

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS SECTOR

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack: Container Freight Station (CFS) and Inland Container Depot (ICD) Supervisor (Options – Yard and Cargo Handling)

SECTOR: LOGISTICS

SUB-SECTOR: Ports Terminals, Container Freight Stations (CFS) and Inland Container Depots (ICD)

OCCUPATION: Port operation and management

REFERENCE ID: LSC/Q3502

ALIGNED TO: NCO – 2015 – 1324.02 and ISCO – 08 – 1324

Brief Job Description: The individual allocates resources for cargo handling and container movement, plans and supervises repair and maintenance of containers, while overseeing operations and general cleanliness within a CFS or ICD.

Option

Option 1: Yard and Cargo Handling

The unit is about supervising cargo handling and storage operations in the port terminal, ICD or CFS

Personal Attributes:

The job holder should plan and budget for activities. S/he should have digital/computer skills and mathematical aptitude to estimate yard space requirement, and quantity estimation. S/he should have English and Vernacular language proficiency, demonstrable in spoken, written and oral communication

Job Details	Qualifications Pack Code	LSC/Q3502		
	Job Role	CFS and ICD supervisor		
	Credits(NSQF)	TBD	Version number	1.0
	Sector	Logistics	Drafted on	30/06/2018
	Sub-sector	Port terminals, ICD and CFS	Last reviewed on	04/05/2019
	Occupation	Port Operation and Management	Next review date	04/05/2022
	NSQC Clearance on	DD/MM/YYYY		
	Effective from	DD/MM/YYYY		

Job Role	CFS and ICD supervisor
Role Description	The individual allocates resources for cargo handling and container movement, plans and supervises repair and maintenance of containers, while overseeing operations and general cleanliness within a CFS or ICD.
NSQF	5
Minimum Educational Qualifications	Graduate (or) Diploma/ Class XII with relevant experience (or) Class X with relevant experience
Maximum Educational Qualifications	-
Prerequisite License or Training	Not Applicable for License. Should be proficient and cleared Level 4
Minimum Job Entry Age	21 years
Experience	Diploma/ Class XII with 3 years of experience in Warehouse and EXIM/ Ports, ICD& CFS operations (or) Class X with 5 years of experience in Warehouse and EXIM/ Ports, ICD & CFS operations
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> LSC/N3501 Allocate resources and streamline operations in ports, ICD and CFS LSC/N3507 Extract and analyse shipment information from IT system LSC/N3503 Plan and ensure optimal utilization of yard space LSC/N3509 Plan and coordinate for optimal utilization of containers LSC/N3510 Plan and execute repair and maintenance of containers LSC/N3504 Handle hazardous goods LSC/N9904 Maintain and monitor integrity, and ethics in operations LSC/N9905 Follow and monitor health, safety and security procedures

	<p>Options (Not mandatory):</p> <p>Option 1: Yard and Cargo Handling 1.1 LSC/N3502 Yard planning and cargo handling</p>
Performance Criteria	As described in the relevant OS units

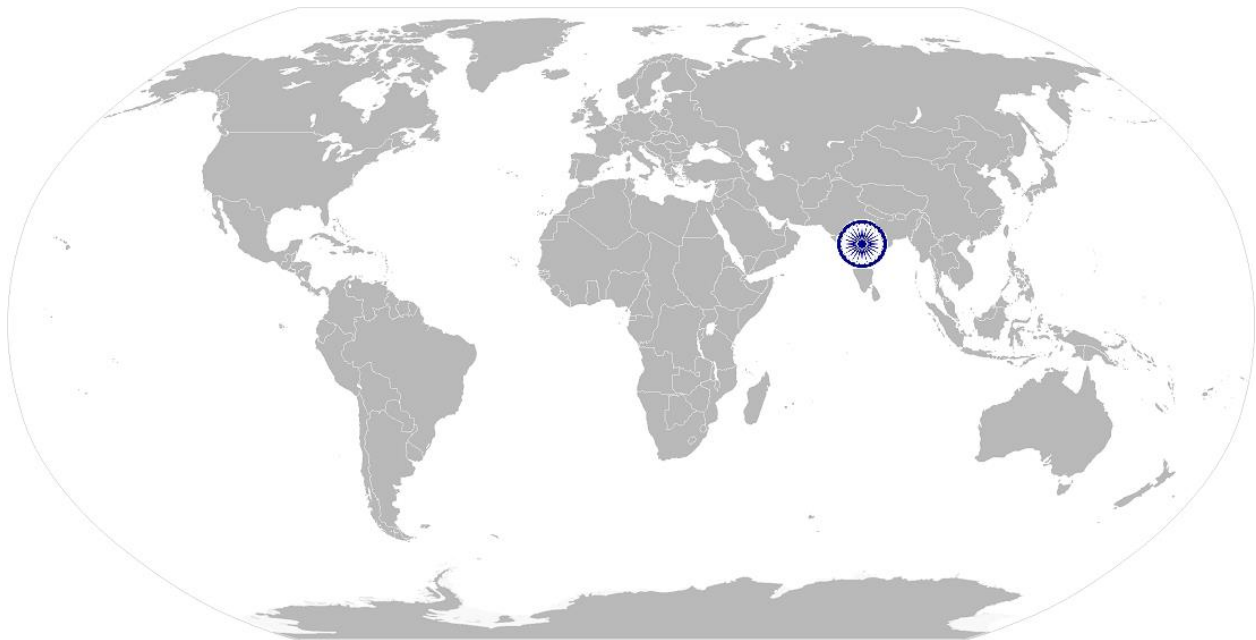
Keywords /Terms	Description
Core Skills/Generic Skills	Core Skills or Generic Skills are a group of skills that are key to learning and working in today's world. These skills are typically needed in any work environment. In the context of the NOS, these include communication related skills that are applicable to most job roles.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context
Electives	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 atleast one elective for the successful completion of a QP with Electives
Options	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack(QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-Sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish specific designated responsibilities.

Acronyms

Keywords /Terms	Description
CFS	Container Freight Station
DG	Directorate General
ERP	Enterprise Resource Planning
EXIM	Export Import
FCL	Full Container Load
GPS	Global Positioning System
HAZCHEM	Hazardous Chemicals
HR	Human Resources
ICD	Inland Container Depots
IMDG	International Maritime Dangerous Goods
LCL	Less than Container Load
MHE	Material Handling Equipment
MIS	Management Information Systems
NSQF	National Skills Qualifications Framework
OH&S	Occupational Health and Safety
OS	Occupational Standards
OSHA	Occupational Safety and Health Administration
PPE	Personal Protective Equipment
QP	Qualifications Pack
RFID	Radio-Frequency Identification
SOP	Standard Operating Procedure
VHF	Very High Frequency

National Occupational Standard



Overview

This unit is about allocating resources and streamlining operations at port terminal, Inland Container Depots (ICD) or Container Freight Station (CFS)

LSC/N3501

Allocate resources and streamline operations at yard

National Occupational Standard

Unit Code	LSC/N3501
Unit Title (Task)	Allocate resources and streamline operations at ports, ICD and CFS
Description	This unit is about allocating manpower and equipment for execution of work; supervision and streamlining operations at a port terminal, ICD or CFS
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Prepare daily work plan and allocate resources • Monitor daily operations • Yard Inspection • Resolve escalated issues <p>Range: Stationery, Radio-Frequency Identification (RFID) scanner, bar code scanner, plastic bags, markers, Personal Protective Equipment (PPEs), Enterprise Resource Planning (ERP), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHEs), etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Prepare daily work plan and allocate resources	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. obtain details of vessel docking plan, cargo and container movement plans, etc.</p> <p>PC2. develop daily work plan factoring in priority cases, time bound requirements, special handling requirements, etc.</p> <p>PC3. get the work plan approved from the yard manager or Container Freight Station (CFS)/ Inland Container Depot (ICD) manager and allocate tasks to workers and associates</p> <p>PC4. budget and allocate the requisite MHE for different tasks at hand</p>
Monitor daily operations	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. inspect yard for markings/demarcation, storage and cleanliness, as per safety norms</p> <p>PC6. monitor cargo loading, unloading and movement operations</p> <p>PC7. engage resources in alternate operation when there is a delay of planned operations</p> <p>PC8. allocate additional and ad-hoc manpower and equipment during exigency</p> <p>PC9. escalate issues regarding MHE operations, transporter delays, vessel delays, accidents, damages, etc. to manager</p> <p>PC10. provide corrective and preventive action plans based on accident and damage reports</p> <p>PC11. liaise with port officials, customs officials and external stakeholders</p>
Yard inspection	<p>To be competent, the user/ individual must be able to:</p> <p>PC12. conduct periodic inspection of the yard for cleanliness, usage of PPEs and adherence to Standard Operating Procedures (SOP) and regulations</p>

LSC/N3501 Allocate resources and streamline operations at port, ICD and CFS

	<p>PC13. ensure cargo bays are clearly marked and segregated, containers and cargo are stored as per prescribed norms</p> <p>PC14. check for parking and positioning of equipment as per SOP</p> <p>PC15. ensure all necessary precautions for storage of hazardous cargo are complied with and emergency services are available</p> <p>PC16. submit inspection report highlighting any deviation from SOP</p>
Resolve escalated issues	<p>To be competent, the user/ individual must be able to:</p> <p>PC17. review escalated issues and identify root cause for providing corrective action</p> <p>PC18. provide technical guidance to the team for execution</p> <p>PC19. escalate the issues to manager when external or additional help is required</p> <p>PC20. coordinate with other departments, transporters, freight operators, port authorities, shipping companies and others to resolve escalations if required</p>
Knowledge and understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. documentation and reporting as per organization's mandate</p> <p>KA3. security procedures to be followed</p> <p>KA4. escalation matrix for reporting identified problems</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. coding system followed to label cargo</p> <p>KA7. IT system and ERP system of the organization</p>
B. Technical knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. yard operations and its technicalities</p> <p>KB2. different type of cranes and MHEs – their capacities, constraints and usage</p> <p>KB3. use of rope, flags and other manual equipment</p> <p>KB4. vessel layout and loading and unloading activities</p> <p>KB5. different type of vessels, cargo, container sizes and their handling</p> <p>KB6. handling of hazardous and non-hazardous cargo – International Maritime Dangerous Goods (IMDG) code</p> <p>KB7. stuffing and de-stuffing norms with respect to different cargo and its special characteristics</p> <p>KB8. handling of hazardous and non-hazardous cargo - – IMDG code</p> <p>KB9. special characteristics and handling requirements of shipments, if any</p>
Skills (S)	
A. Core skills/ generic skills	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. shipping manifest, Bill of lading shipping bills and related documents</p> <p>SA3. ERP and computer generated reports</p>

LSC/N3501 Allocate resources and streamline operations at port, ICD and CFS

	<p>SA4. cargo stowage plans and vessel plans SA5. SOPs and safety regulation manuals</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to write:</p> <p>SA6. work-orders and instructions SA7. checklist of activities, delays, undelivered items, contacts, etc SA8. daily reports</p> <p>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know how to:</p> <p>SA9. communicate with customers, fireght operators, transporters, shipping companies, other supervisors and port authorities SA10. communicate with cargo equipment operators and ground staff over VHF radio SA11. guide cargo handlers for smooth operations</p>
<p>B. Professional skills</p>	<p>Decision making</p> <p>The user/individual on the job needs to know how to:</p> <p>SB1. decide on required workforce and equipment for performing a particular task SB2. assess the environmental condition and type of cargo to assess if it is safe for operations SB3. resolve a problem quickly internally SB4. prioritise shipments SB5. decide on deployment of alternate resources when required</p> <p>Plan and organize</p> <p>The user/individual on the job needs to know how to:</p> <p>SB6. plan and estimate the co-ordination required for resolving a query. SB7. maintain punctuality SB8. respond to the client in a timely manner SB9. prioritize and execute tasks based on client requirements SB10. make work plans and resource allocation plans SB11. check on execution of work plans SB12. be a team player and achieve joint goals</p> <p>Customer centricity</p> <p>The user/individual on the job needs to know how to:</p> <p>SB13. adhere to the customer timelines SB14. address the urgency regarding shipments and activities</p> <p>Problem solving</p> <p>The user/individual on the job needs to know how to:</p> <p>SB15. make adjustment to working requirements for difficult weathers and hazardous goods</p>

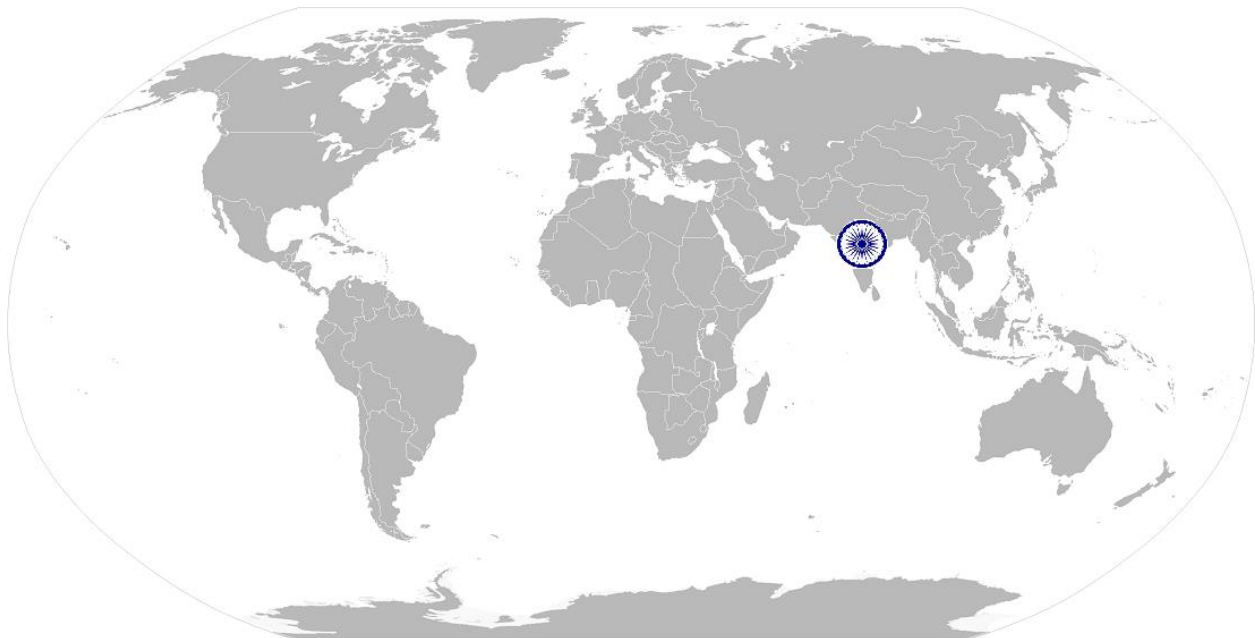
LSC/N3501 Allocate resources and streamline operations at port, ICD and CFS

	SB16. identify trends/common causes for delays, damages, etc.
	SB17. co-ordinate and handle major issues with different departments
	SB18. identify bottlenecks and operational problems and suggest remedial action
	Analytical thinking
	The user/individual on the job needs to know how to: SB19. assess the resource requirement for a particular task at hand SB20. assess and prepare for backup resources in case of delays SB21. plan for cargo movement so that the resources and storage space is optimally utilised
Critical thinking	
The user/individual on the job needs to know and understand how to: SB22. resolve issues in a quick and cost effective manner SB23. develop work plans factoring in external factors SB24. check that all security measures and safety protocols are followed at all times	

NOS Version Control

NOS Code	LSC/N3501		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Port terminals, ICD and CFS	Last reviewed on	28/03/2019
Occupation	Port Operation and Management (cargo handling, yard planning, vessel planning)	Next review date	28/03/2022

National Occupational Standard



Overview

This unit is about reading shipment tracking Enterprise Resource Planning (ERPs), extracting information and analysing the same

LSC/N3507 Extract and analyse shipment information from IT systems

National Occupational Standard

Unit Code	LSC/N3507
Unit Title (Task)	Extract and analyse shipment information from IT systems
Description	This unit is about reading shipment tracking ERPs, extracting information and analysing the same
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Feed information into the ERP • Track position of consignments and containers globally • Document and report <p>Range: Stationery, Standard Operating Procedures (SOP), Radio-Frequency Identification (RFID) scanner, bar code scanner, markers, ERP, computer, display board, printer, etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Feed information into ERP	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. obtain details of all containers moving in and out the Container Freight Station (CFS) including container number, cargo content, destination, shipper and vessel details, date of servicing, etc.</p> <p>PC2. cross verify container status based on physical inspection report and yard utilization report</p> <p>PC3. correct the information in the shipment tracking ERP</p>
Track position of consignments and containers globally	<p>To be competent, the user/ individual must be able to:</p> <p>PC4. track position of container in the ERP by feeding the Container index number</p> <p>PC5. extract information regarding present location, shipper details, cargo content, estimated date of arrival at destination, etc.</p> <p>PC6. estimate equipment and workforce requirement considering the type of cargo, stuffing/destuffing/packing requirement based on location and route</p>
Document and report	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. prepare detailed documentation and present the analysis to the CFS or Inland Container Depots (ICD) manager</p> <p>PC8. highlight any accidents, issues in tracking, etc.</p> <p>PC9. suggest corrective action in case of container packing mistakes, sealing errors, that has led to damage or accidents</p>
Knowledge and understanding (K)	

LSC/N3507 Extract and analyse shipment information from IT systems

<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. organizational procedures KA2. documentation and reporting as per organization's mandate KA3. security procedures to be followed KA4. escalation matrix for reporting identified problems KA5. risk and impact of not following defined procedures/work instructions KA6. coding system followed to label cargo KA7. IT system and ERP system of the organization
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. basics of operations in a port terminal, ICD and CFS KB2. use of various cargo handling equipment KB3. vessel layout and loading and unloading activities KB4. procedures of tank cleaning, cargo movement KB5. requirements regarding handling of cargo KB6. different type of vessels and cargo and container sizes KB7. different type of cranes and Material Handling Equipment (MHEs) – their capacities, constraints and usage KB8. handling of hazardous and non-hazardous cargo - – International Maritime Dangerous Goods (IMDG) code KB9. marking of material and people movement areas KB10. stuffing and de-stuffing norms with respect to different cargo KB11. special characteristics and handling requirements of shipments, if any KB12. different container tracking ERPs and their operation KB13. location of different destinations on the map and the globe
<p>Skills (S)</p>	
<p>C. Core skills/ generic skills</p>	<p>Reading skills</p>
	<p>The user/individual on the job needs to know how to read:</p> <ul style="list-style-type: none"> SA1. written instructions SA2. shiping manifest, Bill of lading shipping bills and related documents SA3. ERP and computer generated reports SA4. cargo stowage plans and vessel plans SA5. SOPs and safety regulation manuals
	<p>Writing skills</p>
	<p>The user/individual on the job needs to know how to write:</p> <ul style="list-style-type: none"> SA6. work-orders and instructions SA7. checklist of activities, delays, undelivered items, contacts, etc SA8. daily reports
	<p>Oral communication (listening and speaking skills)</p>
<p>The user/individual on the job needs to know how to:</p>	

LSC/N3507 Extract and analyse shipment information from IT systems

	<p>SA9. communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities</p> <p>SA10. communicate with cargo equipment operators and ground staff over VHF radio</p> <p>SA11. guide cargo handlers for smooth operations</p>
D. Professional skills	Decision making
	The user/individual on the job needs to know how to:
	SB1. decide if a particular shipment has been correctly tagged in the ERP
	SB2. decide the ageing and decide for container repairs and servicing
	Plan and organize
	The user/individual on the job needs to know how to:
	SB3. plan and estimate the co-ordination required for resolving a query.
	SB4. maintain punctuality
	SB5. respond to the client in a timely manner
	SB6. prioritize and execute tasks based on client requirements
	SB7. make work plans and resource allocation plans
SB8. make checks on execution of work plans	
SB9. be a team player and achieve joint goals	
Customer centricity	
The user/individual on the job needs to know how to:	
SB10. adhere to the customer timelines	
SB11. address the urgency regarding shipments and activities	
Problem solving	
The user/individual on the job needs to know how to:	
SB12. make adjustment to effectively track missing containers	
SB13. identify trends/common causes for delays, damages, etc.	
SB14. co-ordinate and handle major issues with different departments	
SB15. identify bottlenecks and operational problems and suggest remedial action	
Analytical thinking	
The user/individual on the job needs to know how to:	
SB16. assess if the available resources fit for the type and volume of cargo handled as per ERP	
SB17. identify commonly carried cargo and routes and destination	
SB18. plan for container repair and servicing	
Critical thinking	
The user/individual on the job needs to know and understand how to:	
SB19. resolve issues in a quick and cost effective manner	
SB20. develop inferences based on analysis and data of ERPs	
SB21. check that all security measures and safety protocols are followed at all times for all its containers across the globe	

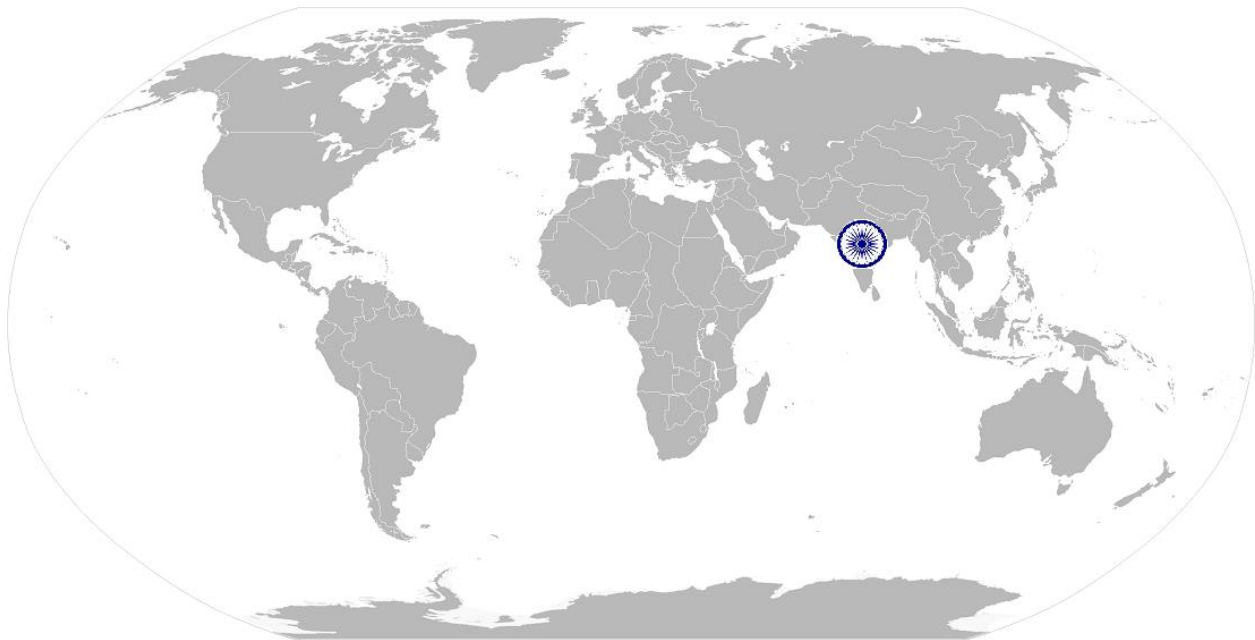
LSC/N3507 Extract and analyse shipment information from IT systems

NOS Version Control

NOS Code	LSC/N3507		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Port terminals, CFS and ICDs	Last reviewed on	28/03/2019
Occupation	Port Operation and Management (yard planning, vessel planning)	Next review date	28/03/2022



National Occupational Standard



Overview

This unit is about planning to ensure optimal utilization of yard space within the Inland Container Depots (ICD) or Container Freight Station (CFS)

LSC/N3503

Plan and ensure optimal utilization of yard space

National Occupational Standard

Unit Code	LSC/N3503
Unit Title (Task)	Plan and check for optimal utilization of yard space
Description	This unit is about planning to ensure optimal utilization of yard space within the port, CFS or ICD and supervision of timely cargo movement
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Review yard space utilization Assess storage requirement for incoming cargo Coordinate for timely movement of cargo Inspect yard <p>Range: Stationery, Standard Operating Procedures (SOP), Radio-Frequency Identification (RFID) scanner, bar code scanner, markers, Enterprise Resource Planning (ERP), computer, display board, printer, etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Review yard space utilization	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. review the yard and bay space utilization by cargo and container and assess current available storage capacity</p> <p>PC2. review ageing of different containers and dry bulk cargo that has come onto the port / CFS and are due for movement to the CFS/ client respectively</p> <p>PC3. conduct meeting with yard staff and check for reasons for over or underutilization of yard space, reasons for delay in cargo movement and take corrective action</p> <p>PC4. escalate issues to terminal manager if required</p>
Assess storage requirement of incoming cargo	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. obtain details of vessel berthing plan and cargo loading and unloading plan into the CFS, ICD</p> <p>PC6. check if the yard has appropriate yard capacity to handle the incoming cargo</p> <p>PC7. make adjustment by shipping out aged cargo onto the CFS, shipper or exporting the cargo onto the vessel (port in case of CFS)</p> <p>PC8. identify and finalise yards and bays for storage of incoming cargo considering the various demarcations and precautions to be taken, particularly for hazardous and dry bulk cargo</p> <p>PC9. prepare cargo storage plans based on vessel berthing plan and get it approved from the terminal manager</p> <p>PC10. communicate the cargo storage plan to the cargo handlers, lifting supervisors and vessel planners</p>
Coordinate for timely movement of cargo	<p>To be competent, the user/ individual must be able to:</p> <p>PC11. coordinate with vessels, transporters and shippers for movement cargo to</p>

LSC/N3503

Plan and ensure optimal utilization of yard space

	<p>and from the CFS/ICD</p> <p>PC12. oversee movement of cargo from port terminal, CFS via rail and road lines and export via vessels</p> <p>PC13. review cargo movement documentation and ensure correctness</p> <p>PC14. prepare report on cargo storage plans, their adherence, cargo movement plans and cargo ageing</p>
Inspect yard	<p>To be competent, the user/ individual must be able to:</p> <p>PC15. check for cleanliness, adequate use of Personal Protective Equipment (PPEs), regulations and norms for workforce are clearly followed</p> <p>PC16. ensure that cargo bays are clearly marked and segregated, containers and cargo are stored as per prescribed norms</p> <p>PC17. inspect that equipment are parked are right positions</p> <p>PC18. confirm that all necessary precautions for storage of hazardous cargo is in place including emergency services</p> <p>PC19. prepare inspection report highlighting any anomalies or changes, as required</p>
Knowledge and understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. documentation and reporting as per organization's mandate</p> <p>KA3. security procedures to be followed</p> <p>KA4. escalation matrix for reporting identified problems</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. coding system followed to label cargo</p> <p>KA7. IT system and ERP system of the organization</p>
B. Technical knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of operations in a port terminal, ICD and CFS</p> <p>KB2. use of various cargo handling equipment</p> <p>KB3. use of rope , flags and other manual equipment</p> <p>KB4. vessel layout and loading and unloading activities</p> <p>KB5. procedures of tank cleaning, cargo movement</p> <p>KB6. requirements regarding handling of cargo</p> <p>KB7. different type of vessels and cargo and container sizes</p> <p>KB8. different type of cranes and MHEs – their capacities, constraints and usage</p> <p>KB9. handling of hazardous and non-hazardous cargo – International Maritime Dangerous Goods (IMDG) code</p> <p>KB10. marking of material and people movement areas</p> <p>KB11. stuffing and de-stuffing norms with respect to different cargo</p> <p>KB12. special characteristics and handling requirements of shipments, if any</p>
Skills (S)	
C. Core skills/	Reading skills

LSC/N3503

Plan and ensure optimal utilization of yard space

generic skills	<p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. shipping manifest, Bill of lading shipping bills and related documents</p> <p>SA3. ERP and computer generated reports</p> <p>SA4. cargo stowage plans and vessel plans</p> <p>SA5. SOPs and safety regulation manuals</p>
	Writing skills
	<p>The user/individual on the job needs to know how to write:</p> <p>SA6. work-orders and instructions</p> <p>SA7. checklist of activities, delays, undelivered items, contacts, etc</p> <p>SA8. daily reports</p>
	Oral communication (listening and speaking skills)
	<p>The user/individual on the job needs to know how to:</p> <p>SA9. communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities</p> <p>SA10. communicate with cargo equipment operators and ground staff over VHF radio</p> <p>SA11. guide cargo handlers for smooth operations</p>
D. Professional skills	Decision making
	<p>The user/individual on the job needs to know how to:</p> <p>SB1. decide on required workforce and equipment for performing a particular task</p> <p>SB2. assess the environmental condition and type of cargo to assess if it is safe for operations</p> <p>SB3. resolve a problem quickly internally</p> <p>SB4. prioritise shipments</p> <p>SB5. decide on deployment of alternate resources when required</p>
	Plan and organize
	<p>The user/individual on the job needs to know how to:</p> <p>SB6. plan and estimate the co-ordination required for resolving a query.</p> <p>SB7. maintain punctuality</p> <p>SB8. respond to the client in a timely manner</p> <p>SB9. prioritize and execute tasks based on client requirements</p> <p>SB10. make work plans and resource allocation plans</p> <p>SB11. make checks on execution of work plans</p> <p>SB12. be a team player and achieve joint goals</p>
	Customer centricity
	<p>The user/individual on the job needs to know how to:</p> <p>SB13. adhere to the customer timelines</p> <p>SB14. address the urgency regarding shipments and activities</p>
	Problem solving

LSC/N3503

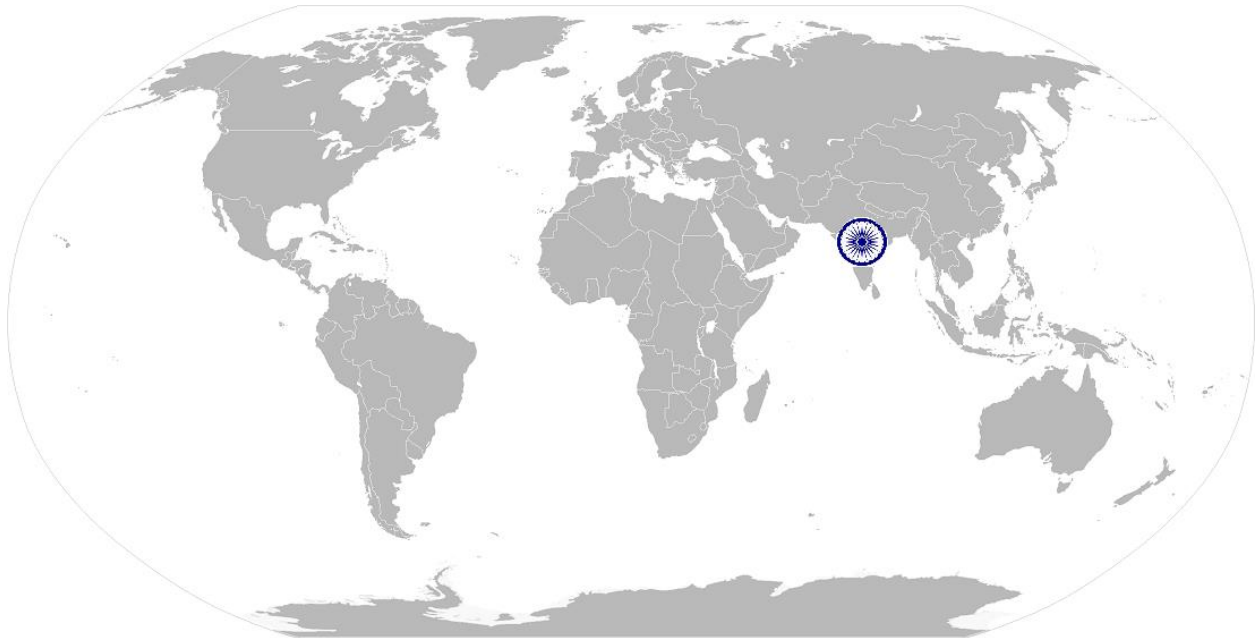
Plan and ensure optimal utilization of yard space

	<p>The user/individual on the job needs to know how to:</p> <p>SB15. make adjustment to working requirements for difficult weathers and hazardous goods</p> <p>SB16. identify trends/common causes for delays, damages, etc.</p> <p>SB17. co-ordinate and handle major issues with different departments</p> <p>SB18. identify bottlenecks and operational problems and suggest remedial action</p>
	<p>Analytical thinking</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB19. assess the resource requirement for a particular task at hand</p> <p>SB20. assess and prepare for backup resources in case of delays</p> <p>SB21. plan for cargo movement so that the resources and storage space is optimally utilised</p>
	<p>Critical thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB22. resolve issues in a quick and cost effective manner</p> <p>SB23. develop work plans factoring in external factors</p> <p>SB24. check that all security measures and safety protocols are followed at all times</p>

NOS Version Control

NOS Code	LSC/N3503		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Port terminals, CFS and ICDs	Last reviewed on	28/03/2019
Occupation	Port Operation & Management (cargo handling, yard planning)	Next review date	28/03/2022

National Occupational Standard



Overview

The unit is about and planning and coordinating for utilization of available containers and their stuffing and cargo containerisation

LSC/N3509 Plan and coordinate for optimal utilization of containers

National Occupational Standard

Unit Code	LSC/N3509
Unit Title (Task)	Plan and coordinate for optimal utilization of available containers
Description	The unit is about and planning and coordinating for utilization of available containers and their stuffing and cargo containerisation
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Identify and use available containers Allocate resources for container stuffing and de-stuffing Allocate resources for container handling Review gate movement of containers and reporting <p>Range: Stationery, Standard Operating Procedures (SOP), Personal Protective Equipment (PPE), Material Handling Equipment (MHEs), Radio-Frequency Identification (RFID) scanner, bar code scanner, markers, Enterprise Resource Planning (ERP), computer, display board, printer, etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Identify and use available containers	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. track status of containers in the ERP and identify containers that are empty or returning from servicing or repairs, and containers that are carrying Less than Container Load (LCL) load</p> <p>PC2. check with shipper the requirement regarding the type of cargo and if Full Container Load (FCL) or LCL is required and recommend solution with available container</p> <p>PC3. check that necessary precaution and segregation of type of cargo has been considered while allocating LCL containers</p> <p>PC4. coordinate with client and finalise the timelines for container loading and movement</p>
Allocate resources for container stuffing and de-stuffing	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. obtain the weekly container movement plan and prepare the daily stuffing and de-stuffing plan</p> <p>PC6. budget and allocate resources for stuffing, de-stuffing</p> <p>PC7. conduct morning meeting with staff and workers to communicate the daily plan and allocate the tasks</p> <p>PC8. coordinate with the shipper or transporter to ensure if the cargo is available for stuffing</p> <p>PC9. oversee that container cargo handling operations are done with all precautions and as per SOP to minimise errors and damages</p>
Allocate resources for container handling	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. allocate resources and work orders for storage of stuffed/ de-stuffed</p>

LSC/N3509

Plan and coordinate for optimal utilization of containers

	<p>containers within the yard</p> <p>PC11. coordinate with the equipment handlers regarding daily task for container movement within the yard</p> <p>PC12. coordinate with shipper and transporter for movement of stuffed/ de-stuffed containers outside the Container Freight Station/ Inland Container Depots (CFS/ ICD)</p>
Review gate movement of containers and reporting	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. check gate logs and entries for movement of containers into and outside of the CFS/ ICD</p> <p>PC14. prepare documentation of daily container movement and cargo handling activities</p> <p>PC15. update the ERP regarding the container details, location and status</p> <p>PC16. provide daily end of the day report to manager regarding status of activities</p>
Knowledge and understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. documentation and reporting as per organization's mandate</p> <p>KA3. security procedures to be followed</p> <p>KA4. escalation matrix for reporting identified problems</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. coding system followed to label cargo</p> <p>KA7. IT system and ERP system of the organization</p>
B. Technical knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of operations in a port terminal, ICD and CFS</p> <p>KB2. use of various cargo handling equipment</p> <p>KB3. use of rope, flags and other manual equipment</p> <p>KB4. vessel layout and loading and unloading activities</p> <p>KB5. procedures of tank cleaning, cargo movement</p> <p>KB6. requirements regarding handling of cargo</p> <p>KB7. different type of vessels and cargo and container sizes</p> <p>KB8. different type of cranes and MHEs – their capacities, constraints and usage</p> <p>KB9. handling of hazardous and non-hazardous cargo – International Maritime Dangerous Goods (IMDG) code</p> <p>KB10. marking of material and people movement areas</p> <p>KB11. stuffing and de-stuffing norms with respect to different cargo</p> <p>KB12. special characteristics and handling requirements of shipments, if any</p> <p>KB13. IMDG code</p>
Skills (S)	
C. Core skills/ generic skills	Reading skills
	The user/individual on the job needs to know how to read:

LSC/N3509

Plan and coordinate for optimal utilization of containers

	SA1. written instructions	
	SA2. shipping manifest, Bill of Lading, shipping bills and related documents	
	SA3. ERP and computer generated reports	
	SA4. cargo stowage plans and vessel plans	
	SA5. SOPs and safety regulation manuals	
Writing skills		
The user/individual on the job needs to know how to write:		
SA6. work-orders and instructions		
SA7. checklist of activities, delays, undelivered items, contacts, etc		
SA8. daily reports		
Oral communication (listening and speaking skills)		
The user/individual on the job needs to know how to:		
SA9. communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities		
SA10. communicate with cargo equipment operators and ground staff over VHF radio		
SA11. guide cargo handlers for smooth operations		
D. Professional skills	Decision making	
	The user/individual on the job needs to know how to:	
	SB1. decide on required workforce and equipment for performing a particular task	
	SB2. assess the environmental condition and type of cargo to assess if it is safe for operations	
	SB3. resolve a problem quickly internally	
	SB4. prioritise shipments	
	SB5. decide on deployment of alternate resources when required	
	Plan and organize	
	The user/individual on the job needs to know how to:	
	SB6. plan and estimate the co-ordination required for resolving a query.	
	SB7. maintain punctuality	
	SB8. respond to the client in a timely manner	
	SB9. prioritize and execute tasks based on client requirements	
	SB10. make work plans and resource allocation plans	
SB11. make checks on execution of work plans		
SB12. be a team player and achieve joint goals		
Customer centricity		
The user/individual on the job needs to know how to:		
SB13. adhere to the customer timelines		
SB14. address the urgency regarding shipments and activities		
Problem solving		
The user/individual on the job needs to know how to:		

LSC/N3509

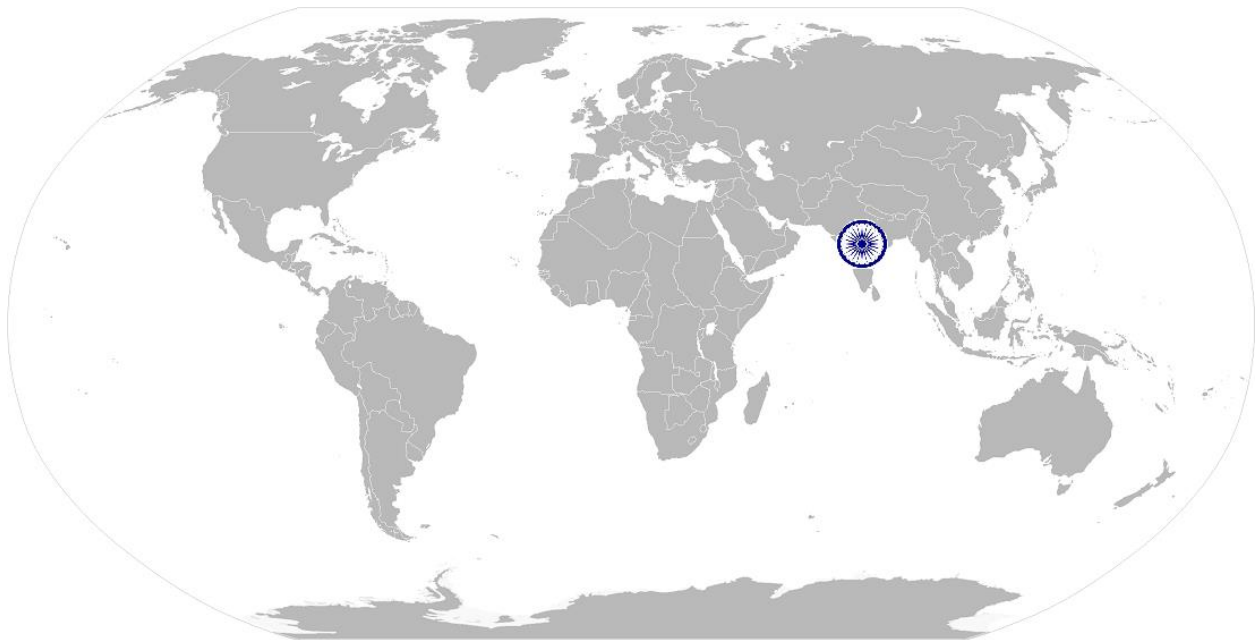
Plan and coordinate for optimal utilization of containers

	SB15. make adjustment to working requirements for difficult weathers and hazardous goods
	SB16. identify trends/common causes for delays, damages, etc.
	SB17. co-ordinate and handle major issues with different departments
	SB18. identify bottlenecks and operational problems and suggest remedial action
	Analytical thinking
The user/individual on the job needs to know how to:	
SB19. assess the resource requirement for a particular task at hand	
SB20. assess and prepare for backup resources in case of delays	
SB21. plan for cargo movement so that the resources and storage space is optimally utilised	
Critical thinking	
The user/individual on the job needs to know and understand how to:	
SB22. resolve issues in a quick and cost effective manner	
SB23. develop work plans factoring in external factors	
SB24. check that all security measures and safety protocols are followed at all times	

NOS Version Control

NOS Code	LSC/N3509		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Port terminals, CFS and ICDs	Last reviewed on	28/03/2019
Occupation	Port Operation & Management (cargo handling, yard planning)	Next review date	28/03/2022

National Occupational Standard



Overview

The unit is about planning and coordinating for repair and maintenance of containers

LSC/N3510 Plan and execute repair and maintenance of containers

National Occupational Standard

Unit Code	LSC/N3510
Unit Title (Task)	Plan and execute repair and maintenance of containers
Description	The unit is about indentifying containers which need maintnace and planning and coordinating the maintenance activities
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Identify containers requiring servicing or maintenance • Coordinate with vendors for servicing and repairs • Inspect serviced/repaired containers and induct them back into service <p>Range: Stationery, Standard Operating Procedures (SOP), Personal Protective Equipment (PPE), Material Handling Equipment (MHEs), Radio-Frequency Identification (RFID) scanner, bar code scanner, markers, Enterprise Resource Planning (ERP), computer, display board, printer, etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Identify containers requiring servicing and repairs	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. track status of different containers in the ERP, their ageing and damage reports</p> <p>PC2. conduct physical verification of container present in yard for damages and ageing of service</p> <p>PC3. identify the containers that require service or repairs and segregate them</p> <p>PC4. update the service or repair requirement status in ERP making and mark them out of service</p>
Coordinate with vendors for servicing and repairs	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. contact the service and repair agent regarding the requirement</p> <p>PC6. coordinate and fix timelines for on-site or off-site servicing and arrange for pickup and drop of containers in case of off-site servicing</p> <p>PC7. review initial service assessment to see estimated part changes and repairs and authorise repairs</p>
Inspect serviced/repaired containers and induct them back into service	<p>To be competent, the user/ individual must be able to:</p> <p>PC8. conduct inspection of containers post servicing and repairs and check for compliance to requirement; check for errors and take corrective action</p> <p>PC9. induct the containers which have cleared repair/service requirements back into service</p> <p>PC10. update service/repairs undertaken in ERP and endorse usage of containers in ERP</p>
Knowledge and understanding (K)	

LSC/N3510 Plan and execute repair and maintenance of containers

<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. organizational procedures KA2. documentation and reporting as per organization's mandate KA3. security procedures to be followed KA4. escalation matrix for reporting identified problems KA5. risk and impact of not following defined procedures/work instructions KA6. coding system followed to label cargo KA7. IT system and ERP system of the organization
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. basics of operations in a port terminal, Container Freight Station (CFS) and Inland Container Depots (ICD) KB2. ERP/ IT system used to track containers KB3. use of various cargo handling equipment KB4. use of rope, flags and other manual equipment KB5. vessel layout and loading and unloading activities KB6. procedures of tank cleaning, cargo movement KB7. requirements regarding handling of cargo KB8. different type of vessels and cargo and container sizes KB9. different type of cranes and MHEs – their capacities, constraints and usage KB10. handling of hazardous and non-hazardous cargo – IMDG code KB11. marking of material and people movement areas KB12. stuffing and de-stuffing norms with respect to different cargo KB13. special characteristics and handling requirements of shipments, if any KB14. International Maritime Dangerous Goods (IMDG) code KB15. container tracking ERPs – their use and operations
<p>Skills (S)</p>	
<p>C. Core skills/ generic skills</p>	<p>Reading skills</p>
	<p>The user/individual on the job needs to know how to read:</p> <ul style="list-style-type: none"> SA1. written instructions SA2. shipping manifest, Bill of lading shipping bills and related documents SA3. ERP and computer generated reports SA4. cargo stowage plans and vessel plans SA5. SOPs and safety regulation manuals
	<p>Writing skills</p>
	<p>The user/individual on the job needs to know how to write:</p> <ul style="list-style-type: none"> SA6. work-orders and instructions SA7. checklist of activities, delays, undelivered items, contacts, etc SA8. daily reports
<p>Oral communication (listening and speaking skills)</p>	

LSC/N3510

Plan and execute repair and maintenance of containers

	<p>The user/individual on the job needs to know how to:</p> <p>SA9. communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities</p> <p>SA10. communicate with cargo equipment operators and ground staff over VHF radio</p> <p>SA11. guide cargo handlers for smooth operations</p>
<p>D. Professional skills</p>	<p>Decision making</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB1. identify containers requiring repairs and servicing</p> <p>SB2. resolve a problem quickly internally</p> <p>SB3. decide when to induct the container back into service</p>
	<p>Plan and organize</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB4. plan and estimate the co-ordination required for resolving a query.</p> <p>SB5. maintain punctuality</p> <p>SB6. respond to the client in a timely manner</p> <p>SB7. prioritize and execute tasks based on client requirements</p> <p>SB8. make work plans and resource allocation plans</p> <p>SB9. make checks on execution of work plans</p> <p>SB10. be a team player and achieve joint goals</p>
	<p>Customer centricity</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB11. adhere to the customer timelines</p> <p>SB12. address the urgency regarding shipments and activities</p>
	<p>Problem solving</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB13. identify trends/common causes for delays, damages, etc.</p> <p>SB14. co-ordinate and handle major issues with different departments</p> <p>SB15. identify bottlenecks and operational problems and suggest remedial action</p>
	<p>Analytical thinking</p>
	<p>The user/individual on the job needs to know how to:</p> <p>SB16. assess if the damage is acceptable or if repairs are required</p> <p>SB17. assess if the container is fit for operations or additional repairs are required</p> <p>SB18. assess if repairs would work or container needs to be scrapped</p> <p>SB19. assess and prepare for backup resources in case of delays</p>
	<p>Critical thinking</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB20. resolve issues in a quick and cost effective manner</p> <p>SB21. develop work plans factoring in external factors</p> <p>SB22. check that all security measures and safety protocols are followed at all times</p>

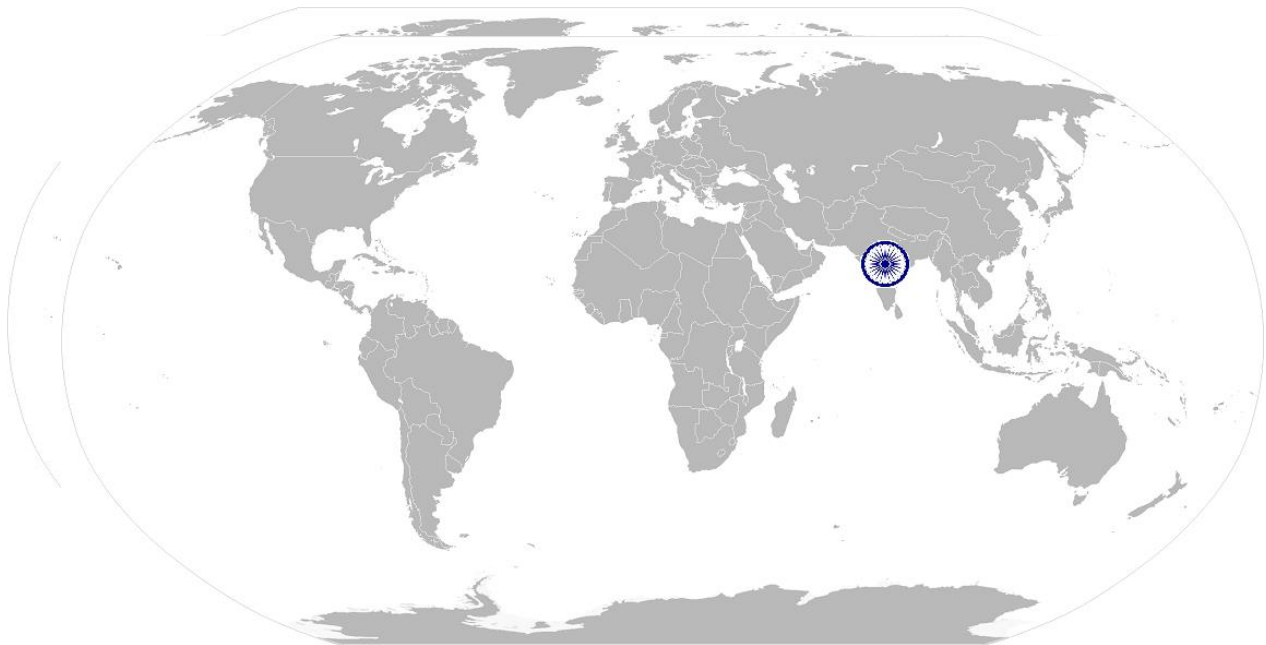
LSC/N3510 Plan and execute repair and maintenance of containers

NOS Version Control

NOS Code	LSC/N3510		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Port terminals, CFS and ICDs	Last reviewed on	28/03/2019
Occupation	Port Operation & Management (yard planning, vessel planning)	Next review date	28/03/2022



National Occupational Standard



Overview

This unit is about handling hazardous cargo at port terminals, Container Freight Station (CFS) and Inland Container Depots (ICD)

LSC/N3504

Handle hazardous goods

National Occupational Standard

Unit Code	LSC/N3504
Unit Title (Task)	Handle Hazardous goods
Description	The unit is about handling hazardous cargo at port terminals, CFS and ICDs
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Identify and segregate hazardous cargo • Oversee that adequate precautions are taken while handling hazardous goods • Inspect and review storage of hazardous cargo <p>Range: Stationery, Standard Operating Procedures (SOP), Radio-Frequency Identification (RFID) scanner, bar code scanner, markers, Personal Protective Equipment (PPEs), Enterprise Resource Planning (ERP), computer, display board, printer, Material Handling Equipment (MHEs), etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Identify and segregate hazardous goods	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. read and interpret different cargo labels associated with different class and types of hazardous goods</p> <p>PC2. check for permissible limits and available documentation for hazardous goods as per approvals and acceptable specifications</p> <p>PC3. check International Maritime Dangerous Goods (IMDG) code to identify the precautions and permissible limits for handling</p> <p>PC4. ensure that the port and yard terminal if the port is equipped to handle the identified class of hazardous goods</p> <p>PC5. check if all the necessary precautions, PPEs and emergency response teams are in position prior to loading/unloading of cargo</p> <p>PC6. check that the allocated storage bay in the yard is adequately separated and precautions with respect to heat, light, temperature control, etc. are taken</p> <p>PC7. provide instructions for segregation of hazard goods as per classification</p> <p>PC8. use separate teams for handling different classes of hazardous goods</p>
Oversee that adequate precautions are taken while handling hazardous goods	<p>To be competent, the user/ individual must be able to:</p> <p>PC9. check if appropriate PPEs, MHEs and other equipment are being used to prevent contamination or exposure</p> <p>PC10. check if all PPEs and equipment are functional and contamination proof</p> <p>PC11. ensure all precautions are taken as per SOP while handling hazardous cargo</p> <p>PC12. confirm emergency response action with the emergency team and cargo handling team prior to operations</p> <p>PC13. inspect containers for damages, leakage, exposure and labels</p> <p>PC14. check if cargo movement via conveyors, dump trucks is spillage free</p> <p>PC15. ensure clear and obstacle free movement of cargo from vessel to yard and</p>

LSC/N3504

Handle hazardous goods

	<p>yard to transport</p> <p>PC16. ensure that all required precautions and segregations for cargo storage are undertaken</p> <p>PC17. report closure of exercise highlighting handling losses, storage location and coordinates, etc.</p>
<p>Inspect and review storage of hazardous goods</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC18. periodically inspect yard space to check if adequate segregation and precautions are taken for storage of hazardous goods</p> <p>PC19. report to manager in case of any leakage, damages, exceptions in handling precautions and segregation</p> <p>PC20. document and file inspection reports</p>
<p>Knowledge and understanding (K)</p>	
<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. documentation and reporting as per organization's mandate</p> <p>KA3. security procedures to be followed</p> <p>KA4. escalation matrix for reporting identified problems</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. coding system followed to label cargo</p> <p>KA7. IT system and ERP system of the organization</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of operations in a port terminal, ICD and CFS</p> <p>KB2. use of various cargo handling equipment</p> <p>KB3. use of rope, flags and other manual equipment</p> <p>KB4. identifying dangerous goods/hazardous substances using labels, IMDG Code markings, Hazardous Chemicals (HAZCHEM) signs and other relevant identification criteria</p> <p>KB5. identifying job and site hazards, and planning work to minimise risks</p> <p>KB6. selecting and using the right PPE equipment as per the industry standards</p> <p>KB7. vessel layout and loading and unloading activities</p> <p>KB8. procedures of tank cleaning, cargo movement</p> <p>KB9. requirements regarding handling of cargo</p> <p>KB10. different type of vessels and cargo and container sizes</p> <p>KB11. different type of cranes and MHEs – their capacities, constraints and usage</p> <p>KB12. handling of hazardous and non-hazardous cargo</p> <p>KB13. marking of material and people movement areas</p> <p>KB14. stuffing and de-stuffing norms with respect to different cargo</p> <p>KB15. special characteristics and handling requirements of shipments, if any</p> <p>KB16. usage of electronic communication equipment</p>
<p>Skills (S)</p>	

LSC/N3504

Handle hazardous goods

C. Core skills/ generic skills	Reading skills
	The user/individual on the job needs to know how to read: SA1. written instructions SA2. shipping manifest, Bill of lading shipping bills and related documents SA3. ERP and computer generated reports SA4. cargo stowage plans and vessel plans SA5. SOPs and safety regulation manuals
	Writing skills
	The user/individual on the job needs to know how to write: SA6. work-orders and instructions SA7. checklist of activities, delays, undelivered items, contacts, etc SA8. daily reports
	Oral communication (listening and speaking skills)
D. Professional skills	The user/individual on the job needs to know how to: SA9. communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities SA10. communicate with cargo equipment operators and ground staff over Very High Frequency (VHF) radio SA11. guide cargo handlers for smooth operations
	Decision making
	The user/individual on the job needs to know how to: SB1. decide on required workforce and equipment for performing a particular task SB2. assess the environmental condition and type of cargo to assess if it is safe for operations SB3. resolve a problem quickly internally SB4. prioritise shipments SB5. decide on deployment of alternate resources when required
	Plan and organize
	The user/individual on the job needs to know how to: SB6. plan and estimate the co-ordination required for resolving a query. SB7. maintain punctuality SB8. respond to the client in a timely manner SB9. prioritize and execute tasks based on client requirements SB10. make work plans and resource allocation plans SB11. make checks on execution of work plans SB12. be a team player and achieve joint goals
Customer centricity	
The user/individual on the job needs to know how to: SB13. adhere to the customer timelines	

LSC/N3504

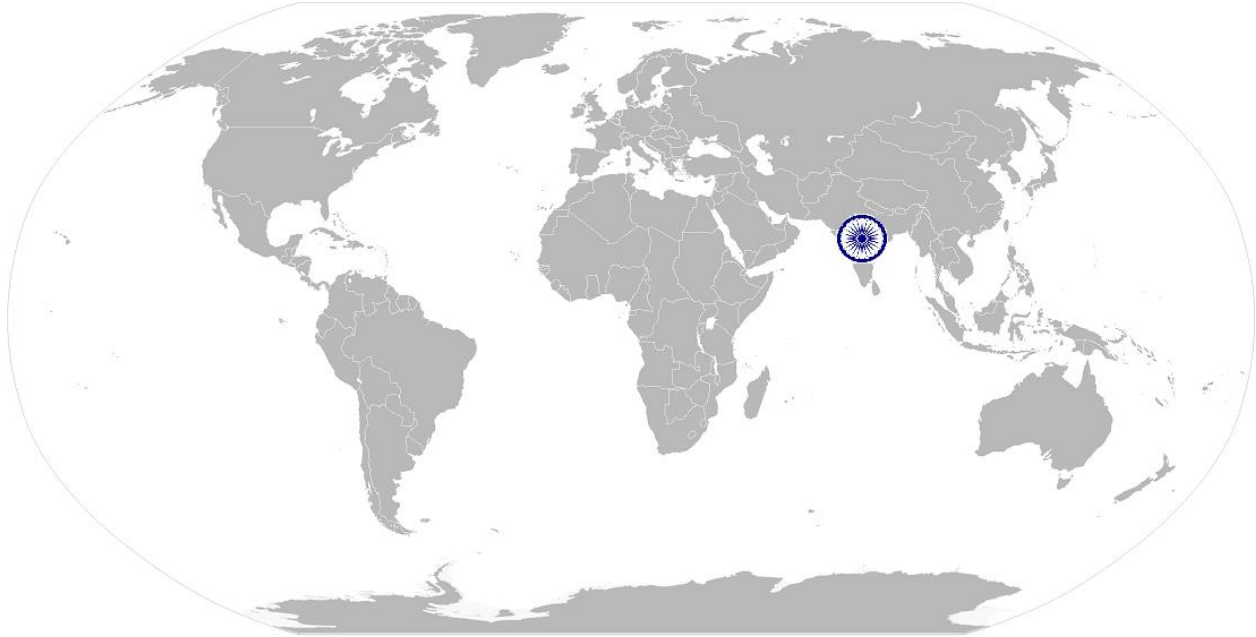
Handle hazardous goods

	SB14. address the urgency regarding shipments and activities
	Problem solving
	The user/individual on the job needs to know how to:
	SB15. make adjustment to working requirements for difficult weathers and hazardous goods
	SB16. identify trends/common causes for delays, damages, etc.
	SB17. co-ordinate and handle major issues with different departments
SB18. identify bottlenecks and operational problems and suggest remedial action	
Analytical thinking	
The user/individual on the job needs to know how to:	
SB19. assess the resource requirement for a particular task at hand	
SB20. assess and prepare for backup resources in case of delays	
SB21. plan for cargo movement so that the resources and storage space is optimally utilised	
Critical thinking	
The user/individual on the job needs to know and understand how to:	
SB22. resolve issues in a quick and cost effective manner	
SB23. develop work plans factoring in external factors	
SB24. check that all security measures and safety protocols are followed at all times	

NOS Version Control

NOS Code	LSC/N3504		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Port terminals, CFS and ICDs	Last reviewed on	28/03/2019
Occupation	Port Operation & Management (cargo handling, yard planning, vessel planning)	Next review date	28/03/2022

National Occupational Standard



Overview

This unit is about maintaining integrity, ensuring data security, and professional and ethical practice

LSC/N9904

Maintain and monitor integrity, and ethics in operations

National Occupational Standard

Unit Code	LSC/N9904
Unit Title (Task)	Maintain and monitor integrity, and ethics in operations
Description	This OS unit is about maintaining integrity, ensuring data security, and following professional and ethical practices
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Maintain integrity and ensure data security • Professional and ethical practice • Ensure regulatory compliance <p>Range: Standard Operating Procedures (SOP), worksheets, computer, projector, printer, display board and markers</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Maintain integrity ensuring data security	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. refrain from indulging in corrupt practices</p> <p>PC2. avoid using company's funds, property or resources for undertaking personal activities</p> <p>PC3. protect customer's information and ensure it is not misused</p> <p>PC4. protect data and information related to business or commercial decisions</p>
Practise ethical and professional behaviour	<p>To be competent, the user/ individual must be able to:</p> <p>PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations</p> <p>PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues</p> <p>PC7. avoid nepotism</p> <p>PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical</p> <p>PC9. report promptly all violations of code of ethics</p> <p>PC10. dress up and conduct in a professional manner</p> <p>PC11. communicate with clients and stakeholders in a soft and polite manner</p> <p>PC12. follow etiquettes in accordance to the place</p>
Ensure regulatory compliance	<p>To be competent, the user/ individual must be able to:</p> <p>PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor</p> <p>PC14. perform activities considering the regulatory requirements</p> <p>PC15. use PPEs in accordance to regulatory requirements</p> <p>PC16. identify the different types of dangerous goods and handling methodologies</p> <p>PC17. follow the SOP for handling of different types of dangerous goods</p> <p>PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical</p>

LSC/N9904 Maintain and monitor integrity, and ethics in operations

	PC19. promptly report all regulatory violations
Knowledge and understanding (K)	
A. Organizational context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. company's policies on use of language KA2. company's Human Resources policies KA3. company's code of ethics and business KA4. company's whistle blower policy KA5. company's rules related to sexual harassment KA6. company's reporting structure KA7. company's documentation policy
B. Technical knowledge	The user/individual on the job needs to know and understand: KB1. principles of code of ethics and business ethics KB2. different regulations and acts that are applicable for the sub-sector and logistics sector as a whole KB3. understand the documentary compliance required for different type of products
Skills (S)	
A. Core skills/ generic skills	Reading skills
	The individual on the job needs to know how to read: SA1. policy documents and work related documents SA2. emails letters and communications SA3. acts and regulations
	Writing skills
	The individual on the job needs to know and understand how to write: SA4. instructions, communications to internal staff SA5. emails and letters SA6. reports
	Oral communication (listening and speaking skills)
	The individual on the job needs to know how to: SA7. interact with internal and external stakeholders SA8. communicate with peers and subordinates
B. Professional skills	Decision making
	The individual on the job needs to know how to: SB1. take appropriate action in a vulnerable situation SB2. identify breaches and take necessary actions SB3. identify documentary requirement for a specific product or regulation and take necessary action
	Plan and organize
	The individual on the job needs to know how to: SB4. plan and organise steps/ actions as per company's guidelines, if any violation

LSC/N9904

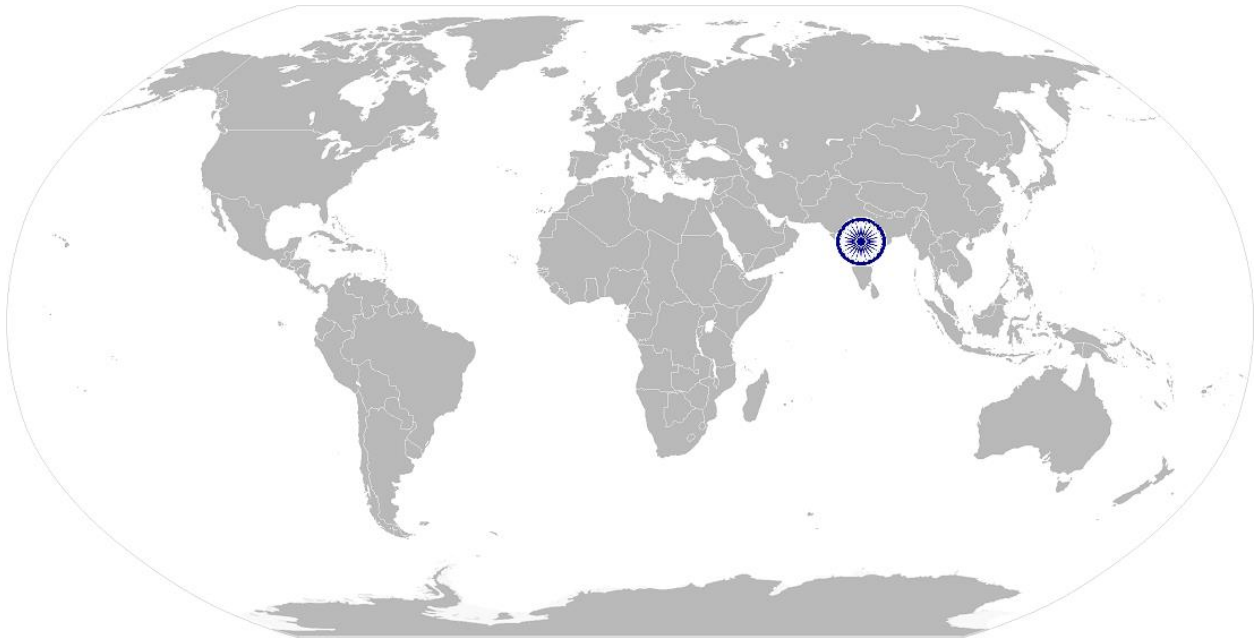
Maintain and monitor integrity, and ethics in operations

	of code of ethics is noticed in the company
	SB5. plan and organise training sessions, sensitization sessions for work force
	SB6. plan review meetings to monitor compliance with ethics and regulations
	Customer centricity
	The individual on the job needs to know how to:
	SB7. prevent company and customer information leakage
	Problem Solving
	The individual on the job needs to know how to:
	SB8. provide proper advice or guidance to colleagues to deal with sensitive issue
	SB9. suggest solutions to supervisors and workers when in an ethical dilemma
SB10. identify conflict of interests and take necessary actions	
Analytical thinking	
The individual on the job needs to know how to:	
SB11. review reports to identify common trends of defaults	
SB12. conduct review to analyse the reasons for default	
Critical thinking	
The individual on the job needs to know how to:	
SB13. check that all regulatory compliances are adhered to	
SB14. check that any unethical behaviour gets captured before a damage or negative impact happens	

NOS Version Control

NOS Code	LSC/N9904		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Generic	Last reviewed on	28/03/2019
Occupation	Generic	Next review date	28/03/2022

National Occupational Standard



Overview

This unit is about ensuring compliance with health, safety and security procedures at the workplace.

LSC/N9905

Follow and monitor health, safety and security procedure

National Occupational Standard

Unit Code	LSC/N9905
Unit Title (Task)	Follow and monitor health, safety and security procedures
Description	This OS unit is about ensuring compliance with health, safety and security procedures at the workplace.
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> Follow health, safety and security procedures Ensure compliance to health, safety and security <p>Range: Personal Protective Equipment (PPE), Material Handling Equipment (MHE), instructional material, safety guidelines, safety signs, computer, projector etc.</p>
Performance Criteria(PC) w.r.t. the scope	
Element	Performance Criteria
Follow health, safety and security procedures	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation</p> <p>PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area</p> <p>PC3. follow standard driving practice to ensure safety of life and material</p> <p>PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety</p> <p>PC5. undertake periodical preventive health check ups</p> <p>PC6. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods</p> <p>PC7. follow security procedures like green gate in port, customs area, factory security, etc.</p> <p>PC8. comply with data safety regulations of the organisation</p> <p>PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway</p>
Ensure compliance to health, safety and security	<p>To be competent, the user/ individual must be able to:</p> <p>PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority</p> <p>PC11. inspect the activity area and equipment for appropriate and safe condition</p> <p>PC12. check if stacking is done at defined height and is not on the walk way</p> <p>PC13. check if walk way is free from grease/ oil</p> <p>PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>PC15. participate in fire drills</p> <p>PC16. check if standard material handling procedure are being followed</p> <p>PC17. check if hold ladders, platforms and hand rails to be in a sound and safe</p>

LSC/N9905

Follow and monitor health, safety and security procedure

	<p>condition</p> <p>PC18. check if all the safety and security related tags, labels and signage are placed in the cargo</p> <p>PC19. check if loading instrument is certified and operational</p> <p>PC20. implement 5S at workplace</p> <p>PC21. check if cargo has passed security checks and report in case of any violation</p>
<p>Knowledge and understanding (K)</p>	
<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. health, safety and security policies and procedures</p> <p>KA2. special instructions for hazardous cargo handling</p> <p>KA3. defined standard operating procedures</p> <p>KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations</p> <p>KA5. escalation matrix for reporting identified problem</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of Occupational Safety and Health Administration (OSHA)</p> <p>KB2. 5S implementation and practice</p> <p>KB3. necessary security procedures for airport, customs area, etc.</p> <p>KB4. tools and equipment for material handling</p> <p>KB5. standard material handling procedures while handling cargo</p> <p>KB6. safety and security signage and their functions</p> <p>KB7. knowledge of security tags, labels and signage</p> <p>KB8. handling procedure for hazardous / fragile cargo</p> <p>KB9. security procedures for dangerous / hazardous goods</p> <p>KB10. different personal protective equipment (PPE), their usage and purpose</p> <p>KB11. safe driving techniques</p>
<p>Skills (S)</p>	
<p>A. Core skills/ generic skills</p>	<p>Reading skills</p> <p>The user/individual on the job needs to know how to read:</p> <p>SA1. various procedures and standards related to health, safety and security</p> <p>SA2. various documents related to security and movement of cargo</p> <p>Writing skills</p> <p>The user/individual on the job needs to know how to:</p> <p>SA3. fill forms related to health, safety and security procedures</p> <p>Oral communication (listening and speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. communicate clearly with colleagues regarding safety procedures</p> <p>SA5. share experience and provide guidance to peers</p>
<p>B. Professional skills</p>	<p>Decision making</p> <p>The user/individual on the job needs to know how to:</p>

LSC/N9905

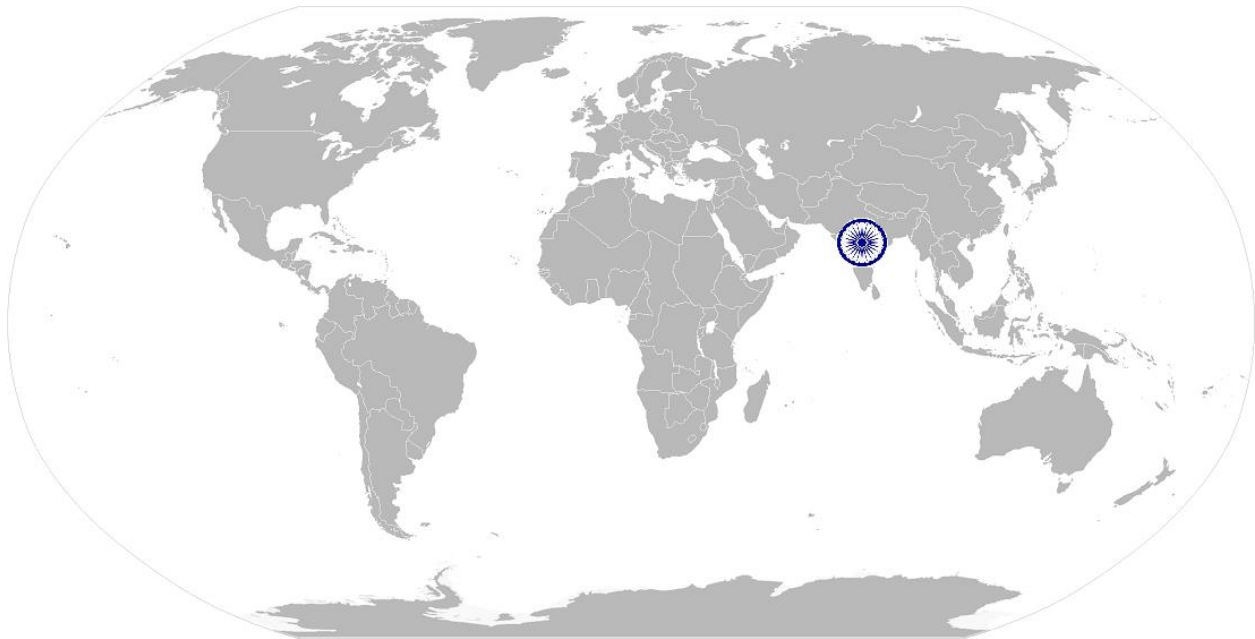
Follow and monitor health, safety and security procedure

	SB1. make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
	SB2. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	Plan and organize
	The user/individual on the job needs to know how to:
	SB3. plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
	SB4. prioritize and execute tasks within the schedule time limits
	SB5. Plan emergency drills, fire drills and inspections
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB6. ensure safe and secure movement of packages, cargos etc.
Problem solving	
The user/individual on the job needs to know and understand how to:	
SB7. identify any threats on personal health, safety, security, etc. and take appropriate actions	
SB8. identify risks at the workplace and address them	
Analytical thinking	
The user/individual on the job needs to know and understand how to:	
SB9. analyse past mistakes and address them to avoid mishap in the future	
Critical thinking	
The user/individual on the job needs to know and understand how to:	
SB10. ensure right safety measures and procedures are in place	

NOS Version Control

NOS Code	LSC/N9905		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Generic	Last reviewed on	28/03/2019
Occupation	Generic	Next review date	28/03/2022

National Occupational Standard



Overview

This unit is about ship and yard planning

LSC/N3502

Yard planning and cargo handling

National Occupational Standard

Unit Code	LSC/N3502
Unit Title (Task)	Yard planning and cargo handling
Description	This unit is about yard planning for cargo storage, supervision of movement of cargo and preparing reports
Scope	<p>This unit/task covers the following:</p> <ul style="list-style-type: none"> • Review yard utilisation and plan for storage requirement • Prepare for cargo movement • Supervise cargo movement • Report and document <p>Range: Stationery, Standard Operating Procedures (SOP), Radio-Frequency Identification (RFID) scanner, bar code scanner, markers, Personal Protective Equipment (PPEs), Enterprise Resource Planning (ERP), computer, display board, printer, Material Handling Equipment (MHEs), etc.</p>
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Review yard utilisation and plan for storage requirement	<p>To be competent, the user/ individual must be able to:</p> <p>PC1. check yard space utilization data in terms of open and closed yards, dry bulk cargo vs container, and assess available storage capacity</p> <p>PC2. review ageing of cargo and containers in yard, identify reasons for delay, and enable timely movement</p> <p>PC3. identify and finalise bays for storage of incoming cargo considering the various demarcations and precautions to be taken particularly for hazardous and dry bulk cargo</p> <p>PC4. plan for yard traffic and material movement routes considering terminal layout, container and cargo type, and available equipment</p> <p>PC5. prepare goods storage plans based on vessel berthing plan and get it approved by the terminal manager</p> <p>PC6. escalate issues to terminal manager if required</p>
Prepare for cargo movement	<p>To be competent, the user/ individual must be able to:</p> <p>PC7. obtain vessel information related to docking schedule, berth, bays and containers to be unloaded/ loaded</p> <p>PC8. obtain information regarding movement of containers/ cargo from port terminals to Container Freight Station/ Inland Container Depots (CFS/ ICD) or client</p> <p>PC9. communicate and finalise cargo movement plan with lifting supervisors, vessel supervisors, cargo equipment handlers, and manual cargo handlers</p> <p>PC10. ensure that all equipment and workforce are ready for operations at the time of vessel docking / transport arrival</p>

LSC/N3502

Yard planning and cargo handling

<p>Supervise cargo movement</p>	<p>PC11. ensure all necessary precautions are taken and adequate PPEs are used</p> <p>To be competent, the user/ individual must be able to:</p> <p>PC12. coordinate with vessel docking supervisor/ transport supervisor and vessel officer and get a go-ahead for cargo/ container loading/ unloading</p> <p>PC13. coordinate with cargo surveyor for receiving 'safe and secured' go-ahead before loading/ unloading</p> <p>PC14. address the queries of shipping lines and agents regarding cargo operations and storage</p> <p>PC15. check that all cargo handling activities executed are as per schedule and Standard Operating Procedures (SOP)</p> <p>PC16. document damages to cargo/ container during loading/ unloading</p> <p>PC17. provide guidance and resolve/escalate any issues faced in loading/ unloading</p> <p>PC18. check that all cargo is stored at the planned/allocated storage location in the yard</p>
<p>Report and document</p>	<p>To be competent, the user/ individual must be able to:</p> <p>PC19. obtain 'safe and secured' go-ahead from the cargo surveyor upon completion of loading/ unloading activities</p> <p>PC20. collect counter signature from transporter for actuals received or dispatched</p> <p>PC21. check consignments received against order and delivery documentation to confirm that the quality, quantity and condition of the cargo is acceptable, identifying and referring any discrepancies</p> <p>PC22. maintain records relating to the receipt / storage / despatch of cargo, ensuring that these are up to date and complete</p> <p>PC23. check if receipt and delivery are documented in Enterprise Resource Planning (ERP)</p> <p>PC24. prepare daily report highlighting the cargo storage and movement, plan vs actual performance, cargo ageing, details of accidents and damages if any</p>
<p>Knowledge and understanding (K)</p>	
<p>A. Organizational context (Knowledge of the company / organization and its processes)</p>	<p>The individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. documentation and reporting as per organization's mandate</p> <p>KA3. security procedures to be followed</p> <p>KA4. escalation matrix for reporting identified problems</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. coding system followed to label cargo</p> <p>KA7. IT system and ERP system of the organization</p>
<p>B. Technical knowledge</p>	<p>The individual on the job needs to know and understand:</p> <p>KB1. basics of operations in a port terminal, ICD and CFS</p> <p>KB2. use of various cargo handling equipment</p> <p>KB3. use of rope , flags and other manual equipment</p>

LSC/N3502

Yard planning and cargo handling

	<p>KB4. vessel layout and loading and unloading activities</p> <p>KB5. procedures of tank cleaning, cargo movement</p> <p>KB6. requirements regarding handling of cargo</p> <p>KB7. different type of vessels and cargo and container sizes</p> <p>KB8. different type of cranes and MHEs – their capacities, constraints and usage</p> <p>KB9. handling of hazardous and non-hazardous cargo</p> <p>KB10. marking of material and people movement areas</p> <p>KB11. stuffing and de-stuffing norms with respect to different cargo</p> <p>KB12. special characteristics and handling requirements of shipments, if any</p>
Skills (S)	
A. Core skills/ generic skills	Reading skills
	<p>The user/individual on the job needs to know how to read:</p> <p>SA1. written instructions</p> <p>SA2. shipping manifest, Bill of lading shipping bills and related documents</p> <p>SA3. ERP and computer generated reports</p> <p>SA4. cargo stowage plans and vessel plans</p> <p>SA5. SOPs and safety regulation manuals</p>
	Writing skills
	<p>The user/individual on the job needs to know how to write:</p> <p>SA6. work-orders and instructions</p> <p>SA7. checklist of activities, delays, undelivered items, contacts, etc</p> <p>SA8. daily reports</p>
	Oral communication (listening and speaking skills)
	<p>The user/individual on the job needs to know how to:</p> <p>SA9. communicate with customers, fireght operators, transporters, shipping companies, other supervisors and port authorities</p> <p>SA10. communicate with cargo equipment operators and ground staff over VHF radio</p> <p>SA11. guide cargo handlers for smooth operations</p>
B. Professional skills	Decision making
	<p>The user/individual on the job needs to know how to:</p> <p>SB1. decide on required workforce and equipment for performing a particular task</p> <p>SB2. assess the environmental condition and type of cargo to assess if it is safe for operations</p> <p>SB3. resolve a problem quickly internally</p> <p>SB4. prioritise shipments</p> <p>SB5. decide on deployment of alternate resources when required</p>
	Plan and organize
<p>The user/individual on the job needs to know how to:</p> <p>SB6. plan and estimate the co-ordination required for resolving a query.</p>	

LSC/N3502
Yard planning and cargo handling

	SB7. maintain punctuality SB8. respond to the client in a timely manner SB9. prioritize and execute tasks based on client requirements SB10. make work plans and resource allocation plans SB11. make checks on execution of work plans SB12. be a team player and achieve joint goals
	Customer centricity
	The user/individual on the job needs to know how to: SB13. adhere to the customer timelines SB14. address the urgency regarding shipments and activities
	Problem solving
	The user/individual on the job needs to know how to: SB15. make adjustment to working requirements for difficult weathers and hazardous goods SB16. identify trends/common causes for delays, damages, etc. SB17. co-ordinate and handle major issues with different departments SB18. identify bottlenecks and operational problems and suggest remedial action
	Analytical thinking
	The user/individual on the job needs to know how to: SB19. assess the resource requirement for a particular task at hand SB20. assess and prepare for backup resources in case of delays SB21. plan for cargo movement so that the resources and storage space is optimally utilised
	Critical thinking
	The user/individual on the job needs to know and understand how to: SB22. resolve issues in a quick and cost effective manner SB23. develop work plans factoring in external factors SB24. check that all security measures and safety protocols are followed at all times

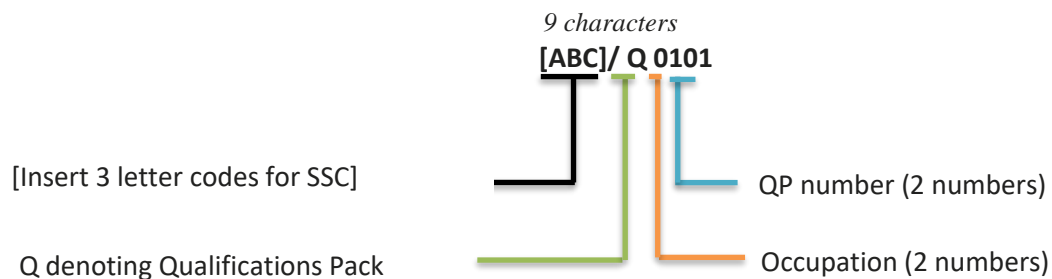
NOS Version Control

NOS Code	LSC/N3502		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	30/06/2018
Industry Sub-sector	Port terminals, CFS and ICDs	Last reviewed on	28/03/2019
Occupation	Port Operation & Management (cargo handling, yard planning, vessel planning)	Next review date	28/03/2022

Annexure

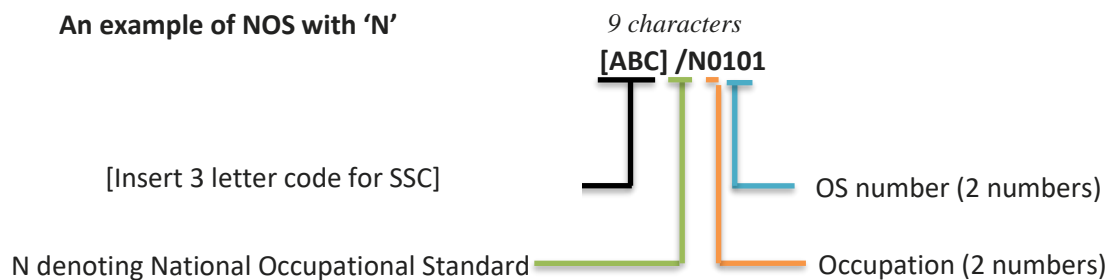
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualification pack for CFS, ICD supervisor

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing	1 to 9
Land Transportation	10 to 14
EXIM/ Freight Forwarding/ Customs Clearance	21 to 23
Courier/Express	15 to 20
E-Commerce	24 to 30
Supply Chain	31 to 34
Port Terminals, ICD and CFS	35 to 41
Inland Waterways	42 to 46
Liquid Logistics	47 to 49
Air Cargo Operations	61 to 62
Rail Logistics	50 to 55
Cold Chain Logistics	86 to 94
Generic Occupations	95 to 99

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether QP or NOS	Q / N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualification pack for CFS, ICD supervisor
CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role CFS and ICD supervisor

Qualification Pack LSC/Q3502

Sector Skill Council Logistics

Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 PC
2. The assessment for the theory part will be based on knowledge bank of questions created 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 this criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of unsuccessful completion the trainee make seek re-assessment on the Qualification Pack

Compulsory NOS					
Total Marks: 800				Marks Allocation	
Assessment Outcomes	Assessment Criteria for Outcomes	Total Marks	Out of	Theory	Skills Practical
LSC/N3501 Allocate resources and streamline operations at ports, ICD and CFS	PC1. obtain details of vessel docking plans, cargo and container movement plans, etc.	100	6	2	4
	PC2. develop daily work plan factoring in priority cases, time bound requirements, special handling requirements, etc.		6	2	4
	PC3. get the work plan approved from the yard manager or CFS/ICD manager and allocate tasks to subordinates		6	2	4
	PC4. budget and allocate the requisite MHE for different tasks at hand		6	2	4
	PC5. inspect yard for markings/demarcation, storage and cleanliness, as per safety norms		4	1	3
	PC6. monitor cargo loading, unloading and movement operations		4	1	3
	PC7. engage resources in alternate operation when there is a delay of planned operations		6	2	4
	PC8. allocate additional and ad-hoc manpower and equipment during exigency		6	2	4
	PC9. escalate issues regarding MHE operations, transporter delays, vessel delays, accidents, damages, etc. to manager		4	1	3

Qualification pack for CFS, ICD supervisor

	PC10. provide corrective and preventive action plans based on accident and damage reports		6	2	4
	PC11. liaise with port officials, customs officials and external stakeholders		6	2	4
	PC12. conduct periodic inspection of the yard for cleanliness, usage of PPEs and adherence to SOP and regulations		6	2	4
	PC13. ensure cargo bays are clearly marked and segregated, containers and cargo are stored as per prescribed norms		4	1	3
	PC14. check for parking and positioning of equipment as per SOP		4	1	3
	PC15. ensure all necessary precautions for storage of hazardous cargo are complied with and emergency services are available		6	2	4
	PC16. submit inspection report highlighting any deviation from SOP		4	1	3
	PC17. review escalated issues and identify root cause for providing corrective action		4	1	3
	PC18. provide technical guidance to the team for execution		4	1	3
	PC19. escalate the issues to manager when external or additional help is required		4	1	3
	PC20. coordinate with other departments, transporters, freight operators, port authorities, shipping companies and others to resolve escalations if required		4	1	3
			100	30	70
LSC/N3507 Extract and analyse shipment information from IT systems	PC1. obtain details of all containers moving in and out the CFS including container number, cargo content, destination, shipper and vessel details, date of servicing, etc.	100	12	3	9
	PC2. cross verify container status based on physical inspection report and yard utilization report		12	3	9
	PC3. Correct the information in the shipment tracking ERP		12	4	8
	PC4. track position of container in the ERP by feeding the Container index number		10	3	7
	PC5. extract information regarding present location, shipper details, cargo content, estimated date of arrival at destination, etc.		12	4	8

Qualification pack for CFS, ICD supervisor

	PC6. estimate equipment and workforce requirement considering the type of cargo, stuffing/destuffing/packing requirement based on location and route		12	4	8
	PC7. prepare detailed documentation and present the analysis to the CFS or ICD manager		10	3	7
	PC8. highlight any accidents, issues in tracking, etc.		10	3	7
	PC9. suggest corrective action in case of container packing mistakes, sealing errors, that has led to damage or accidents		10	3	7
			100	30	70
LSC/N3503 Plan and ensure optimal utilization of yard space	PC1. review the yard and bay space utilization by cargo and container and assess current available storage capacity	100	7	2	5
	PC2. review ageing of different containers and dry bulk cargo that has come onto the port / CFS and are due for movement to the CFS/ client respectively		7	2	5
	PC3. conduct meeting with yard staff and check for reasons for over or underutilization of yard space, reasons for delay in cargo movement and take corrective action		5	2	3
	PC4. escalate issues to terminal manager if required		5	2	3
	PC5. obtain details of vessel berthing plan and cargo loading and unloading plan into the CFS, ICD		7	2	5
	PC6. check if the yard has appropriate yard capacity to handle the incoming cargo		5	2	3
	PC7. make adjustment by shipping out aged cargo onto the CFS, shipper or exporting the cargo onto the vessel (port in case of CFS)		7	2	5
	PC8. identify and finalise yards and bays for storage of incoming cargo considering the various demarcations and precautions to be taken, particularly for hazardous and dry bulk cargo		7	2	5
	PC9. prepare cargo storage plans based on vessel berthing plan and get it approved from the terminal manager		7	2	5
	PC10. communicate the cargo storage plan to the cargo handlers, lifting supervisors and vessel planners		3	1	2
	PC11. coordinate with vessels, transporters and shippers for movement cargo to and from the CFS/ICD		5	1	4

Qualification pack for CFS, ICD supervisor

	PC12. oversee movement of cargo from port terminal, CFS via rail and road lines and export via vessels		6	2	4
	PC13. review cargo movement documentation and ensure correctness		5	1	4
	PC14. prepare report on cargo storage plans, their adherence, cargo movement plans and cargo ageing		5	1	4
	PC15. check for cleanliness, adequate use of Personal Protective Equipment (PPEs), regulations and norms for workforce are clearly followed		5	1	4
	PC16. ensure that cargo bays are clearly marked and segregated, containers and cargo are stored as per prescribed norms		5	2	3
	PC17. inspect that equipment are parked are right positions		3	1	2
	PC18. confirm that all necessary precautions for storage of hazardous cargo is in place including emergency services		3	1	2
	PC19. prepare inspection report highlighting any anomalies or changes, as required		3	1	2
			100	30	70
LSC/N3509 Plan and coordinate for optimal utilization of containers	PC1. track status of containers in the ERP and identify containers that are empty or returning from servicing or repairs, and containers that are carrying LCL load	100	7	2	5
	PC2. check with shipper the requirement regarding the type of cargo and if FCL or LCL is required and recommend solution with available container		7	2	5
	PC3. check that necessary precaution and segregation of type of cargo has been considered while allocating LCL containers		7	2	5
	PC4. coordinate with client and finalise the timelines for container loading and movement		7	2	5
	PC5. obtain the weekly container movement plan and prepare the daily stuffing and de-stuffing plan		7	2	5
	PC6. budget and allocate resources for stuffing, de-stuffing		7	2	5
	PC7. conduct morning meeting with staff and workers to communicate the daily plan and allocate the tasks		5	2	3

Qualification pack for CFS, ICD supervisor

	PC8. coordinate with the shipper or transporter to ensure if the cargo is available for stuffing		5	2	3
	PC9. oversee that container cargo handling operations are done with all precautions and as per SOP to minimise errors and damages		5	2	3
	PC10. allocate resources and work orders for storage of stuffed/ de-stuffed containers within the yard		7	2	5
	PC11. coordinate with the equipment handlers regarding daily task for container movement within the yard		7	2	5
	PC12. coordinate with shipper and transporter for movement of stuffed/ de-stuffed containers outside the CFS/ ICD		7	2	5
	PC13. check gate logs and entries for movement of containers into and outside of the CFS/ ICD		5	1	4
	PC14. prepare documentation of daily container movement and cargo handling activities		5	1	4
	PC15. update the ERP regarding the container details, location and status		6	2	4
	PC16. provide daily end of the day report to manager regarding status of activities		6	2	4
			100	30	70
LSC/N3510 Plan and execute repair and maintenance of containers	PC1. track status of different containers in the ERP, their ageing and damage reports	100	10	3	7
	PC2. conduct physical verification of container present in yard for damages and ageing of service		10	3	7
	PC3. identify the containers that require service or repairs and segregate them		10	3	7
	PC4. update the service or repair requirement status in ERP making and mark them out of service		10	3	7
	PC5. contact the service and repair agent regarding the requirement		10	3	7
	PC6. coordinate and fix timelines for on-site or off-site servicing and arrange for pickup and drop of containers in case of off-site servicing		10	3	7
	PC7. review initial service assessment to see estimated part changes and repairs and authorise repairs		10	3	7

Qualification pack for CFS, ICD supervisor

	PC8. conduct inspection of containers post servicing and repairs and check for compliance to requirement; check for errors and take corrective action		10	3	7
	PC9. induct the containers which have cleared repair/service requirements back into service		10	3	7
	PC10. update service/repairs undertaken in ERP and endorse usage of containers in ERP		10	3	7
			100	30	70
LSC/N3504 handle hazardous goods	PC1. read and interpret different cargo labels associated with different class and types of hazardous goods	100	7	2	5
	PC2. check for permissible limits and available documentation for hazardous goods as per approvals and acceptable specifications		7	2	5
	PC3. check IMDG code to identify the precautions and permissible limits for handling		5	1	4
	PC4. ensure that the port and yard terminal if the port is equipped to handle the identified class of hazardous goods		5	1	4
	PC5. check if all the necessary precautions, PPEs and emergency response teams are in position prior to loading/unloading of cargo		5	1	4
	PC6. check that the allocated storage bay in the yard is adequately separated and precautions with respect to heat, light, temperature control, etc. are taken		5	1	4
	PC7. provide instructions for segregation of hazard goods as per classification		5	2	3
	PC8. use separate teams for handling different classes of hazardous goods		5	2	3
	PC9. check if appropriate PPEs, MHEs and other equipment are being used to prevent contamination or exposure		5	1	4
	PC10. check if all PPEs and equipment are functional and contamination proof		5	1	4
	PC11. ensure all precautions are taken as per SOP while handling hazardous cargo		5	1	4
	PC12. confirm emergency response action with the emergency team and cargo handling team prior to operations		5	1	4
	PC13. inspect containers for damages, leakage, exposure and labels		5	2	3

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	PC14. check if cargo movement via conveyors, dump trucks is spillage free		5	2	3
	PC15. ensure clear and obstacle free movement of cargo from vessel to yard and yard to transport		5	2	3
	PC16. ensure that all required precautions and segregations for storage of cargo are undertaken		5	2	3
	PC17. report closure of exercise highlighting handling losses, storage location and coordinates, etc.		5	2	3
	PC18. periodically inspect yard space to check if adequate segregation and precautions are taken for storage of hazardous goods		5	2	3
	PC19. report to manager in case of any leakage, damages, exceptions in handling precautions and segregation		3	1	2
	PC20. document and file inspection reports		3	1	2
			100	30	70
LSC/N9904 Maintain and monitor integrity, and ethics in operations	PC1. refrain from indulging in corrupt practices	100	5	2	3
	PC2. avoid using company's funds, property or resources for undertaking personal activities		5	2	3
	PC3. protect customer's information and ensure it is not misused		5	2	3
	PC4. protect data and information related to business or commercial decisions		5	2	3
	PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations		5	2	3
	PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues		5	2	3
	PC7. avoid nepotism		5	2	3
	PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical		6	2	4
	PC9. report promptly all violations of code of ethics		5	2	3
	PC10. dress up and conduct in a professional manner		5	2	3
	PC11. communicate with clients and stakeholders in a soft and polite manner		5	2	3
	PC12. follow etiquettes in accordance to the place		5	2	3
	PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor		6	2	4

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	PC14. perform activities considering the regulatory requirements		5	2	3
	PC15. use PPEs in accordance to regulatory requirements		6	3	3
	PC16. identify the different types of dangerous goods and handling methodologies		6	3	3
	PC17. follow the SOP for handling of different types of dangerous goods		6	2	4
	PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical		5	2	3
	PC19. promptly report all regulatory violations		5	2	3
			100	40	60
LSC/N9905 Follow and monitor health, safety and security procedure	PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	100	5	2	3
	PC2. wear all personal protective equipment (PPE) such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area		5	2	3
	PC3. follow standard driving practice to ensure safety of life and material		5	2	3
	PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety		5	2	3
	PC5. undertake periodical preventive health check ups		5	2	3
	PC6. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods		5	2	3
	PC7. follow security procedures like green gate in port, customs area, factory security, etc.		5	2	3
	PC8. comply with data safety regulations of the organisation		3	1	2
	PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway		4	2	2
	PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority		3	1	2
	PC11. inspect the activity area and equipment for appropriate and safe condition		5	2	3

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	PC12. check if stacking is done at defined height and is not on the walk way		5	2	3
	PC13. check if walk way is free from grease/ oil		5	2	3
	PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places		5	2	3
	PC15. participate in fire drills		5	2	3
	PC16. check if standard material handling procedure are being followed		5	2	3
	PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition		5	2	3
	PC18. check if all the safety and security related tags, labels and signage are placed in the cargo		5	2	3
	PC19. check if loading instrument is certified and operational		5	2	3
	PC20. implement 5S at workplace		5	2	3
	PC21. check if cargo has passed security checks and report in case of any violation		5	2	3
			100	40	60

Options					
Option 1 - Yard planning and cargo handling					
Total marks 100				Marks allocation	
Assessment outcome	Assessment criteria	Total marks	Out of	Theory	Practical
LSC/N3502 Yard planning and cargo handling	PC1. check yard space utilization data in terms of open and closed yards, dry bulk cargo vs container, and assess available storage capacity	100	5	2	3
	PC2. review ageing of cargo and containers in yard, identify reasons for delay, and enable timely movement		5	2	3
	PC3. identify and finalise bays for storage of incoming cargo considering the various demarcations and precautions to be taken particularly for hazardous and dry bulk cargo		5	2	3
	PC4. plan for yard traffic and material movement routes considering terminal layout, container and cargo type, and available equipment		5	1	4

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PC5. prepare goods storage plans based on vessel berthing plan and get it approved by the terminal manager	5	1	4
PC6. escalate issues to terminal manager if required	4	1	3
PC7. obtain vessel information related to docking schedule, berth, bays and containers to be unloaded/ loaded	5	2	3
PC8. obtain information regarding movement of containers/ cargo from port terminals to CFS/ ICD or client	5	2	3
PC9. communicate and finalise cargo movement plan with lifting supervisors, vessel supervisors, cargo equipment handlers, and manual cargo handlers	3	1	2
PC10. ensure that all equipment and workforce are ready for operations at the time of vessel docking / transport arrival	4	1	3
PC11. ensure all necessary precautions are taken and adequate PPEs are used	4	1	3
PC12. coordinate with vessel docking supervisor/ transport supervisor and vessel officer and get a go-ahead for cargo/ container loading/ unloading	4	1	3
PC13. coordinate with cargo surveyor for receiving 'safe and secured' go-ahead before loading/ unloading	4	1	3
PC14. address the queries of shipping lines and agents regarding cargo operations and storage	4	1	3
PC15. check that all cargo handling activities executed are as per schedule and SOP	4	1	3
PC16. document damages to cargo/ container during loading/ unloading	4	1	3
PC17. provide guidance and resolve/escalate any issues faced in loading/ unloading	4	1	3
PC18. check that all cargo is stored at the planned/allocated storage location in the yard	4	1	3
PC19. obtain 'safe and secured' go-ahead from the cargo surveyor upon completion of loading/ unloading activities	4	1	3
PC20. collect counter signature from transporter for actuals received or dispatched	4	1	3

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PC21. check consignments received against order and delivery documentation to confirm that the quality, quantity and condition of the cargo is acceptable, identifying and referring any discrepancies		3	1	2
PC22. maintain records relating to the receipt / storage / despatch of cargo, ensuring that these are up to date and complete		4	1	3
PC23. check if receipt and delivery are documented in ERP		3	1	2
PC24. prepare daily report highlighting the cargo storage and movement, plan vs actual performance, cargo ageing, details of accidents and damages if any		4	2	2
		100	30	70

Annexure: Trainer qualification and equipment requirement

Trainer Qualification –

- Diploma/ Class XII pass with 7 years of experience with minimum 3 years as supervisor in CFS/ICD (or)
- Graduate with 5 years of experience with minimum 3 years as supervisor in CFS/ICD
- Experience in cargo operations at CFS/ICD/ports having detailed knowledge of CFS/ICD operations, cargo handling, crane operations, cargo documentation, ERP related reporting and data management activities and supervisory skills
- The person should have communication skills involving reading, writing and oral in English and vernacular language

Training equipment - Teaching board, Computer, Projector, Video Player or TV, Ms Office, Management Information Systems (MIS), Inventory models, stationery, PPEs, MHEs, IMDG, HAZCHEM, Directorate General (DG) codes, packing devices, vessel/container tracking IT software, and packing material