



# Model Curriculum

**QP Name: Special Cargo Operations Coordinator**

**QP Code: LSC/Q2121**

**QP Version: 1.0**

**NSQF Level: 4.5**

**Model Curriculum Version: 1.0**

## Table of Contents

Training Parameters.....	2
Program Overview .....	3
Training Outcomes .....	3
Compulsory Modules .....	3
Module 1: Introduction to Special Cargo Operations Coordinator.....	5
Module 2: Special Cargo Reservation .....	6
Module 3: Tracking and transport of special cargo.....	7
Module 4: Special cargo movement .....	8
Module 5: Handling exceptions during special cargo operations.....	9
Module 6: Regulatory Compliance and Risk Management.....	10
Module 7: Health, safety, security procedures. ....	11
Annexure.....	14
Trainer Requirements .....	14
Assessor Requirements.....	15
Assessment Strategy.....	16
References.....	18
Glossary.....	18
Acronyms and Abbreviations.....	19

## Training Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	EXIM Logistics – Freight forwarding and customs clearance
<b>Occupation</b>	Freight forwarding operations, customs clearance operation
<b>Country</b>	India
<b>NSQF Level</b>	4.5
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/ 3331
<b>Minimum Educational Qualification and Experience</b>	12th Grade Pass or equivalent with 1.5 years of relevant experience in freight forwarding OR 10th Grade pass or equivalent with 4.5 years of relevant experience in freight forwarding OR Previous relevant Qualification of NSQF Level 4 with 1.5 year relevant experience in freight forwarding OR Previous relevant Qualification of NSQF Level 3.5 with 3 year relevant experience in freight forwarding
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18
<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>	1.0
<b>Model Curriculum Creation Date</b>	07/10/2025
<b>Model Curriculum Valid Up to Date</b>	07/10/2028
<b>Model Curriculum Version</b>	1.0
<b>Minimum Duration of the Course</b>	480
<b>Maximum Duration of the Course</b>	480

## Program Overview

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

### Training Outcomes

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

- Describe the basic structure and function of the supply chain
- Detail the various responsibilities of a Special Cargo Operations Coordinator
- Explain the specific regulatory requirements for special cargo types, such as dangerous goods, livestock, and perishables, and the necessary documentation for each.
- Detail the steps involved in booking Special Cargo
- Elaborate the process of performing preliminary checks
- Describe the process of tracking and transport of special cargo.
- Detail the steps to be followed for effective special cargo movement
- Explain the steps to be followed for Handling exceptions during special cargo handling
- Describe the steps to be followed for Managing special cargo and special products with unique requirements
- Elaborate on Complying with National and International regulations and safety standards
- Describe the process of Risk Management for special cargo
- Detail the steps involved in the implementation of health & safety measures
- Follow organisation procedures with respect to documentation.

### Compulsory Modules

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

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Bridge Module</b>	<b>20</b>	<b>10</b>			<b>30</b>
Module 1: Introduction to Special Cargo Operations Coordinator	20	10			30
<b>LSC/N2148 – Perform reservations for special cargo.</b> <b>V1.0</b> <b>NSQF Level 4</b>	<b>20</b>	<b>35</b>	<b>5</b>		<b>60</b>
Module 2: Special Cargo Reservation	20	35	5		60
<b>LSC/N2149 – Track and coordinate the transit of special cargo.</b> <b>V1.0</b> <b>NSQF Level 4</b>	<b>20</b>	<b>35</b>	<b>5</b>		<b>60</b>
Module 3: Tracking and transport of special cargo	20	35	5		60
<b>LSC/ N2150: Manage special cargo movement through various modes of transport</b> <b>V1.0</b> <b>NSQF Level 4</b>	<b>20</b>	<b>35</b>	<b>5</b>		<b>60</b>
Module 4: Special cargo movement	20	35	5		60

<b>LSC/N2151 Resolve exceptions during special cargo operations</b> V1.0 NSQF Level 4	<b>20</b>	<b>35</b>	<b>5</b>		<b>60</b>
Module 5: Handling exceptions during special cargo handling	20	35	5		60
<b>LSC/ N2152: Ensure regulatory compliance and Risk Management</b> V1.0 NSQF Level 4	<b>20</b>	<b>35</b>	<b>5</b>		<b>60</b>
Module 6: Regulatory Compliance and Risk Management	20	35	5		60
<b>LSC/N2153: Follow health, safety and security procedures at cargo operational area</b> V1.0 NSQF Level 4	<b>20</b>	<b>35</b>	<b>5</b>		<b>60</b>
Module 7: Health, safety, security procedures	20	35	5		60
<b>Employability Skills</b> DGT/VSQ/N0103	<b>30</b>	<b>60</b>			<b>90</b>
<b>Total Duration</b>	<b>170</b>	<b>280</b>	<b>30</b>		<b>480</b>

# Module Details

## Module 1: Introduction to Special Cargo Operations Coordinator

### Mapped to Bridge Module

#### Terminal Outcomes:

- Describe the basic structure and function of the supply chain
- Detail the various responsibilities of a Special Cargo Operations Coordinator

<b>Duration:</b> 20:00	<b>Duration:</b> 10:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Detail the various sub-sectors of logistics and the opportunities in them</li> <li>• Elaborate about special cargo.</li> <li>• Detail various activities in EXIM</li> <li>• Detail the various roles and responsibilities of a Special Cargo Operations Coordinator.</li> <li>• Discuss the documentation requirements in EXIM operations</li> </ul>	<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 Special Cargo Operations Coordinator and interface with other job roles</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, LLMS (Learning Version)	

## Module 2: Special Cargo Reservation

*Mapped to LSC/N2148, V1.0*

### Terminal Outcomes:

- Describe the specific regulatory requirements for special cargo types, such as dangerous goods, livestock, and perishables, and the necessary documentation for each.
- Detail the steps involved in booking Special Cargo
- Elaborate the process of performing preliminary checks

<b>Duration: 20:00</b>	<b>Duration: 35:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List down the different types of special cargo (like dangerous goods or live animals) and the rules for handling them.</li> <li>• Explain what documents (like Bills of Lading, permits, etc.) are needed for shipping special cargo and the regulations that must be followed.</li> <li>• Describe how shipping charges work, including how to calculate and explain charges based on weight and handling.</li> <li>• Discuss how to book air cargo, create the necessary documents (like air waybills), and follow regulations for air transport.</li> <li>• Elaborate on shipping special cargo by sea, including packaging, safety rules, and working with shipping companies to ensure the cargo is handled properly.</li> </ul>	<ul style="list-style-type: none"> <li>• Identify what kind of special cargo you have (like dangerous goods or live animals) and make sure all required documents, permits, and licenses are in order.</li> <li>• Keep the shipment system updated, noting which requirements have been met and which are still pending.</li> <li>• Ensure the customer understands the charges for shipping special cargo, including any extra fees, and collect payment.</li> <li>• Generate the air waybill correctly according to the rules and give it to the customer so that the bookings are optimised for space on the flight.</li> <li>• Verify that sea shipments follow the rules (like packing and fumigation), check all documents, and work with the shipping company for smooth handling.</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>	
IATA regulations, sample MSDS, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.	

## Module 3: Tracking and transport of special cargo

*Mapped to LSC/N2149, V1.0*

### Terminal Outcomes:

- Elaborate about the process of tracking and transport of special cargo.

<b>Duration: 20:00</b>	<b>Duration: 35:00</b>
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Elaborate on the required documents for special cargo, including customs declarations, inspection certificates, and packing lists.</li> <li>• List the safety data sheets and regulations related to the packing and securing of special cargo, including specific cargo types.</li> <li>• Explain how GPS and other technologies are used to monitor the transit status and location of special cargo in real time.</li> <li>• Describe the correct procedures for handling oversized, fragile, or dangerous goods, including loading, unloading, and securing the cargo.</li> <li>• Detail the process of providing updates and feedback to clients, shipping companies, and authorities, including reporting any issues or improvements in the transport process.</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Verify the booking status of special cargo before accepting the goods to ensure that all requirements are in place.</li> <li>• Inspect cargo to ensure it is packed according to regulations and has proper signage for safety and compliance.</li> <li>• Track cargo in real-time using GPS and other tracking technologies to ensure it's on schedule.</li> <li>• Work with port authorities or agents to ensure smooth unloading and timely delivery of the cargo to the correct consignee.</li> <li>• Physically inspect the cargo before and after transport, reporting any damage or discrepancies and ensuring that the cargo arrives in the expected condition.</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>IATA regulations, sample MSDS, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.</p>	

## Module 4: Special cargo movement

### Mapped to LSC/N2150, V1.0

#### Terminal Outcomes:

- Detail the steps to be followed for effective special cargo movement

**Duration:** 20:00

#### Theory – Key Learning Outcomes

- Detail the procedures for inspecting and accepting ULDs, especially for perishable cargo, including the necessary serviceability checks.
- Elaborate how GPS, AIS, and tracking systems are used in real-time to monitor and manage the transit of special cargo by air and sea.
- Describe the safety protocols required for transporting hazardous materials or high-value shipments, both on the road and in the air.
- Explain the necessary permits, weight restrictions, and regulations for transporting special cargo across various regions.
- Describe rail transport considerations, such as scheduling, suitable railcars, and the types of cargo that require special equipment.

**Duration:** 35:00

#### Practical – Key Learning Outcomes

- Conduct a quality check on ULD contour and serviceability, ensuring it's suitable for perishable cargo before acceptance.
- Use carrier's tracking systems, GPS, and AIS (Automatic Identification System) to monitor the movement of vessels and cargo for air and sea shipments.
- Work with port authorities to ensure that facilities and equipment are suitable for the special cargo's requirements.
- Plan the best transport route for special cargo considering weight restrictions, obstacles, and legal limits.
- Ensure appropriate railcars and schedules are arranged for special cargo, such as oversized items or refrigerated goods, to ensure timely transport.

#### Classroom Aids

Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser

#### Tools, Equipment and Other Requirements

IATA regulations, sample MSDS, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.

## Module 5: Handling exceptions during special cargo operations

Mapped to LSC/N2151, V1.0

### Terminal Outcomes:

- Detail the steps to be followed for Handling exceptions during special cargo handling
- Describe the steps to be followed for Managing special cargo and special products with unique requirements

<b>Duration:</b> 20:00	<b>Duration:</b> 35:00
<p><b>Theory – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Discuss the relevant TACT Rules, manuals, and regulatory documentation that govern special cargo bookings and ensure that shipments comply with these regulations.</li> <li>• Elaborate the use of appropriate product or handling codes and how they apply to special cargo types for proper management and documentation.</li> <li>• Describe the process of capacity optimisation and how it ensures that cargo is properly allocated space, especially when dealing with special or oversized shipments.</li> <li>• Detail the types of documents required for special cargo (such as hazard labels and customs approvals) and the procedures for ensuring their accuracy and completeness.</li> <li>• Explain how to identify and escalate issues involving special cargo, including pricing discrepancies, special approvals, or regulatory concerns, and understand how to resolve these issues efficiently.</li> </ul>	<p><b>Practical – Key Learning Outcomes</b></p> <ul style="list-style-type: none"> <li>• Demonstrate resolving problems related to required documents such as Shipper’s Letter of Instruction (SLI), packing list, or certificates, ensuring that all necessary documentation is in order for shipment.</li> <li>• Work closely with the capacity optimisation team to address situations where a shipment is queued for confirmation and requires special attention due to unique circumstances.</li> <li>• Ensure that special products or cargo types are handled according to the specific requirements and follow up throughout the transit process to avoid disruptions.</li> <li>• Evaluate the accuracy and authenticity of weight data provided for out-of-gauge or oversized shipments and ensure proper documentation is recorded.</li> <li>• Escalate cases that involve applying special rates or additional charges, such as Terminal Storage and Processing Charges (TSP), outside the standard published rates.</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>TACT Rules, manuals, regulatory documentation, sample hazard labels, Shipper’s Letter of Instruction (SLI), packing list, or certificates</p>	

## Module 6: Regulatory Compliance and Risk Management

*Mapped to LSC/N2152, V1.0*

### Terminal Outcomes:

- Elaborate on Complying with National and International regulations and safety standards
- Describe the process of Risk Management for special cargo

<b>Duration:</b> 20:00	<b>Duration:</b> 35:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Elaborate on customs regulations governing the import and export of special cargo, including all legal requirements for paperwork, inspections, and declarations.</li> <li>• Describe national and international regulations such as SOLAS (Safety of Life at Sea) regarding cargo securing and loading to prevent damage during transit.</li> <li>• Detail the regulations from bodies like IATA, ICAO, CITES, and AAI for the handling, documentation, and transport of special cargo by air.</li> <li>• Explain how to identify potential risks related to special cargo, including unique challenges associated with hazardous materials, perishable goods, and high-value shipments.</li> <li>• Describe the procedures for creating and implementing Standard Operating Procedures (SOPs) and emergency plans to address risks associated with special cargo during transportation.</li> </ul>	<ul style="list-style-type: none"> <li>• Verify that all necessary customs declarations, inspections, and clearance procedures for special cargo are completed as per local and international guidelines.</li> <li>• Follow the specific cargo securing, documentation, and safety protocols for handling special cargo, ensuring compliance with national and international standards.</li> <li>• Implement handling, loading, and unloading protocols according to port and airport-specific regulations to ensure the safe transport of special cargo.</li> <li>• Ensure that all required documents for special cargo shipments are received in advance, filed, and stored appropriately.</li> <li>• Follow environmental regulations, such as proper disposal of hazardous materials and adherence to MARPOL standards, to ensure environmental safety during cargo transit.</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>	
regulations from IATA, ICAO, CITES, SOLAS, AAI, MARPOL, sample documentations of Bill of Lading, Dangerous Goods Declaration, Hazardous Cargo Permits, sample SOPs	

## Module 7: Health, safety, security procedures.

*Mapped to LSC/N2153, V1.0*

### Terminal Outcomes:

- Detail the steps involved in the implementation of health & safety measures
- Follow organisation procedures with respect to documentation.

<b>Duration: 20:00</b>	<b>Duration: 35:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Detail safety procedures for preventing hazards (fire, biohazards) in the workplace.</li> <li>• Describe hygiene standards, data safety, and the importance of regular health check-ups.</li> <li>• Explain the emergency protocols like first aid, fire safety, and evacuation procedures.</li> <li>• Discuss ethical workplace behaviour, safeguarding customer data, and avoiding corruption.</li> <li>• Describe the inspection procedure to check the safe handling of hazardous goods</li> <li>• Discuss how to maintain documentation and assist in regulatory inspections.</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate safety measures, including wearing protective gear and preventing hazards.</li> <li>• Keep the workspace organised and follow hygiene protocols.</li> <li>• Act quickly in emergencies, provide first aid, and follow fire drills.</li> <li>• Report unethical behaviour and handle ethical dilemmas.</li> <li>• Maintain accurate documentation and assist with regulatory checks.</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 web camera, PPE, system tools, LLMS.	

## Module 8: Employability Skills

Mapped to DGT/VSQ/N0103, 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: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Outline the importance of Employability Skills for the current job market and future of work</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 relevant 21st century skills required for employment</li> <li>• Highlight the importance of practicing 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>• Explain the importance of communication etiquette including active listening for effective communication</li> <li>• Discuss the significance of escalating sexual harassment issues as per POSH act</li> <li>• Discuss various financial institutions, products, and services</li> <li>• Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions</li> <li>• Discuss the legal rights, laws, and aids</li> <li>• Describe the role of digital technology in day-to-day life and the workplace</li> <li>• Discuss the significance of displaying responsible online behaviour while using various social media platforms</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> </ul>	<ul style="list-style-type: none"> <li>• Research and prepare a note on different industries, trends, required skills and the available opportunities</li> <li>• Demonstrate how to practice different environmentally sustainable practices</li> <li>• Create a pathway for adopting a continuous learning mindset for personal and professional development</li> <li>• Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</li> <li>• Read and understand text written in basic English</li> <li>• Write a short note/paragraph / letter/e-mail using correct basic English</li> <li>• Create a career development plan</li> <li>• Identify well-defined short- and long-term goals</li> <li>• Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette</li> <li>• Write a brief note/paragraph on a familiar topic</li> <li>• Role play a situation on how to work collaboratively with others in a team</li> <li>• Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD</li> <li>• Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement</li> <li>• Calculate income and expenditure for budgeting</li> <li>• Demonstrate how to operate digital devices and use the associated applications and features, safely and securely</li> <li>• Demonstrate how to connect devices securely to internet using different means</li> <li>• Follow the dos and don'ts of cyber security to protect against cyber crimes</li> <li>• Create an e-mail id and follow e-mail etiquette to exchange e-mails</li> <li>• Show how to create documents, spreadsheets and presentations using appropriate applications</li> <li>• Utilize virtual collaboration tools to work effectively</li> </ul>

- Discuss various tools used to collect customer feedback
- Discuss the significance of maintaining hygiene and dressing appropriately
- Discuss the significance of maintaining hygiene and dressing appropriately for an interview
- List the steps for searching and registering for apprenticeship opportunities

- Create a sample business plan, for the selected business opportunity
- Classify different types of customers
- Demonstrate how to identify customer needs and respond to them in a professional manner
- Draft a professional Curriculum Vitae (CV)
- Use various offline and online job search sources to find and apply for jobs
- Role play a mock interview

#### **Classroom Aids**

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

#### **Tools, Equipment and Other Requirements**

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

# 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: “Special cargo operations coordinator” mapped to QP: “LSC/Q2121, V1.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2601, V2.0” with minimum score of 80%

## Assessor Requirements

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

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Special cargo operations coordinator” mapped to QP: “LSC/Q2121, V1.0”. Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0” with minimum score of 80%

## Assessment Strategy

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

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

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

The following tools would be used for final assessment:

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

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

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

- i. Guidance regarding NSQF
- ii. Qualification Pack Structure
- iii. Guidance for the assessor to conduct theory, practical and viva assessments
- iv. Guidance for trainees to be given by assessor before the start of the assessments.
- v. Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- vi. Viva guidance for uniformity and consistency across the batch.
- vii. Mock assessments
- viii. 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>OJT (R)</b>	On-the-job training (Recommended); trainees are recommended the 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 <b>upon the completion of the training.</b>
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do <b>upon the completion of a module.</b> 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