



# Model Curriculum

**QP Name: EXIM Supervisor**

**QP Code: LSC/Q2104**

**QP Version: 3.0**

**NSQF Level: 5**

**Model Curriculum Version: 3.0**

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## Training Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	EXIM Logistics – Freight forwarding and customs clearance
<b>Occupation</b>	Freight forwarding operations, Customer service management, Customs clearance operation
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/ 3351 & 3122.4 and ISCO-08/3331
<b>Minimum Educational Qualification and Experience</b>	Completed UG Diploma or equivalent with 1 Year relevant experience in freight forwarding OR 12th Grade pass or equivalent with 4 years of relevant experience in freight forwarding OR Completed 3 year diploma after 10th with 2 years relevant experience in freight forwarding OR Previous relevant Qualification of NSQF Level 4 with 3 Years of relevant experience in Freight Forwarding
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	21
<b>Last Reviewed On</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Approval Date</b>	07/10/2025
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	28/02/2025
<b>Model Curriculum Valid Up to Date</b>	07/10/2028
<b>Model Curriculum Version</b>	3.0
<b>Minimum Duration of the Course</b>	540
<b>Maximum Duration of the Course</b>	540

## Program Overview

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

### Training Outcomes

At the end of the program, the learner will be able to:

- Prepare documentation for Export and Import processing including EDI filing
- Prepare resource allocation plan based on activities scheduled
- Manage customs clearance activities including documentation clearance, cargo inspection, clarification of queries and stakeholder coordination
- Perform freight forwarding by arranging necessary documentation, inspection and transportation
- Comply to workplace integrity, ethical and regulatory practices.
- Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms.
- Inspect invoices for correct application of GST.
- Generate business for the organisation and manage relationships with stakeholders including clients, customs, PGAs etc

### Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Bridge Module</b>	<b>20</b>	<b>10</b>			<b>30</b>
Module 1: Introduction to EXIM Supervisor	20	10			30
<b>LSC/N2134 – Allocate resources and supervise work in EXIM V3.0 NSQF Level 5</b>	<b>30</b>	<b>50</b>	<b>10</b>		<b>90</b>
Module 2: Resource allocation and EXIM operations management	30	50	10		90
<b>LSC/N2135 – Supervise freight forwarding activities V3.0 NSQF Level 5</b>	<b>30</b>	<b>50</b>	<b>10</b>		<b>90</b>
Module 3: Supervision of freight forwarding activities	30	50	10		90
<b>LSC/N2343– Supervise customs clearance activities V4.0 NSQF Level 5</b>	<b>30</b>	<b>50</b>	<b>10</b>		<b>90</b>
Module 4: Supervision of customs clearance activities	30	50	10		90
<b>LSC/N6506– Risk Management in transportation V1.0 NSQF Level 5</b>	<b>35</b>	<b>55</b>			<b>90</b>
Module 5: Risk Management in Transportation	35	55			90
<b>LSC/N9701 –Manage Business and stakeholder relations V4.0 NSQF Level 5</b>	<b>20</b>	<b>40</b>			<b>60</b>

Module 6: Business development and stakeholder relations	20	40			60
<b>LSC/N9911: Follow health, safety, and security procedures and maintain integrity and ethics at the workplace</b> <b>V1.0</b> <b>NSQF Level 5</b>	<b>20</b>	<b>10</b>			<b>30</b>
Module 7: Compliance with Health, safety, integrity and ethics at workplace	20	10			30
<b>Employability Skills</b> <b>DGT/VSQ/N0102</b>	<b>30</b>	<b>30</b>			<b>60</b>
<b>Total Duration</b>	<b>215</b>	<b>295</b>	<b>30</b>		<b>540</b>

# Module Details

## Module 1: Introduction to EXIM Supervisor

*Mapped to Bridge Module*

### Terminal Outcomes:

- Describe the basic structure and function of the supply chain
- Detail the various functions of freight forwarding

<b>Duration:</b> 20:00	<b>Duration:</b> 10:00
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Explain the various sub-sectors of logistics and the opportunities in them</li> <li>• Detail activities and job roles in EXIM</li> <li>• Describe the various roles and responsibilities of an EXIM supervisor.</li> <li>• Discuss the documentation requirements in EXIM operations</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Classify the components of supply chain and logistics sector</li> <li>• Identify the various MHEs and equipment used in couriers/express operations</li> <li>• Prepare the necessary documentation in EXIM operations</li> <li>• Demonstrate your job role as EXIM supervisor and interface with other job roles</li> </ul>
<p><b>Classroom Aids</b></p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p><b>Tools, Equipment and Other Requirements</b></p> <p>Computers with MS office, LLMS (Learning version)</p>	

## Module 2: Resource allocation and EXIM operations management

Mapped to LSC/N2134, V3.0

### Terminal Outcomes:

- Detail the steps involved in resource allocation and EXIM operations management
- Detail the compliance regulations concerning customs, shipping processes, and required documentation, understanding how to monitor and ensure accuracy in documentation to prevent delays.

<b>Duration: 30:00</b>	<b>Duration: 50:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the importance of budgeting and allocating resources effectively, ensuring that tasks are completed within the required timeframe and that the costs are controlled.</li> <li>• Describe the concept of task delegation, including how to assign tasks based on individual strengths and expertise and the importance of clear responsibility and accountability in teamwork.</li> <li>• Elaborate on creating a well-structured daily work plan, understanding how to prioritise tasks, identify exceptions, and ensure that the most critical tasks are given top priority.</li> <li>• Explain the communication protocols required to coordinate effectively with internal and external stakeholders, including clients, customs officials, and logistics providers, ensuring smooth operations and problem resolution.</li> <li>• Detail the compliance regulations concerning customs, shipping processes, and required documentation, understanding how to monitor and ensure accuracy in documentation to prevent delays.</li> </ul>	<ul style="list-style-type: none"> <li>• Allocate resources based on task requirements and budget constraints, ensuring that each task is properly resourced and completed within the deadlines.</li> <li>• Demonstrate the ability to assign tasks to team members according to their specific skills and experience, ensuring optimised productivity and minimal errors in the shipment process.</li> <li>• Develop a daily work plan by prioritising tasks, addressing exceptions, and ensuring that all critical tasks are planned for completion, considering any urgent requirements.</li> <li>• Implement daily reviews of allocated tasks, monitor progress, check the accuracy of documentation, and provide feedback to team members to ensure compliance and efficient operation.</li> <li>• Resolve issues related to documentation errors or delays by escalating to managers when necessary, coordinating with relevant departments, and ensuring prompt issue resolution.</li> </ul>
<b>Classroom Aids</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Indian Customs EDI System (ICES), Indian Customs Electronic Commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, SOP, sample documentation formats, computers with MS office, projector, TV, stationery, worksheets, etc.	

## Module 3: Supervision of freight forwarding activities

Mapped to LSC/N2135, V3.0

### Terminal Outcomes:

- Detail the appropriate steps to be followed for effective supervision of freight forwarding activities as per SOP

<b>Duration:</b> 30:00	<b>Duration:</b> 50:00
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Discuss the key elements of freight operations, including resource allocation, coordination with multiple stakeholders, and the ability to manage priorities and high-priority shipments.</li> <li>• Describe the principles of GST invoicing, including the correct application of taxable values, tax rates, exemptions, and reverse charge mechanisms, and the importance of accurate records for compliance.</li> <li>• Explain the different modes of transportation (air, sea, road, and rail), the role of logistics providers, and the process of offering cost-effective, multimodal transportation solutions to clients.</li> <li>• Detail the necessary customs documentation (such as bills of lading and shipping bills), and the process of ensuring that goods comply with import/export restrictions, tariffs, and customs regulations.</li> <li>• Elaborate on the key aspects of client interaction, including providing updates on the shipment status, addressing issues such as customs objections or discrepancies, and ensuring smooth communication between clients and freight operators.</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Plan daily freight operations, allocate resources based on priorities and pending activities, and ensure timely execution of all planned activities.</li> <li>• Perform regular inspections of goods during unloading, ensuring that damaged goods are identified, segregated, and appropriately handled for further action.</li> <li>• Coordinate with transport supervisors, shipping agents, and customs authorities to ensure that freight movements are handled smoothly and on time.</li> <li>• Verify GST invoices for errors, approve correct invoicing, and check compliance with tax regulations, ensuring that all mandatory details are correctly included on invoices.</li> <li>• Maintain clear communication with clients, shippers, customs authorities, and other stakeholders to resolve any document mismatches, delays, or issues with shipments and ensure the successful delivery of goods.</li> </ul>
<p><b>Classroom Aids</b></p>	
<p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p><b>Tools, Equipment and Other Requirements</b></p>	
<p>Indian Customs EDI System (ICES), Indian Customs Electronic Commerce/ Electronic Data Gateway (ICEGATE), Remote EDI System (RES), MS Office, computers with MS office, projector, stationery, SOPs etc.</p>	

## Module 4: Supervision of customs clearance activities

Mapped to LSC/N2343, V4.0

### Terminal Outcomes:

- Detail the steps to be followed for effective supervision of customs clearance activities

<b>Duration: 30:00</b>	<b>Duration: 50:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Explain the latest customs regulations and the importance of correctly classifying products under the appropriate HSN codes to ensure smooth customs processing and take advantage of applicable benefits.</li> <li>• Describe the process of calculating duties and tariffs for imports and exports, including how export schemes and drawbacks work and how to apply them correctly.</li> <li>• Discuss the importance of Rules of Origin (ROO) certificates in ensuring the authenticity and eligibility of goods for preferential treatment under international trade agreements.</li> <li>• Elaborate the correct procedures for filing customs documentation, such as Bills of Entry, Bill of Lading, and import/export declarations, ensuring all paperwork is accurate and filed within the required timelines.</li> <li>• Detail on how to effectively liaise with stakeholders, including customs authorities, transporters, clients, and customs brokers, to ensure smooth coordination of cargo clearance and address any regulatory issues that arise.</li> </ul>	<ul style="list-style-type: none"> <li>• Ensure that the team is up to date with new customs regulations and provide clarification on any queries regarding the customs clearance process to maintain compliance.</li> <li>• Verify all required customs documents to ensure their accuracy and timeliness for customs processing and clearance.</li> <li>• Calculate the applicable duties, tariffs, and export drawbacks for shipments based on the Harmonized System of Nomenclature (HSN) codes, ensuring proper classification and benefits under export schemes.</li> <li>• Inspect goods during unloading to ensure that there is no damage, and coordinate with transport supervisors to ensure that the cargo is handled properly and reaches its destination safely.</li> <li>• Communicate effectively with customs officials, transport supervisors, clients, and other stakeholders to address queries, resolve delays, and ensure timely cargo clearance and release.</li> </ul>
<b>Classroom Aids</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Indian Customs EDI System (ICES), Indian Customs Electronic commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, MHE, SOP, sample documentation formats, computers with MS office, projector, TV, stationery, worksheets, etc.	

## Module 5: Risk Management in Transportation

Mapped to LSC/N6506, V1.0

### Terminal Outcomes:

- Describe how to analyse freight spending against industry trends, assess operational inefficiencies, and find cost-saving opportunities by leveraging data from various sources like trucking spot rates, equipment orders, and freight trends.
- Identify opportunities to optimise transportation routes and freight capacities (including "less than truckload" shipments), ensuring that vehicles and freight vessels are utilised efficiently to maximise profitability.

<b>Duration: 35:00</b>	<b>Duration: 55:00</b>
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Describe how to analyse freight spending against industry trends, assess operational inefficiencies, and find cost-saving opportunities by leveraging data from various sources like trucking spot rates, equipment orders, and freight trends.</li> <li>• Elaborate on the process of risk quantification in freight operations, including how to analyse historical transit times, delays, service failures, and freight expenses to identify patterns and potential areas for cost reduction or risk mitigation.</li> <li>• Explain the key risk factors in the supply chain, such as carrier reliability, vehicle maintenance, and geopolitical conditions, and how these risks can impact freight operations, including delays, increased costs, and service failures.</li> <li>• Detail the methods for identifying high-risk business areas, including products, business lines, or geographies, and the various strategies available to mitigate those risks.</li> <li>• Discuss the role of digital freight markets, TMS solutions, and API integration in optimising costs, reducing the risk of lost shipments, and enhancing overall operational efficiency through automated tracking, booking, and load tendering processes.</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Perform comprehensive freight spend analysis by populating and integrating data from various systems (TMS, fuel purchasing, customs, bill of lading, etc.) and analysing both forward and reverse costs associated with freight operations.</li> <li>• Use scorecards to assess and compare carrier performance across different metrics and identify key performance trends for future decision-making.</li> <li>• Assess and substantiate risk exposures through facts-based analysis, identify high-risk areas in the business and analyse business processes for continuous monitoring and improvement.</li> <li>• Identify opportunities to optimise transportation routes and freight capacities (including "less than truckload" shipments), ensuring that vehicles and freight vessels are utilised efficiently to maximise profitability.</li> <li>• Use route optimisation solutions, transportation planning tools, and weather forecast technologies to mitigate risks related to weather and transit delays and ensure more agile and responsive transportation planning.</li> </ul>
<p><b>Classroom Aids</b></p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p><b>Tools, Equipment and Other Requirements</b></p> <p>LLMS (Learning version), SOP, TMS (Learning version), Teaching board, computers with MS office, projector, video player, stationery, worksheets and TV</p>	

## Module 6: Business development and stakeholder relations

### Mapped to LSC/N9701, V4.0

#### Terminal Outcomes:

- Detail the steps to be followed for business development
- Explain the process of preparing and implementing a sales plan, including identifying new client acquisition strategies and setting clear sales targets.

<b>Duration: 20:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe how to gather market intelligence by staying updated with service offerings and industry developments to identify potential business opportunities.</li> <li>• Explain the process of preparing and implementing a sales plan, including identifying new client acquisition strategies and setting clear sales targets.</li> <li>• Discuss how to identify and analyse client business needs and offer customised and bundled solutions that align with those needs.</li> <li>• Detail the essential principles of negotiating terms with clients, closing deals, and collecting the necessary client details, such as organisational and payment information.</li> <li>• Elaborate on the importance of maintaining strong, long-term client relationships through regular communication, feedback collection, and the provision of value-added services.</li> </ul>	<ul style="list-style-type: none"> <li>• Prepare and implement a sales plan for acquiring new clients, including tracking targets and ensuring follow-up actions are performed effectively.</li> <li>• Practice meeting clients to present new services, take feedback on existing ones, and offer tailored solutions to meet their needs.</li> <li>• Use a company's sales database to obtain and manage lists of existing clients and new prospects, prioritising them for outreach based on previous relationship-building efforts.</li> <li>• Negotiate with clients on cost, finalize contracts, and ensure proper collection of organizational and payment details to ensure a smooth deal closure.</li> <li>• Interact regularly with clients through phone calls, emails, or visits to address queries, resolve grievances, and provide updates about new offerings and discounts.</li> </ul>
<b>Classroom Aids</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Computers with MS office, Management information system (MIS), Enterprise Resource Planning (ERP), performance review software, budgeting and forecasting software, stationery, worksheets, SOP etc	

## Module 7: Compliance with Health, safety, integrity and ethics at workplace

*Mapped to LSC/N9911, v1.0*

### Terminal Outcomes:

- Discuss the health, safety and security procedures in warehousing
- Inspect the activity area and equipment, for appropriate and safe conditions

<b>Duration: 20:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Detail the safety regulations and procedures w.r.t fire hazards, biohazards, etc.</li> <li>• Explain various PPE utilized in logistics and their uses.</li> <li>• Describe data safety regulations and clear worktable policy.</li> <li>• Explain the importance of taking care of personal health and hygiene.</li> <li>• Detail the standard procedures to be followed during emergency situations.</li> <li>• Explain 5s at workplace and code of ethics.</li> </ul>	<ul style="list-style-type: none"> <li>• Follow health, safety and security measures during all activities.</li> <li>• Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.</li> <li>• Recognize unsafe conditions and safety practices at the workplace and report it to concerned authorities.</li> <li>• Comply with data safety regulations of the organization and follow clear worktable policy.</li> <li>• Maintain personal health and hygiene.</li> <li>• Practice basic first aid methods.</li> <li>• Follow procedures to handle emergency situations.</li> <li>• Protect data and information related to business or commercial decisions</li> <li>• Prevent company and customer information leakage.</li> <li>• Refrain from indulging in corrupt practices and consult senior management when in an ethical dilemma.</li> <li>• Follow organization procedures with respect to documentation.</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Computers with MS office, PPE, MHE, instructional material, safety guidelines, safety signs etc., LLMS (Learning version), WMS (Learning version)	

## Module 8: Employability Skills

Mapped to DGT/VSQ/N0102, v1.0

### Terminal Outcomes:

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

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Discuss the Employability Skills required for jobs in various industries</li> <li>• List different learning and employability related GOI and private portals and their usage</li> <li>• Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen</li> <li>• Discuss importance of relevant 21st century skills.</li> <li>• Describe the benefits of continuous learning.</li> <li>• Explain the importance of active listening for effective communication</li> <li>• Discuss the significance of working collaboratively with others in a team</li> <li>• Discuss the significance of escalating sexual harassment issues as per POSH act.</li> <li>• List the common components of salary and compute income, expenditure, taxes, investments etc.</li> <li>• Discuss the legal rights, laws, and aids</li> <li>• Describe the role of digital technology in today's life</li> <li>• Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely</li> <li>• Explain the types of entrepreneurship and enterprises</li> <li>• Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</li> <li>• Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</li> <li>• Detail the significance of analyzing different types and needs of customers</li> <li>• Explain the significance of identifying customer needs and responding to them in a professional manner.</li> </ul>	<ul style="list-style-type: none"> <li>• Practice different environmentally sustainable practices.</li> <li>• Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.</li> <li>• Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</li> <li>• Read and interpret text written in basic English</li> <li>• Write a short note/paragraph / letter/e -mail using basic English</li> <li>• Create a career development plan with well-defined short- and long-term goals</li> <li>• Communicate effectively using verbal and nonverbal communication etiquette.</li> <li>• Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</li> <li>• Outline the importance of selecting the right financial institution, product, and service</li> <li>• Demonstrate how to carry out offline and online financial transactions, safely and securely</li> <li>• Operate digital devices and use the associated applications and features, safely and securely</li> <li>• Create sample word documents, excel sheets and presentations using basic features</li> <li>• Utilize virtual collaboration tools to work effectively</li> <li>• Devise a sample business plan, for the selected business opportunity</li> <li>• Create a professional Curriculum Vitae (CV)</li> <li>• Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively</li> <li>• Perform a mock interview</li> </ul>

- Discuss the significance of maintaining hygiene and dressing appropriately
- Explain the significance of maintaining hygiene and confidence during an interview
- List the steps for searching and registering for apprenticeship opportunities

**Classroom Aids**

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

**Tools, Equipment and Other Requirements**

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

# Annexure

## Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Any degree		2	EXIM			

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “EXIM Supervisor” mapped to QP: “LSC/Q2104, V3.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2601, V2.0” with minimum score of 80%

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Any degree		2	EXIM			

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "EXIM Supervisor" mapped to QP: "LSC/Q2104, V3.0". Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, V2.0" with minimum score of 80%

## Assessment Strategy

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

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

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

The following tools would be used for final assessment:

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

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

2. **Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioural aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.
3. **On-Job Training:** OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.
4. **Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:
  - i. True / False Statements
  - ii. Multiple Choice Questions
  - iii. Matching Type Questions
  - iv. Fill in the blanks
  - v. Scenario based Questions
  - vi. Identification Questions

### QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and

introduction to LSC Assessment Framework, competency-based assessments, assessors guide etc. LSC conducts “Training of Assessors” program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

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



## References

## Glossary

Term	Description
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>OJT (M)</b>	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site.
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

## Acronyms and Abbreviations

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