

Qualification Pack



Land Transportation Associate

Options: Perform customs clearance activities

QP Code: LSC/Q1001

Version: 3.0

NSQF Level: 3

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LSC/Q1001: Land Transportation Associate

Brief Job Description

The role holder is responsible for overall vehicle movement and ground operations. The individual receives order details, processes mandatory documents, conducts route survey, coordinates with supervisor for loader requirement and garage supervisor for fleet maintenance, arranges for consignment pick-up, issues In-Gate and Gate Exit pass and monitor and updates status of each consignment.

Personal Attributes

The individual should be self-starter, eye for details, good analytical skills and ability to work with varied stakeholders. S/he should be observant, diligent, have basic mathematical ability. She/he should communicate effectively in vernacular language.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N1201: Book consignments and prepare documents](#)
2. [LSC/N1004: Perform basic Route Planning and Scheduling](#)
3. [LSC/N1001: Undertake gate operations](#)
4. [LSC/N1132: Dispatch and track the movement of consignments.](#)
5. [LSC/N1135: Perform transport consolidation and consignment tracking](#)
6. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
7. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Options(Not mandatory):

Option : Perform customs clearance activities

The unit is about meeting customs inspection requirements such as packaging, scanning, loading and transport arrangement

1. [LSC/N2146: Perform Customs Clearance Activities](#)

Qualification Pack (QP) Parameters

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Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/ Relations (Consignment Booking)
Country	India
NSQF Level	3
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221/4323 and ISCO-08/4323
Minimum Educational Qualification & Experience	10th grade pass (Or Equivalent) with 2 Years of experience Relevant experience in transportation OR 8th grade pass with 4 Years of experience Relevant experience in transportation OR Previous relevant Qualification of NSQF Level (2.5) with 1.5 years of experience Relevant experience in transportation
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	3.0
Reference code on NQR	QG-06-TW-046152025-V2-LSC
NQR Version	2.0

Qualification Pack

LSC/N1201: Book consignments and prepare documents

Description

This unit is about obtaining, preparing and updating consignment booking details

Scope

The scope covers the following :

- Receive order details from customers and plan for vehicles
- Process mandatory documents

Elements and Performance Criteria

Receive order details from customers and plan for vehicle

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

- PC1.** Obtain order requirements from customers through email, phone calls, or online booking systems.
- PC2.** Collect complete information on the consignment, including the contact information of the sender (consignor) and receiver (consignee), Cargo description (size, weight, and nature of goods), Pickup and delivery locations with addresses and contact numbers, and Preferred pickup and delivery dates and time.
- PC3.** Enter all consignment details into the transport management system or manually in the consignment log.
- PC4.** Determine the type of vehicle required and check for loading arrangements in the vehicle based on the nature of the goods, space required, etc. and update details in the system
- PC5.** Finalise the loading of goods to be a part of Full Truck Load (FTL) or Less than Truck Load (LTL) based on goods type and client requirement
- PC6.** Find out the market rates depending on the destination and the load for competitive pricing
- PC7.** Suggest transporting the goods using the company's fleet or tying up with other transporters
- PC8.** Post confirmation of orders by the customer, generate the consignment reference number/ proforma invoice for tracking after updating the relevant transportation details, such as the type of vehicle needed, cargo handling requirements, and any special instructions (e.g., hazardous materials, fragile goods).

Process mandatory documents

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

- PC9.** Check if the vehicle meets the regulatory requirement in terms of width, height and length of the vehicle with respect to the number of axles
- PC10.** Fill out the Lorry Receipt (LR), hand over one copy to the customer and one copy to the truck driver and retain the copy for records
- PC11.** Prepare transit insurance forms and Goods and Services Tax (GST) permits for dispatching vehicles and agreement sheets to be given at the destination along with consignment
- PC12.** Check papers like road permits are available with the transporter and coordinate with the customer

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- PC13.** Facilitate advance payment to the transporter as per the agreement
- PC14.** Update periodically in the system till dispatch of goods if there are any changes in the quantity, packaging, destination, etc.
- PC15.** Update information on vehicle movement for ease of tracking
- PC16.** On delivery of goods and receipt of an acknowledgement, close the order in the system and raise an invoice
- PC17.** Receive the signed agreement sheet and inbound documentation from the incoming transport and fill in all the required forms for inbound transport.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organizational procedures
- KU2.** Companys customer accounts
- KU3.** Organization fee and charges structure
- KU4.** Organization fee and charges structure
- KU5.** Organization policy of data maintenance, recording and handling
- KU6.** Relevant safety and security procedures
- KU7.** Different transport companies the organization works with and their processes
- KU8.** Procedure followed while booking trucks to pick up and transport consignments
- KU9.** Processes involved in inbound and outbound transport
- KU10.** Use of computer for electronic documentation of information
- KU11.** Different geographies and distances to different destination
- KU12.** Functioning of ERP systems and their operations
- KU13.** Possible difficulties in booking customer orders
- KU14.** Possible common challenges and solutions for booking orders (delays, low capacity utilization etc.)

Generic Skills (GS)

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

- GS1.** Schedule and plan for cargo transport
- GS2.** Instruction in the checklists, order lists etc.
- GS3.** Instructions from email queries/ written queries/ work orders
- GS4.** Respond to email/ written queries of customers
- GS5.** Fill forms related to customer consignments
- GS6.** Maintain the record as per the companys policies.
- GS7.** Communicate clearly with managers, peers and other staff at the hub/station
- GS8.** Communicate with reporting officer and contractual workers to ensure activities are running smoothly
- GS9.** Follow up on trucking companies and customers



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- GS10.** Make a judgment as to whether a customer order can be taken up or needs to be dropped
- GS11.** Estimate the associated costs with respect to the transport order
- GS12.** Prioritise and execute tasks within the scheduled time limits
- GS13.** Maintain schedules and punctuality
- GS14.** Attend customer requirements and update the same in ERP
- GS15.** Identify and correct errors in documents
- GS16.** Handle day-to-day problems like delays, staffing shortages, etc.
- GS17.** Organise the documents with attention to detail
- GS18.** Estimate the price to be billed to the customer for transporting the consignment to a destination
- GS19.** Assess the type of truck required and whether FTL or LTL is to be used
- GS20.** Concentrate on the task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive order details from customers and plan for vehicle</i>	16	29	-	4
PC1. Obtain order requirements from customers through email, phone calls, or online booking systems.	2	3	-	-
PC2. Collect complete information on the consignment, including the contact information of the sender (consignor) and receiver (consignee), Cargo description (size, weight, and nature of goods), Pickup and delivery locations with addresses and contact numbers, and Preferred pickup and delivery dates and time.	2	4	-	2
PC3. Enter all consignment details into the transport management system or manually in the consignment log.	2	4	-	1
PC4. Determine the type of vehicle required and check for loading arrangements in the vehicle based on the nature of the goods, space required, etc. and update details in the system	2	4	-	-
PC5. Finalise the loading of goods to be a part of Full Truck Load (FTL) or Less than Truck Load (LTL) based on goods type and client requirement	2	4	-	1
PC6. Find out the market rates depending on the destination and the load for competitive pricing	2	3	-	-
PC7. Suggest transporting the goods using the company's fleet or tying up with other transporters	2	3	-	-
PC8. Post confirmation of orders by the customer, generate the consignment reference number/ proforma invoice for tracking after updating the relevant transportation details, such as the type of vehicle needed, cargo handling requirements, and any special instructions (e.g., hazardous materials, fragile goods).	2	4	-	-
<i>Process mandatory documents</i>	14	31	-	6

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. Check if the vehicle meets the regulatory requirement in terms of width, height and length of the vehicle with respect to the number of axles	2	4	-	-
PC10. Fill out the Lorry Receipt (LR), hand over one copy to the customer and one copy to the truck driver and retain the copy for records	1	3	-	-
PC11. Prepare transit insurance forms and Goods and Services Tax (GST) permits for dispatching vehicles and agreement sheets to be given at the destination along with consignment	2	3	-	-
PC12. Check papers like road permits are available with the transporter and coordinate with the customer	2	3	-	-
PC13. Facilitate advance payment to the transporter as per the agreement	1	4	-	2
PC14. Update periodically in the system till dispatch of goods if there are any changes in the quantity, packaging, destination, etc.	2	3	-	-
PC15. Update information on vehicle movement for ease of tracking	1	4	-	2
PC16. On delivery of goods and receipt of an acknowledgement, close the order in the system and raise an invoice	1	3	-	-
PC17. Receive the signed agreement sheet and inbound documentation from the incoming transport and fill in all the required forms for inbound transport.	2	4	-	2
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1201
NOS Name	Book consignments and prepare documents
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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LSC/N1004: Perform basic Route Planning and Scheduling

Description

This unit is about preparing route plans and schedules and coordinating with vendors and internal departments.

Scope

The scope covers the following :

- Collect primary data and route planning
- Schedule and Coordinate with internal and external stakeholders

Elements and Performance Criteria

Collect primary data and route planning

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

- PC1.** Gather information about the type of goods being transported, the priority of the delivery, the delivery windows or service times required by the customer, pick-up and drop-off locations, road conditions or access restrictions, any special requirements (e.g., fragile items, temperature-sensitive items), volume of goods, vehicle capacity, vehicle traffic constraint, and transporter details.
- PC2.** Determine what vehicles are available (e.g., truck size, capacity, fuel efficiency) and ensure they match the load and route.
- PC3.** Check for regulatory compliance with the vehicle in terms of hygiene, the functionality of the refrigerated vehicle, etc., in the case of perishable goods.
- PC4.** Calculate the pickup and delivery sequence for the optimal time, allocation of loads, and vehicle capacity by entering the details in the route planning software
- PC5.** Ensure any additional equipment (e.g., forklifts, loading ramps, pallet jacks, straps, or cranes) is available if needed for loading/unloading at both pickup and delivery locations.
- PC6.** Use mapping tools (Google Maps, specialised transportation software) to identify the most efficient route considering Distance and travel time, Traffic conditions (rush hour, construction, etc.), Road types (highways vs. smaller roads), and Weather conditions (e.g., cyclone, rain).
- PC7.** Identify the various tolls, rest stops, driver shift changes, vehicle relays, re-fuelling of vehicles, etc.
- PC8.** Plan daily truck coverage, driver and trip assignment and communicate route information with staff.
- PC9.** Choose the most cost-effective route (e.g., minimising fuel consumption or avoiding toll roads) in case of multiple deliveries.
- PC10.** Plan for possible delays or emergencies (e.g., breakdowns, road closures) and have alternate routes available.
- PC11.** Identify alternate routes to maintain service standards in case of contingency requirements, such as inclement weather or natural calamities.
- PC12.** Communicate to the customer on the finalised route plan and confirm with the Supervisor

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Schedule and Coordinate with internal and external stakeholders

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

- PC13.** Estimate Time for Each Leg of the Journey, factoring in expected driving time, loading/unloading times, and possible stops.
- PC14.** Create a clear schedule showing all routes, time windows, and key information, such as contact details for the recipients and any special instructions.
- PC15.** Get the route plan and schedules approved by the supervisor
- PC16.** Share the route details with drivers and any other involved parties, such as the warehouse team or customer service.
- PC17.** Coordinate with the fleet supervisor for required drivers and cleaners allocation for the planned schedule

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organizational procedures
- KU2.** Documentation and reporting as per organization's mandate
- KU3.** Security procedures to be followed
- KU4.** Escalation matrix for reporting identified problems
- KU5.** Risk and impact of not following defined procedures/work instructions
- KU6.** Use of computer and associated equipment like scanner
- KU7.** Geographical spread of states and cities
- KU8.** Planning w.r.t routes and network
- KU9.** Types of goods being handled
- KU10.** Federal and state laws pertaining to transportation
- KU11.** Route optimization software
- KU12.** Loading/unloading and transports that can be used for different types of shipments
- KU13.** Different cargo arrangements to maximize space utilization

Generic Skills (GS)

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

- GS1.** Written instructions
- GS2.** Route network
- GS3.** Write shipment details in the software
- GS4.** Write report regarding damages, mismatch, etc
- GS5.** Communicate clearly in local language with team members and vendors
- GS6.** Provide guidance to peers & juniors
- GS7.** Communicate with workers for delays and updates in schedules
- GS8.** Identify the space required for loading and unloading based on shipment and trucking details



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- GS9.** Identify the optimal route for efficient fleet utilization
- GS10.** Estimate time required for each activity and make realistic plans
- GS11.** Maintain schedules and punctuality
- GS12.** Prioritize and execute tasks within the scheduled time limits
- GS13.** Flexibility to re-assess schedule in case of delays/additional orders
- GS14.** Importance of customer timelines
- GS15.** Identify trends/common causes for errors and suggest possible solutions to the supervisor
- GS16.** Handle day to day problems like delays, staffing shortage, etc.
- GS17.** Suggest methods to minimise errors
- GS18.** Analyse breakdown to determine most cost effective and timely course of action

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect primary data and route planning</i>	23	40	-	7
PC1. Gather information about the type of goods being transported, the priority of the delivery, the delivery windows or service times required by the customer, pick-up and drop-off locations, road conditions or access restrictions, any special requirements (e.g., fragile items, temperature-sensitive items), volume of goods, vehicle capacity, vehicle traffic constraint, and transporter details.	2	1	-	1
PC2. Determine what vehicles are available (e.g., truck size, capacity, fuel efficiency) and ensure they match the load and route.	2	5	-	-
PC3. Check for regulatory compliance with the vehicle in terms of hygiene, the functionality of the refrigerated vehicle, etc., in the case of perishable goods.	2	5	-	2
PC4. Calculate the pickup and delivery sequence for the optimal time, allocation of loads, and vehicle capacity by entering the details in the route planning software	2	5	-	2
PC5. Ensure any additional equipment (e.g., forklifts, loading ramps, pallet jacks, straps, or cranes) is available if needed for loading/unloading at both pickup and delivery locations.	1	4	-	-
PC6. Use mapping tools (Google Maps, specialised transportation software) to identify the most efficient route considering Distance and travel time, Traffic conditions (rush hour, construction, etc.), Road types (highways vs. smaller roads), and Weather conditions (e.g., cyclone, rain).	2	2	-	2
PC7. Identify the various tolls, rest stops, driver shift changes, vehicle relays, re-fuelling of vehicles, etc.	2	3	-	-
PC8. Plan daily truck coverage, driver and trip assignment and communicate route information with staff.	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. Choose the most cost-effective route (e.g., minimising fuel consumption or avoiding toll roads) in case of multiple deliveries.	2	3	-	-
PC10. Plan for possible delays or emergencies (e.g., breakdowns, road closures) and have alternate routes available.	2	1	-	-
PC11. Identify alternate routes to maintain service standards in case of contingency requirements, such as inclement weather or natural calamities.	2	3	-	-
PC12. Communicate to the customer on the finalised route plan and confirm with the Supervisor	2	4	-	-
<i>Schedule and Coordinate with internal and external stakeholders</i>	7	20	-	3
PC13. Estimate Time for Each Leg of the Journey, factoring in expected driving time, loading/unloading times, and possible stops.	2	5	-	-
PC14. Create a clear schedule showing all routes, time windows, and key information, such as contact details for the recipients and any special instructions.	2	4	-	2
PC15. Get the route plan and schedules approved by the supervisor	1	2	-	-
PC16. Share the route details with drivers and any other involved parties, such as the warehouse team or customer service.	1	5	-	1
PC17. Coordinate with the fleet supervisor for required drivers and cleaners allocation for the planned schedule	1	4	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1004
NOS Name	Perform basic Route Planning and Scheduling
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQF Clearance Date	07/10/2025

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LSC/N1001: Undertake gate operations

Description

This unit is about performing Gate in and Gate out activities

Scope

The scope covers the following :

- Issue gate entry pass
- Issue gate exit pass

Elements and Performance Criteria

Issue gate entry pass

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

- PC1.** based on daily plan for loading or unloading assign the timing for loading/ unloading for the vehicle
- PC2.** plan for the bay based on priority and type of goods to be loaded/ unloaded to get the internal approval on the availability of bay
- PC3.** create entry in the Enterprise Resource Planning (ERP)/ Transport Management System (TMS) based on the planned bay and timing of the vehicle
- PC4.** communicate the same to the transporter or internal department for their vehicle planning
- PC5.** collect details about vehicle, driver, vehicle registration number, vehicle insurance number, container number, release container PIN, equipment delivery order (EDO), goods to be loaded/ unloaded, Delivery Challan (DC) to prepare the entry pass
- PC6.** obtain vehicle permit from the transporter to carry non-normative goods in case of oversized cargo, Dangerous Goods Declaration/ Certificate in case of hazardous material
- PC7.** communicate the collected details to the gate supervisor
- PC8.** coordinate with the security to instruct the driver on the bay number

Issue gate exit pass

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

- PC9.** verify vehicle registration number, container number, container seal number, contents of the vehicle, goods insurance etc. against the DC
- PC10.** ensure that customs verification procedures are completed, and the goods/containers are sealed, if required
- PC11.** enter the vehicle details, loaded goods information and other information in ERP to generate gate exit pass
- PC12.** communicate the gate exit pass details to security through ERP/TMS
- PC13.** check that all containers are gated out after completion of necessary customs and legal procedures against gate entry

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** different freight forwarding companies
- KU3.** documentation and reporting as per organization's mandate
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** risk and impact of not following defined procedures/work instructions
- KU7.** use of computer and associated equipment like scanner
- KU8.** various documents for export and import
- KU9.** special documents for dangerous and hazardous goods
- KU10.** different types of goods being handled
- KU11.** special characteristics and handling requirements of goods

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** documents
- GS3.** management directions in English
- GS4.** write details of the documents in the systems
- GS5.** write report regarding damages, mismatch, etc
- GS6.** write and issue Gate-In and Gate-Exit pass
- GS7.** communicate clearly in local language or English with team members and drivers, warehouse supervisors
- GS8.** decide on action to be taken for missing documents
- GS9.** decide on allotting bay to the driver
- GS10.** organize documents for easy assessment and inspection
- GS11.** importance of customer timelines
- GS12.** identify trends/common causes for errors and suggest possible solutions to the supervisor
- GS13.** suggest and implement methods to optimise utilization of free bay
- GS14.** focus on task at hand and complete it without errors and delays

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Issue gate entry pass</i>	20	39	-	7
PC1. based on daily plan for loading or unloading assign the timing for loading/ unloading for the vehicle	3	5	-	1
PC2. plan for the bay based on priority and type of goods to be loaded/ unloaded to get the internal approval on the availability of bay	3	5	-	1
PC3. create entry in the Enterprise Resource Planning (ERP)/ Transport Management System (TMS) based on the planned bay and timing of the vehicle	2	5	-	1
PC4. communicate the same to the transporter or internal department for their vehicle planning	2	5	-	1
PC5. collect details about vehicle, driver, vehicle registration number, vehicle insurance number, container number, release container PIN, equipment delivery order (EDO), goods to be loaded/ unloaded, Delivery Challan (DC) to prepare the entry pass	2	5	-	1
PC6. obtain vehicle permit from the transporter to carry non-normative goods in case of oversized cargo, Dangerous Goods Declaration/ Certificate in case of hazardous material	3	5	-	1
PC7. communicate the collected details to the gate supervisor	3	4	-	-
PC8. coordinate with the security to instruct the driver on the bay number	2	5	-	1
<i>Issue gate exit pass</i>	10	21	-	3
PC9. verify vehicle registration number, container number, container seal number, contents of the vehicle, goods insurance etc. against the DC	2	5	-	1
PC10. ensure that customs verification procedures are completed, and the goods/containers are sealed, if required	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. enter the vehicle details, loaded goods information and other information in ERP to generate gate exit pass	2	5	-	1
PC12. communicate the gate exit pass details to security through ERP/TMS	2	3	-	-
PC13. check that all containers are gated out after completion of necessary customs and legal procedures against gate entry	2	5	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1001
NOS Name	Undertake gate operations
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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LSC/N1132: Dispatch and track the movement of consignments.

Description

This unit is about preparing the transport and delivery of consignments.

Scope

The scope covers the following :

- Arrange for consignment pick up
- Monitor and update status of each consignment

Elements and Performance Criteria

Arrange for consignment pick up

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

- PC1.** Contact the transport companies, check for availability and book vehicle as per requirement
- PC2.** Follow up on existing truck bookings that have already been scheduled
- PC3.** In case of non-availability of trucks planned as per clients requirement, escalate to the executive to alter the plan in terms of pricing or vehicle type without any deviation in terms of safety and delivery timelines
- PC4.** Keep the customer posted on the developments on periodical basis
- PC5.** Contact the driver to confirm the pickup time and ensure the pickup location is ready for loading.
- PC6.** Liaise between the customer and the transporter for consignment pick up schedule

Monitor and update status of each consignment

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

- PC7.** Countercheck if the consignments are loaded/unloaded against the Lorry Receipt (LR) details in the ERP, and in case of discrepancy, interact with the customer and transporter to receive clarification
- PC8.** Ensure that the cargo is evenly distributed and securely fastened to prevent shifting during transit.
- PC9.** Update the transporter on any changes in route or consignment paperwork
- PC10.** Track the movement of vehicles in real-time through GPS or telematics.
- PC11.** Identify and note down if any truck has been reported with any issues/ delays in the system and communicate to the supervisor for alternative arrangements
- PC12.** Coordinate with the driver on a periodic basis to ensure adherence to the transportation schedule and provide any support if required
- PC13.** Escalate to the executive or the transport coordinator in case of documentation problems, accidents, GPS failure, or any other exigency
- PC14.** Remind drivers of route changes/special weather conditions, if any
- PC15.** Input the location of each consignment and reasons for delays, if any, and update the information in the system at regular intervals

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- PC16.** Keep all the stakeholders updated during shipment transit.
- PC17.** Make sure that the cargo is unloaded safely and that the recipient signs for receipt of goods.
- PC18.** Ensure that any damage or discrepancies are noted and reported immediately.
- PC19.** Obtain signed proof of delivery (POD) from the consignee, confirming the consignment has been received in good condition.
- PC20.** Generate reports for each consignment on delivery, reasons for delays, if any, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures
- KU2.** Types of documentation and importance of the same
- KU3.** Organization fee and charges structure
- KU4.** Organization policy of data maintenance, recording and handling
- KU5.** Company's material movement policy
- KU6.** Implications of poor performance such as delayed pick-up, improper documentation and high error rate
- KU7.** Reporting structure
- KU8.** Department hierarchy
- KU9.** Relevant safety and security procedures
- KU10.** Detailed understanding of the tracking systems
- KU11.** Accurately estimate travel time required
- KU12.** How to maintain communication and control through all phases of the cargo transit
- KU13.** Usage of computer for electronic documentation of information
- KU14.** Usage of GPS to track the consignment
- KU15.** Different transport available for different routes
- KU16.** Nature of the products transported and the variances in their characteristics
- KU17.** Special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous goods, material handling procedure, etc.

Generic Skills (GS)

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

- GS1.** Schedule and plan for cargo movement
- GS2.** Instructions and conditions during cargo movement
- GS3.** Instructions on how to use the tracking systems
- GS4.** Fill out forms, inspection checklists pertaining to the customer consignments
- GS5.** Prepare detailed reports for management
- GS6.** Listen to the issues of the drivers

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- GS7.** Communicate with regularly with the customer at every stage of the process
- GS8.** Communicate effectively with supervisory and operational staff at all levels
- GS9.** Speak politely and build relationship with the transporters, customers, etc.
- GS10.** Make a judgment on the appropriate choice of transport, route for export of cargo
- GS11.** Make a judgment as to whether an issue is serious enough to be escalated or not
- GS12.** Plan the sequence of work
- GS13.** Prioritize and execute tasks within the scheduled time limits
- GS14.** Flexibility to re-assess schedule in case of delays/additional orders
- GS15.** Communicate with customers and share all relevant information
- GS16.** Customer timelines and ensure that they are met
- GS17.** Identify trends/common causes for errors and suggest possible solutions to the transport supervisor
- GS18.** Handle day to day problems like delays, staffing shortage, etc.
- GS19.** Keep track of the progress of each truck in real time
- GS20.** Suggest methods to streamline the tracking process
- GS21.** Identify strengths and weaknesses of alternative route for transportation

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Arrange for consignment pick up</i>	7	21	-	5
PC1. Contact the transport companies, check for availability and book vehicle as per requirement	1	4	-	1
PC2. Follow up on existing truck bookings that have already been scheduled	1	3	-	1
PC3. In case of non-availability of trucks planned as per clients requirement, escalate to the executive to alter the plan in terms of pricing or vehicle type without any deviation in terms of safety and delivery timelines	1	3	-	1
PC4. Keep the customer posted on the developments on periodical basis	1	4	-	1
PC5. Contact the driver to confirm the pickup time and ensure the pickup location is ready for loading.	2	3	-	-
PC6. Liaise between the customer and the transporter for consignment pick up schedule	1	4	-	1
<i>Monitor and update status of each consignment</i>	23	39	-	5
PC7. Countercheck if the consignments are loaded/unloaded against the Lorry Receipt (LR) details in the ERP, and in case of discrepancy, interact with the customer and transporter to receive clarification	2	2	-	-
PC8. Ensure that the cargo is evenly distributed and securely fastened to prevent shifting during transit.	2	4	-	1
PC9. Update the transporter on any changes in route or consignment paperwork	2	4	-	-
PC10. Track the movement of vehicles in real-time through GPS or telematics.	2	4	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Identify and note down if any truck has been reported with any issues/ delays in the system and communicate to the supervisor for alternative arrangements	2	3	-	-
PC12. Coordinate with the driver on a periodic basis to ensure adherence to the transportation schedule and provide any support if required	1	2	-	-
PC13. Escalate to the executive or the transport coordinator in case of documentation problems, accidents, GPS failure, or any other exigency	2	2	-	-
PC14. Remind drivers of route changes/special weather conditions, if any	1	6	-	-
PC15. Input the location of each consignment and reasons for delays, if any, and update the information in the system at regular intervals	2	5	-	1
PC16. Keep all the stakeholders updated during shipment transit.	2	2	-	-
PC17. Make sure that the cargo is unloaded safely and that the recipient signs for receipt of goods.	2	1	-	1
PC18. Ensure that any damage or discrepancies are noted and reported immediately.	1	1	-	1
PC19. Obtain signed proof of delivery (POD) from the consignee, confirming the consignment has been received in good condition.	1	2	-	-
PC20. Generate reports for each consignment on delivery, reasons for delays, if any, etc.	1	1	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1132
NOS Name	Dispatch and track the movement of consignments.
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

LSC/N1135: Perform transport consolidation and consignment tracking

Description

This unit is about performing transport consolidation

Scope

The scope covers the following :

- Collect dispatch plan and consolidate goods

Elements and Performance Criteria

Collect the dispatch plan and consolidate goods

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

- PC1.** Obtain the truck schedule and goods dispatch schedule planned for the day
- PC2.** Collect all the details of the shipments that need to be consolidated, such as Order quantities, Delivery locations, Delivery dates, Special requirements (e.g., temperature-sensitive goods, fragile items), Dimensions and weight of each shipment, etc.
- PC3.** Analyse which shipments can be consolidated based on factors such as Destination proximity, Size and weight compatibility and Type of goods.
- PC4.** Plan the route and decide how to load the truck to maximise space and minimise transportation costs.
- PC5.** Consider the factors like Optimal route planning, Stacking and arrangement, and Scheduling while consolidating the loads.
- PC6.** Prepare consolidation plan for goods based on a) nature of goods, b) volume of goods by its dimensions (width, breadth and height), c) Full Truck Load (FTL)/ Less than Truck Load (LTL) requirements, d) destination locations, e) delivery priority, f) route of the truck, g) type of truck, number of axles, load bearing capacity, physical dimensions of carriage
- PC7.** Formulate a loading plan to make sure that the goods are arranged in the demarcated space based on the weight-bearing capacity of bin/crate/pallet and order of delivery priority
- PC8.** Coordinate with the transport coordinator and warehouse in charge to ensure the truck consolidation plan is as per the original shipment plan
- PC9.** Connect with the Trucking Company to schedule the pickup and delivery
- PC10.** Coordinate with the dispatch supervisor to arrange for appropriate Material Handling Equipment (MHE) to load the goods in the vehicle as per loading plan
- PC11.** Post the arrangement of goods at the loading bay and inspect that the goods are arranged as per the loading plan for safe transport.
- PC12.** Arrange for replacement or quarantine of any damaged goods during loading or arrangement of goods in the demarcated area and inform the supervisor accordingly
- PC13.** Make sure that the goods are lashed appropriately and cushioning is provided to avoid damage during transit
- PC14.** Update ERP with respect to goods that have been successfully dispatched
- PC15.** Record reasons for delay or pending dispatch

Qualification Pack

Consignment tracking

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

- PC16.** Review the position of consignments in transit and coordinate with the driver or transporter in case of delays or faults
- PC17.** Update the tracking information for each order in the ERP/ Transport Management System (TMS) to provide real-time information to the client
- PC18.** Based on the incident log of the respective vehicle, proactively plan for preventive measures and necessary arrangements if the issue occurs during transit
- PC19.** Coordinate with regional office/ branches and local authorities to resolve exigencies during transit
- PC20.** Record the incident and coordinate with the driver till the vehicle resumes delivery
- PC21.** Update the estimated delivery time of the consignment in the ERP and communicate with the client
- PC22.** Ensure that the driver delivers the consolidated shipment according to the plan and obtains Proof of Delivery (POD).

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures: fee, charges structure and types of documentation.
- KU2.** Company customer accounts, suppliers and their requirements.
- KU3.** Organisation policy of data maintenance, recording and handling
- KU4.** Reporting structure and escalation matrix for reporting identified problem
- KU5.** Types of goods being handled and the company's material movement policy
- KU6.** Relevant data safety and security procedures
- KU7.** Different transport companies the organisation works with and their processes
- KU8.** The procedure followed while booking trucks to pick up and transport consignments.
- KU9.** The geographical spread of states and cities, details of different routes, and estimated travel time required
- KU10.** Federal and state laws pertaining to transportation
- KU11.** Route optimisation software
- KU12.** Loading/unloading and transports that can be used for different types of shipments
- KU13.** Usage of Enterprise Resource Planning (ERP), Global Positioning System (GPS), tracking software and tracking devices and extracting information from them
- KU14.** Different cargo arrangements maximise space utilisation
- KU15.** Procedures for dealing with loss or damage to goods
- KU16.** Details of transport companies the organisation works with and their processes
- KU17.** The procedure followed while booking trucks and processes involved in inbound and outbound transport
- KU18.** Legal requirements, rules and regulations to be followed while preparing forms and documents for inbound/outbound transport
- KU19.** Records and logbooks to be maintained and the importance of the same

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- KU20.** Different types of truckloads
- KU21.** Details required while consolidating orders
- KU22.** How to maintain communication and control through all phases of the cargo transit
- KU23.** Dangerous goods and their handling and movement procedures
- KU24.** Methods for consolidating orders based on type, size, destination, etc. and possible common challenges and errors in consolidation
- KU25.** Prepare the necessary documentation for processing damage claims

Generic Skills (GS)

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

- GS1.** Planning w.r.t routes and network
- GS2.** Identify if there is an aberration in the data and decide on possible reasons
- GS3.** Prepare written delivery schedule , chart , fill out forms , and inspection checklists pertaining to the customer consignments
- GS4.** Damage reports and daily status reports
- GS5.** Communicate clearly in local language or English with supervisors, co-workers, vendors, drivers and stakeholders.
- GS6.** Identify activities or orders that need to be prioritised as per instructions
- GS7.** Plan and estimate the time for each activity
- GS8.** Maintain punctuality and avoid absenteeism
- GS9.** Identify trends/common causes for delays and resolve the same with the supervisor and manager
- GS10.** Review analysis and data processes to minimise errors and enhance accuracy
- GS11.** Write e-mails, notes and letters as a follow-up to the trucking supervisor and consignor/ consignee
- GS12.** Decide if a certain document would suffice the requirement of permits, agreements, or any additional document would be required
- GS13.** Decide on alternate routes and transports in case a shipment is stuck
- GS14.** Identify and correct errors in consignment documents and resolve any documentation issues faced by the truck drivers en route
- GS15.** Suggest methods to streamline the documentation process
- GS16.** Make a judgment as to how to utilise the space while consolidating
- GS17.** Decide the estimated time required for consolidation and making schedules
- GS18.** Make a judgment as to whether a route change is required or not
- GS19.** Prioritise and execute tasks within the scheduled time limits
- GS20.** Adjust resources according to volume and capacity needs during peak and non-peak hours
- GS21.** Maintain schedules, punctuality and re-assess schedules in case of delays/additional orders
- GS22.** Prepare schedules and consolidation plans, keeping in mind customer timelines and any special instructions from the head office.
- GS23.** Handle day-to-day problems like delays, staffing shortages, etc.



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- GS24.** Analyse costs to determine optimum costing for final deliveries
- GS25.** Assess the type of truck required and whether FTL or LTL is to be used
- GS26.** Keep track of the progress of each truck in real time
- GS27.** Suggest methods to streamline the consolidation of orders
- GS28.** Identify strengths and weaknesses of alternative routes for transportation

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect the dispatch plan and consolidate goods</i>	21	53	-	7
PC1. Obtain the truck schedule and goods dispatch schedule planned for the day	1	5	-	1
PC2. Collect all the details of the shipments that need to be consolidated, such as Order quantities, Delivery locations, Delivery dates, Special requirements (e.g., temperature-sensitive goods, fragile items), Dimensions and weight of each shipment, etc.	1	5	-	1
PC3. Analyse which shipments can be consolidated based on factors such as Destination proximity, Size and weight compatibility and Type of goods.	1	4	-	-
PC4. Plan the route and decide how to load the truck to maximise space and minimise transportation costs.	1	5	-	-
PC5. Consider the factors like Optimal route planning, Stacking and arrangement, and Scheduling while consolidating the loads.	2	4	-	-
PC6. Prepare consolidation plan for goods based on a) nature of goods, b) volume of goods by its dimensions (width, breadth and height), c) Full Truck Load (FTL)/ Less than Truck Load (LTL) requirements, d) destination locations, e) delivery priority, f) route of the truck, g) type of truck, number of axles, load bearing capacity, physical dimensions of carriage	2	4	-	1
PC7. Formulate a loading plan to make sure that the goods are arranged in the demarcated space based on the weight-bearing capacity of bin/crate/pallet and order of delivery priority	2	4	-	1
PC8. Coordinate with the transport coordinator and warehouse in charge to ensure the truck consolidation plan is as per the original shipment plan	2	4	-	1
PC9. Connect with the Trucking Company to schedule the pickup and delivery	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Coordinate with the dispatch supervisor to arrange for appropriate Material Handling Equipment (MHE) to load the goods in the vehicle as per loading plan	2	3	-	-
PC11. Post the arrangement of goods at the loading bay and inspect that the goods are arranged as per the loading plan for safe transport.	1	2	-	-
PC12. Arrange for replacement or quarantine of any damaged goods during loading or arrangement of goods in the demarcated area and inform the supervisor accordingly	1	3	-	-
PC13. Make sure that the goods are lashed appropriately and cushioning is provided to avoid damage during transit	1	4	-	1
PC14. Update ERP with respect to goods that have been successfully dispatched	1	2	-	1
PC15. Record reasons for delay or pending dispatch	1	1	-	-
<i>Consignment tracking</i>	9	7	-	3
PC16. Review the position of consignments in transit and coordinate with the driver or transporter in case of delays or faults	1	1	-	1
PC17. Update the tracking information for each order in the ERP/ Transport Management System (TMS) to provide real-time information to the client	1	1	-	-
PC18. Based on the incident log of the respective vehicle, proactively plan for preventive measures and necessary arrangements if the issue occurs during transit	1	1	-	1
PC19. Coordinate with regional office/ branches and local authorities to resolve exigencies during transit	2	1	-	-
PC20. Record the incident and coordinate with the driver till the vehicle resumes delivery	1	1	-	-
PC21. Update the estimated delivery time of the consignment in the ERP and communicate with the client	1	1	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. Ensure that the driver delivers the consolidated shipment according to the plan and obtains Proof of Delivery (POD).	2	1	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1135
NOS Name	Perform transport consolidation and consignment tracking
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/ Relations (Consignment Booking)
NSQF Level	3
Credits	2
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Follow health, safety and security measures during all activities

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

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

Maintain a healthy and hygienic workplace

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

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

Handle emergency situations

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

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

Qualification Pack

Maintain integrity and ensure data security

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

- PC14.** Refrain from indulging in corrupt practices.
- PC15.** Protect customers' information and ensure acquired information is not used for personal advantage.
- PC16.** Protect data and information related to business or commercial decisions.

Professional and ethical practice

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

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

Ensure regulatory compliance

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9911
NOS Name	Follow health, safety, security procedures and maintain integrity, ethics at workplace
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	1
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

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Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

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- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
<i>Essential Digital Skills</i>	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	16/12/2025
Next Review Date	27/10/2028
NSQC Clearance Date	16/12/2025

Qualification Pack

LSC/N2146: Perform Customs Clearance Activities

Description

This unit is about meeting post-customer inspection requirements such as packing, scanning, loading, transport arrangement, etc. This O.S. unit is about liaising with the officials clients and maintaining documentation and internal coordination to facilitate cargo movement

Scope

The scope covers the following :

- Perform customs clearance field activities
- Perform customs clearance office activities

Elements and Performance Criteria

Perform customs clearance field activities

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

- PC1.** Submit documents required for customs clearance to customs officials as per requirements.
- PC2.** Respond to any queries and make note of any objections raised by customs officials on the cargo.
- PC3.** Escalate objections and remarks of customs officials to the (EXIM) supervisor and the customer as required.
- PC4.** Check that the packaging and material used are as per client's requirement and regulatory compliance.
- PC5.** Assist customs officer in conducting the inspection, and post inspection witness sealing of the container.
- PC6.** Coordinate with the custodian officials on receipt of goods for loading in the vessel.
- PC7.** Arrange for workforce and material handling equipment for the movement of goods.
- PC8.** Keep a record of shipment in the form of a daily status report & update the same to the customer & EXIM supervisor.
- PC9.** Collect, transmit and maintain records like photographs of seals and container number, cargo stuffing, etc., as records using data management devices.
- PC10.** Submit all signed hard copies and soft data for record filling.
- PC11.** Share a copy of the customs clearance documents with the shipper/ customs agents for further actions.
- PC12.** Collect feedback from customs officer and report it to the supervisor.

Perform customs clearance office activities

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

- PC13.** Follow up in the Indian Customs EDI Gateway (ICEGATE) and check if the bill of entry is approved.
- PC14.** Check the websites of various Participative Government Agencies (PGAs) to check for receipt of various clearances.
- PC15.** Check if the cargo is approved and released from customs and report the same.

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- PC16.** Arrange for required information and related documents on the pending issues to get the cargo customs cleared.
- PC17.** Receive final clearance in the form of a Let Export Order (LEO)/ Out of Customs Charge (OCC).
- PC18.** Provide the required information and documents to the field executives.
- PC19.** Maintain records for clearance activities and shipment for the mandated duration as specified by EXIM regulations.
- PC20.** Assist in clarifying queries raised by customs official or arrange for additional documents from client/ shipper, if required.
- PC21.** Update cargo status in the portal with the assistance of the documentation executive.
- PC22.** Prepare invoices and process payment for accounting purposes in line with organisation requirements.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Bifurcation of taxes and CGST Act, 2017.
- KU2.** Changes and updates in acts, procedures, etc., concerning customs clearance and applicable duties.
- KU3.** Charges and cost aspects of different transportation methods.
- KU4.** Knowledge of the company's policies covering customer accounts management, material movement, quality standards, and receipt modes.
- KU5.** Knowledge of the company's collections and payment processes, ensuring compliance with established work instructions and operational guidelines.
- KU6.** Concept and applicability of GST.
- KU7.** Customs authority's requirements during the inspection of cargo.
- KU8.** Knowledge of the department hierarchy, cargo and shipment details, transport availability across routes.
- KU9.** Knowledge of various airline/shipping line options for different routes should be clearly understood, along with the specific documents required for each type of transaction (both digital and hard copies)
- KU10.** Knowledge of customs clearance forms, eligibility criteria for duty-free goods based on the type of exported cargo, and their respective documentation requirements.
- KU11.** Escalation matrix for reporting identified problems.
- KU12.** Foreign trade policies.
- KU13.** Harmonized System of Nomenclature (HSN) Codes and International Commercial Terms (INCOTERMS).
- KU14.** Information on foreign trade policy and PGAs to classify the cargo imported as per regulatory requirement.
- KU15.** Instructions and conditions during cargo movement.
- KU16.** Knowledge of the company's products and services.

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- KU17.** Knowledge of mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry, import license, insurance certificate, purchase order, letter of credit, test report etc.
- KU18.** Knowledge of the necessary documents to access entry into the customs area.
- KU19.** Operating systems related to customs, such as EDI and ICEGATE and their functions.
- KU20.** Packaging methods and procedures for gate passes.
- KU21.** Paperwork required before handling cargo.
- KU22.** Plan and organise information for verifying invoice.
- KU23.** Knowledge of the company's refund process.
- KU24.** Knowledge of the regulatory requirements associated with customs clearance, freight forwarding, and gate passes.
- KU25.** Knowledge of goods handling and cargo transport, ensuring adherence to all relevant rules and procedures.
- KU26.** Relevant safety and security procedures for special cargo.
- KU27.** Reporting structure to support and expedite project activities.
- KU28.** Reverse charge mechanism.
- KU29.** Terms and terminologies used in import and export trade.
- KU30.** Tracking system, transit rules and regulations.
- KU31.** Transit rules and regulations and destination country's requirements and fiscal regimes
- KU32.** Type of packaging, labelling and marking required.
- KU33.** Knowledge of the computers and software (e.g., ICES, ICEGATE, Remote EDI System (RES), M.S. Office applications like Excel and Word) to update documentation, generate reports, and electronically document information related to customs clearance and logistics operations
- KU34.** Various customs and other portals like shipping lines, DGFT, PGAs, etc., to track the movement of filing done.

Generic Skills (GS)

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

- GS1.** Address queries and concerns in a calm and composed manner
- GS2.** Analyse invoices for tax calculation
- GS3.** Analyse the best possible solutions (cost, time, effort, etc.) for customer requirements
- GS4.** Assess and decide how to consolidate different cargo to be loaded in a shipment/ freight and the type of carriage
- GS5.** Assess if all the required precautions and documentation concerning the transporter are present
- GS6.** Basic letter writing and preparing reports
- GS7.** Check for errors in the invoice
- GS8.** Coordinate with colleagues and seniors

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- GS9.** Make informed decisions based on document review, assessing whether additional information is needed, ensuring compliance with customs and regulatory requirements, determining applicable tax rates
- GS10.** Address inefficiencies by selecting the appropriate transport and route for export and the correct documents based on cargo nature, transport mode, transaction type, and destination country
- GS11.** How to provide shipment status notification to exporters, consignees, or insurers.
- GS12.** Identify and correct errors in documents, highlight incomplete customs documentation to the supervisor, ensure proper precautions are taken for dangerous goods.
- GS13.** Suggest solutions for document errors, address factors to reduce shipment clearance issues, detect irregularities in cargo/shipments.
- GS14.** Evaluate strengths and weaknesses of alternative transportation routes, select appropriate loading/unloading equipment.
- GS15.** Guide transporters with inadequate information on required documentation, and identify any additional information needed for smooth operations.
- GS16.** Keep the exporter or freight forwarder informed of the status to avoid a communication gap
- GS17.** Listen attentively to the requirements of customs officers, supervisors, customs officials, and other relevant stakeholders to ensure clear understanding and compliance with all regulations and instructions.
- GS18.** Maintain accurate records and keep copies of all documents, including verified invoices and cargo movement details, in compliance with the company's policies for future reference.
- GS19.** Make informed judgments on the appropriate transport and route for exporting cargo, prepare daily gate passes and entry passes, and generate daily reports related to different transports, including necessary forms for gate passes and related documentation.
- GS20.** Analyse the nature of the products being transported, including any variances in their characteristics, and determine the type of packaging required to ensure safe and compliant transportation.
- GS21.** Organise the documents with attention to detail.
- GS22.** Plan the sequence of work.
- GS23.** Prioritise and execute tasks within the scheduled time limits.
- GS24.** Represent the customers among various stakeholders such as shipping lines, airlines, customs authorities, etc.
- GS25.** Resolve issues with all stakeholders regarding shipments.
- GS26.** Resolve tax-related issues with the accounts department and vendors.
- GS27.** Review documentation such as commercial invoices, shipper's export declaration, etc.
- GS28.** Speak politely and build relationships with the transporters, customs agents, airline agents, etc.
- GS29.** Use previous experience and knowledge to resolve new cases with similar problems related to customs clearance.
- GS30.** Estimate the required documentation for a specific task, including exemptions under GST.
- GS31.** Accurately complete forms related to customs clearance (both offline and online) and apply financial concepts such as interest and tax calculations as needed.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform customs clearance field activities</i>	20	40	-	5
PC1. Submit documents required for customs clearance to customs officials as per requirements.	2	4	-	0.5
PC2. Respond to any queries and make note of any objections raised by customs officials on the cargo.	2	4	-	-
PC3. Escalate objections and remarks of customs officials to the (EXIM) supervisor and the customer as required.	2	4	-	0.5
PC4. Check that the packaging and material used are as per client's requirement and regulatory compliance.	2	4	-	-
PC5. Assist customs officer in conducting the inspection, and post inspection witness sealing of the container.	2	4	-	0.5
PC6. Coordinate with the custodian officials on receipt of goods for loading in the vessel.	2	4	-	0.5
PC7. Arrange for workforce and material handling equipment for the movement of goods.	2	4	-	0.5
PC8. Keep a record of shipment in the form of a daily status report & update the same to the customer & EXIM supervisor.	2	4	-	0.5
PC9. Collect, transmit and maintain records like photographs of seals and container number, cargo stuffing, etc., as records using data management devices.	1	2	-	0.5
PC10. Submit all signed hard copies and soft data for record filling.	1	2	-	0.5
PC11. Share a copy of the customs clearance documents with the shipper/ customs agents for further actions.	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Collect feedback from customs officer and report it to the supervisor.	1	2	-	0.5
<i>Perform customs clearance office activities</i>	10	20	-	5
PC13. Follow up in the Indian Customs EDI Gateway (ICEGATE) and check if the bill of entry is approved.	1	2	-	0.5
PC14. Check the websites of various Participative Government Agencies (PGAs) to check for receipt of various clearances.	1	2	-	0.5
PC15. Check if the cargo is approved and released from customs and report the same.	1	2	-	0.5
PC16. Arrange for required information and related documents on the pending issues to get the cargo customs cleared.	1	2	-	0.5
PC17. Receive final clearance in the form of a Let Export Order (LEO)/ Out of Customs Charge (OCC).	1	2	-	0.5
PC18. Provide the required information and documents to the field executives.	1	2	-	0.5
PC19. Maintain records for clearance activities and shipment for the mandated duration as specified by EXIM regulations.	1	2	-	0.5
PC20. Assist in clarifying queries raised by customs official or arrange for additional documents from client/ shipper, if required.	1	2	-	0.5
PC21. Update cargo status in the portal with the assistance of the documentation executive.	1	2	-	0.5
PC22. Prepare invoices and process payment for accounting purposes in line with organisation requirements.	1	2	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2146
NOS Name	Perform Customs Clearance Activities
Sector	Logistics
Sub-Sector	
Occupation	Freight Forwarding Operations, Customs Clearance Operations
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQF Clearance Date	07/10/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions validated and approved by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

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

Minimum Passing % at NOS Level: 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1201.Book consignments and prepare documents	30	60	0	10	100	20
LSC/N1004.Perform basic Route Planning and Scheduling	30	60	0	10	100	20
LSC/N1001.Undertake gate operations	30	60	0	10	100	20
LSC/N1132.Dispatch and track the movement of consignments.	30	60	0	10	100	10
LSC/N1135.Perform transport consolidation and consignment tracking	30	60	0	10	100	10
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	15
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	5
Total	200	390	-	60	650	100

Optional: 1 Perform customs clearance activities



Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2146.Perform Customs Clearance Activities	30	60	-	10	100	10
Total	30	60	-	10	100	10



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
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.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
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 at least 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.