elements and Performance Criteria

### *Follow health, safety and security measures during all activities*

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

- PC1.** Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.
- PC2.** Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.
- PC3.** Follow organisation procedures concerning documentation.
- PC4.** Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.

### *Maintain a healthy and hygienic workplace*

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

- PC5.** Ensure that the work area and supplies are organised and cleaned regularly.
- PC6.** Comply with data safety regulations of the organisation and follow clear worktable area policy.
- PC7.** Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.
- PC8.** Undertake periodical preventive health check-ups.
- PC9.** Participate in fire drills and follow 5S at workplace.

### *Handle emergency situations*

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

- PC10.** Act immediately during emergencies and move to safety.
- PC11.** Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC12.** In case of fire, follow fire safety practices taught during fire drills.
- PC13.** Follow procedures to rescue victims of fire without endangering self.

## Qualification Pack

### *Maintain integrity and ensure data security*

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

- PC14.** Refrain from indulging in corrupt practices.
- PC15.** Protect customers' information and ensure acquired information is not used for personal advantage.
- PC16.** 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:

- PC17.** Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.
- PC18.** Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.
- PC19.** Consult senior management when in an ethical dilemma.

### *Ensure regulatory compliance*

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

- PC20.** Check that documentation concerning operations is up to date and in accordance with the regulations.
- PC21.** Coordinate with regulatory authorities and assist in inspections and clearances.
- PC22.** Report any issues with regulatory compliance.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Company's policies on the use of language, Human Resources policies, code of ethics and business
- KU2.** Company's whistle-blower policy and rules related to sexual harassment
- KU3.** Company's reporting structure and documentation policy
- KU4.** Principles of code of ethics and business ethics
- KU5.** Different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU6.** The documentary compliance required for different type of products for Health Safety and Environment (HSE) practices
- KU7.** Relevant Occupational Health and Safety (OHS) regulations
- KU8.** Enterprise /site emergency procedures and techniques
- KU9.** Procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU10.** Health and safety hazards commonly present in the work environment and related precautions
- KU11.** Possible causes of risk, hazard or accident in the workplace
- KU12.** Where to find all the general health and safety equipment in the workplace
- KU13.** Various dangers associated with the use of electrical equipment
- KU14.** Preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU15.** Importance of using protective clothing/equipment while working

## Qualification Pack

- KU16.** Various causes of fire and precautionary activities to prevent the fire accident
- KU17.** Different methods of extinguishing fire and techniques of using the different fire extinguishers
- KU18.** Rescue techniques applied during a fire hazard and safe lifting and carrying practices
- KU19.** Various types of safety signs and their meaning
- KU20.** Appropriate basic first aid treatment relevant to the condition e.g., shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

## Generic Skills (GS)

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

- GS1.** Read policy documents, work-related documents, various acts and regulations
- GS2.** Write instructions, communications to internal staff, emails and letters, and reports
- GS3.** Interact with internal and external stakeholders
- GS4.** Communicate with peers and subordinates
- GS5.** Take appropriate action in a vulnerable situation
- GS6.** Identify breaches and take necessary actions
- GS7.** Identify the documentary requirement for a specific product or regulation and take necessary action
- GS8.** Plan and organise steps/ actions as per the company's guidelines, if any violation of the code of ethics is noticed in the company
- GS9.** Plan and organise training sessions and sensitisation sessions for workforce
- GS10.** Plan review meetings to monitor compliance with ethics and regulations
- GS11.** Prevent company and customer information leakage
- GS12.** Provide proper advice or guidance to colleagues to deal with sensitive issues
- GS13.** Suggest solutions to managers and workers when in an ethical dilemma
- GS14.** Identify conflict of interests and take necessary actions
- GS15.** Review reports to identify common trends of defaults
- GS16.** Conduct a review to analyse the reasons for the default
- GS17.** Check that all regulatory compliances are adhered to
- GS18.** Check that any unethical behaviour gets captured before damage or negative impact happens
- GS19.** Write Health and safety compliance report
- GS20.** Interpret general health and safety guidelines
- GS21.** Communicate general health and safety guidelines to co-workers
- GS22.** Decide on the corrective action to be taken in case of any potential hazards

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security measures during all activities</i>	<b>6</b>	<b>10</b>	-	<b>2</b>
<b>PC1.</b> Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
<b>PC2.</b> Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
<b>PC3.</b> Follow organisation procedures concerning documentation.	1	2	-	-
<b>PC4.</b> Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
<i>Maintain a healthy and hygienic workplace</i>	<b>5</b>	<b>14</b>	-	<b>3</b>
<b>PC5.</b> Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
<b>PC6.</b> Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
<b>PC7.</b> Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
<b>PC8.</b> Undertake periodical preventive health check-ups.	1	3	-	1
<b>PC9.</b> Participate in fire drills and follow 5S at workplace.	1	3	-	-
<i>Handle emergency situations</i>	<b>6</b>	<b>9</b>	-	<b>2</b>
<b>PC10.</b> Act immediately during emergencies and move to safety.	2	2	-	1
<b>PC11.</b> Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
<b>PC13.</b> Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
<i>Maintain integrity and ensure data security</i>	<b>4</b>	<b>8</b>	-	-
<b>PC14.</b> Refrain from indulging in corrupt practices.	2	3	-	-
<b>PC15.</b> Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
<b>PC16.</b> Protect data and information related to business or commercial decisions.	1	3	-	-
<i>Professional and ethical practice</i>	<b>4</b>	<b>8</b>	-	<b>1</b>
<b>PC17.</b> Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
<b>PC18.</b> Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
<b>PC19.</b> Consult senior management when in an ethical dilemma.	1	2	-	-
<i>Ensure regulatory compliance</i>	<b>5</b>	<b>11</b>	-	<b>2</b>
<b>PC20.</b> Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
<b>PC21.</b> Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
<b>PC22.</b> Report any issues with regulatory compliance.	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9911
<b>NOS Name</b>	Follow health, safety, security procedures and maintain integrity, ethics at workplace
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

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

## Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e-mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

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

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## 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

**KU11.** 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 and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** 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

**GS2.** communicate effectively using appropriate language in formal and informal settings



## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> 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.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> 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	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	08/05/2025
<b>Next Review Date</b>	30/04/2028
<b>NSQC Clearance Date</b>	08/05/2025

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions validated and approved 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 these criteria.
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 reassessment on the Qualification Pack.

### Minimum Aggregate Passing % at QP Level : 70

## Qualification Pack

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

### Minimum Passing % at NOS Level: 50

**(Please note:** A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

## Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1502.Acquire new key account clients	30	60	0	10	100	15
LSC/N1503.Maintain key account client relationship	30	60	0	10	100	15
LSC/N1504.Provide customer support and resolve complaints	30	60	0	10	100	15
LSC/N1505.Manage key consignor sales activities	30	60	0	10	100	15
LSC/N1506.Manage project cargo and exigencies	30	60	0	10	100	20
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>200</b>	<b>390</b>	<b>-</b>	<b>60</b>	<b>650</b>	<b>100</b>



## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.