

## Qualification Pack



# Land Transportation Supervisor

Options: Profit and Loss account management and cost accounting

QP Code: LSC/Q1003

Version: 3.0

NSQF Level: 5

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## Qualification Pack

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### LSC/Q1003: Land Transportation Supervisor

#### Brief Job Description

The Land Transportation Supervisor is responsible for overseeing the day-to-day operations of a fleet of vehicles, ensuring timely and efficient transportation services. With strong leadership and organisational skills, they manage driver teams, vehicle maintenance schedules, and logistics to ensure smooth and safe operations. They monitor and enforce compliance with safety regulations, traffic laws, and company policies. Focused on cost control, they optimise routes, manage fuel consumption, and coordinate with other departments to meet delivery timelines.

#### Personal Attributes

The job holder should be medically and physically fit. Problem-solving skills are essential in addressing unexpected issues, such as delays or vehicle breakdowns, ensuring operations remain uninterrupted. They should pay attention to detail and have mathematical skills, be observant, and be diligent in monitoring operations and performance. The individual should have English and vernacular language proficiency and be demonstrable in spoken, written, oral communication.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N1009: Supervise Route Planning and daily operations in transportation](#)
2. [LSC/N0303: Review transport documentation and ensure compliance](#)
3. [LSC/N1109: Perform vehicle marshal duties](#)
4. [LSC/N1110: Supervise fleet maintenance](#)
5. [LSC/N1111: Supervise consignment tracking and movement of vehicles](#)
6. [LSC/N3306: Plan and Coordinate for transportation of project cargo and ODC](#)
7. [LSC/N9701: Manage Business and stakeholder relations](#)
8. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
9. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

##### Options(Not mandatory):

Option : Profit and Loss account management and cost accounting

This unit is about Profit and loss account management and cost accounting.

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### 1. [LSC/N9603: Profit and Loss account management and cost accounting](#)

#### Qualification Pack (QP) Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Land Transportation
<b>Occupation</b>	Transport Operations, Vehicle Operations, Documentation and Reporting
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Credits</b>	20
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4323.9900 and ISCO-08-4323
<b>Minimum Educational Qualification &amp; Experience</b>	Diploma (UG Diploma or equivalent ) with 1 Year of experience Year Relevant experience in transportation OR 12th grade Pass (Or equivalent ) with 4 Years of experience Relevant experience in transportation OR Completed 3 year diploma after 10th with 2 Years of experience Relevant experience in transportation OR Previous relevant Qualification of NSQF Level (4) with 3 Years of experience Relevant experience in transportation
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	07/10/2028
<b>NSQC Approval Date</b>	07/10/2025
<b>Version</b>	3.0



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Reference code on NQR	QG-04-TW-046132025-V2-LSC
NQR Version	2.0

## Qualification Pack

# LSC/N1009: Supervise Route Planning and daily operations in transportation

## Description

This unit is about allocating resources and monitoring route planning and daily transportation operations.

## Scope

The scope covers the following :

- Monitor daily operations
- Perform Route Planning

## Elements and Performance Criteria

### *Monitor daily operations*

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

- PC1.** Obtain order details such as transport plans, delivery schedules, priority orders, daily work allocation, etc. and develop daily work plan factoring in priority cases, cases requiring exceptional handling
- PC2.** Get the work plan approved by the manager and arrange for daily shipment processing and quoting
- PC3.** Allocate tasks and resources to workers, drivers and associates
- PC4.** Address any disruptions during the day, such as vehicle breakdowns, accidents, or late deliveries.
- PC5.** Track the progress of deliveries and ensure that they are on schedule.
- PC6.** Ensure that all drivers have clear assignments for the day and that they are equipped with the necessary information (route details, delivery times, etc.).
- PC7.** Supervise deployment of cargoes in communication with the consignee's supervisor
- PC8.** Supervise loading, unloading, lashing and securing shipments for transport.
- PC9.** Coordinate with other departments to plan the movement of transport
- PC10.** Track fuel usage, monitor vehicle maintenance schedules, and ensure that vehicles are checked regularly to avoid unnecessary breakdowns.
- PC11.** Take note of the pending tasks in each activity to plan for the next day and plan for additional resources if required
- PC12.** Measure and document processes as per productivity standards
- PC13.** Liaise with officials and external stakeholders to streamline operations.
- PC14.** Assist in resolving freight-related billing/documentation issues and carrier performance-related issues and escalate to the manager if required.
- PC15.** Feed regular updates into ERP and send regular reports to the manager
- PC16.** Track performance metrics, such as on-time deliveries, fuel consumption, driver performance, and incidents.

### *Supervise Route Planning*

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

- PC17.** Check for the selection of the type of truck required based on load carriage, route, load consolidation and associated costs
- PC18.** Cross-check details, including road permit, Commercial Driver's License (CDL), shipping bills, valid vehicle documents, etc., are correctly captured and verified by associates
- PC19.** Check for the presence of permits and regulatory compliances for operating articulated vehicles, reefer vehicles, trailers, trucks, etc.
- PC20.** Supervise and approve driver deployment
- PC21.** Use software tools such as FMS/ Telematics or GPS systems to identify the fastest and most fuel-efficient routes for drivers, considering factors like traffic, road conditions, time of day, and delivery windows.
- PC22.** Prioritise deliveries based on customer requirements, deadlines, or criticality.
- PC23.** Review and approve route plans for vehicles
- PC24.** Ensure that planned routes comply with transportation laws (weight limits, road restrictions, environmental laws, etc.).
- PC25.** Anticipate potential disruptions such as road closures, weather conditions, or accidents and Plan alternative routes in case of delays.
- PC26.** Adjust the routes in real-time in case of unforeseen delays or traffic conditions and communicate any necessary changes to drivers.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures, fee and charges structure
- KU2.** Company customer accounts, transport companies and types of goods being handled.
- KU3.** Route optimisation software, telematics, GPS and tracking devices
- KU4.** Different cargo arrangements to maximise space utilisation
- KU5.** Organisation policy of data maintenance, types of documentation, recording and handling
- KU6.** Relevant safety and security procedures
- KU7.** Basic troubleshooting regarding material handling equipment
- KU8.** The procedure followed while booking trucks to transport consignments, scheduling, planning, etc.
- KU9.** Geographical locations, route maps
- KU10.** Transit rules, regulations and federal/ state laws pertaining to transportation
- KU11.** Loading/unloading and transports that can be used for different types of shipments
- KU12.** Special characteristics and handling requirements of goods, if any

## Generic Skills (GS)

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment

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- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources
- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly and effectively with operational staff at all levels and transporters
- GS12.** Think tactically to handle adverse situations, with attention to details
- GS13.** When to escalate an issue and Which shipments to prioritise
- GS14.** Plan and estimate the co-ordination required considering customer requirement
- GS15.** Plan for transportation and packaging of cargo
- GS16.** Plan for resource requirement and utilisation during peak and non-peak hours
- GS17.** Importance of customer and internal timelines
- GS18.** The urgency of certain tasks as escalated by different department
- GS19.** How to take prompt action on queries raised by the customer
- GS20.** Identify trends/common causes for delays, issues in tracking, etc. and resolve the same over call with the client
- GS21.** Identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS22.** Keep a contingent plan ready in case of delays or any issue
- GS23.** Assess the resource requirement for a particular task at hand
- GS24.** Assess and prepare for backup transport in case of continuous delays
- GS25.** Discover more efficient and productive ways to streamline the process
- GS26.** Identify the best possible solution for route planning.
- GS27.** Interpret and act upon complex situations in transit issues
- GS28.** Prioritise the work flow based on urgent requirements

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Monitor daily operations</i>	<b>18</b>	<b>40</b>	-	<b>7</b>
<b>PC1.</b> Obtain order details such as transport plans, delivery schedules, priority orders, daily work allocation, etc. and develop daily work plan factoring in priority cases, cases requiring exceptional handling	2	3	-	1
<b>PC2.</b> Get the work plan approved by the manager and arrange for daily shipment processing and quoting	2	2	-	-
<b>PC3.</b> Allocate tasks and resources to workers, drivers and associates	1	3	-	1
<b>PC4.</b> Address any disruptions during the day, such as vehicle breakdowns, accidents, or late deliveries.	1	2	-	-
<b>PC5.</b> Track the progress of deliveries and ensure that they are on schedule.	1	2	-	1
<b>PC6.</b> Ensure that all drivers have clear assignments for the day and that they are equipped with the necessary information (route details, delivery times, etc.).	1	3	-	-
<b>PC7.</b> Supervise deployment of cargoes in communication with the consignee's supervisor	1	3	-	1
<b>PC8.</b> Supervise loading, unloading, lashing and securing shipments for transport.	1	3	-	1
<b>PC9.</b> Coordinate with other departments to plan the movement of transport	1	3	-	-
<b>PC10.</b> Track fuel usage, monitor vehicle maintenance schedules, and ensure that vehicles are checked regularly to avoid unnecessary breakdowns.	1	2	-	-
<b>PC11.</b> Take note of the pending tasks in each activity to plan for the next day and plan for additional resources if required	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> Measure and document processes as per productivity standards	1	2	-	-
<b>PC13.</b> Liaise with officials and external stakeholders to streamline operations.	1	3	-	-
<b>PC14.</b> Assist in resolving freight-related billing/documentation issues and carrier performance-related issues and escalate to the manager if required.	1	3	-	1
<b>PC15.</b> Feed regular updates into ERP and send regular reports to the manager	1	2	-	1
<b>PC16.</b> Track performance metrics, such as on-time deliveries, fuel consumption, driver performance, and incidents.	1	2	-	-
<i>Supervise Route Planning</i>	<b>12</b>	<b>20</b>	-	<b>3</b>
<b>PC17.</b> Check for the selection of the type of truck required based on load carriage, route, load consolidation and associated costs	2	2	-	1
<b>PC18.</b> Cross-check details, including road permit, Commercial Driver's License (CDL), shipping bills, valid vehicle documents, etc., are correctly captured and verified by associates	1	3	-	-
<b>PC19.</b> Check for the presence of permits and regulatory compliances for operating articulated vehicles, reefer vehicles, trailers, trucks, etc.	1	2	-	-
<b>PC20.</b> Supervise and approve driver deployment	1	2	-	1
<b>PC21.</b> Use software tools such as FMS/ Telematics or GPS systems to identify the fastest and most fuel-efficient routes for drivers, considering factors like traffic, road conditions, time of day, and delivery windows.	1	2	-	-
<b>PC22.</b> Prioritise deliveries based on customer requirements, deadlines, or criticality.	1	1	-	-
<b>PC23.</b> Review and approve route plans for vehicles	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC24.</b> Ensure that planned routes comply with transportation laws (weight limits, road restrictions, environmental laws, etc.).	1	2	-	-
<b>PC25.</b> Anticipate potential disruptions such as road closures, weather conditions, or accidents and Plan alternative routes in case of delays.	1	2	-	1
<b>PC26.</b> Adjust the routes in real-time in case of unforeseen delays or traffic conditions and communicate any necessary changes to drivers.	1	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1009
<b>NOS Name</b>	Supervise Route Planning and daily operations in transportation
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Land Transportation
<b>Occupation</b>	Transport Operations
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	07/10/2025

## Qualification Pack

### LSC/N0303: Review transport documentation and ensure compliance

#### Description

This unit is about reviewing documents for transport

#### Scope

The scope covers the following :

- Verify mandatory documents
- Ensure Compliance
- Conduct end-of-the-day closing activities

#### Elements and Performance Criteria

##### *Verify mandatory documents*

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

- PC1.** Review transport schedule and booking records with reference to the plan
- PC2.** Verify that all drivers have valid and up-to-date commercial driver's licenses (CDLs) and any other certifications required by local or national regulations.
- PC3.** Ensure that all fleet vehicles are properly registered with the relevant authorities, including up-to-date registration certificates, permits, insurance, brake tests, emission controls, etc. and vehicle titles.
- PC4.** Examine lorry Receipt (LR), Goods Consignment (GC), transit insurance and tax permits for correctness and accuracy with respect to order
- PC5.** Check inbound documentation, freight invoices and signed agreements for any errors or discrepancies and resolve documentation problems, if any.
- PC6.** Review logs detailing routine maintenance, repairs, and any issues identified during inspections.
- PC7.** Ensure that the Delivery and transport Documentation, such as the Bill of Lading (BOL), Delivery Notes, Waybills, POD, etc., is in order.

##### *Ensure Compliance*

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

- PC8.** Conduct regular audits of both documentation and operations to ensure compliance. This could be a monthly or quarterly review of vehicle and driver records, inspection reports, and permits.
- PC9.** Stay updated on local, regional, or national transportation regulations and keep drivers and workers informed to reduce the risk of non-compliance.
- PC10.** Regularly communicate with relevant regulatory bodies to clarify any questions about compliance, seek advice, and ensure the company adheres to industry best practices.
- PC11.** Document any incidents of non-compliance, whether related to drivers, vehicles, or cargo and take corrective action.

##### *Conduct end-of-the-day closing activities.*

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

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- PC12.** Obtain daily status of documents from executives and associates
- PC13.** Compile a list of undelivered shipments and contact consignees of undelivered shipments to arrange for alternate deliveries
- PC14.** Prepare daily operation reports in terms of cargo movement, total loading and unloading activities, resource utilisation, workforce deployment and other parameters as per organisational requirement
- PC15.** Report daily damage, Material Handling Equipment (MHE) repair requirements, accidents, transport delays, etc.

## 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.** types of documentation in organization
- 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.** use of a computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** transit rules and regulations
- KU14.** types of goods being handled
- KU15.** federal and state laws pertaining to transportation
- KU16.** route optimization software
- KU17.** loading/unloading and transports that can be used for different types of shipments
- KU18.** Global Positioning System (GPS) and tracking devices
- KU19.** different cargo arrangements to maximize space utilization
- KU20.** special characteristics and handling requirements of goods, if any

## Generic Skills (GS)

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment
- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods

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- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources
- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritise
- GS15.** whether alternate route is to be planned or alternate transport to be sent in case a delivery/pickup vehicle is stuck
- GS16.** plan and estimate the co-ordination required considering customer requirement
- GS17.** develop plan based on customer specification
- GS18.** plan for transportation and packaging of cargo
- GS19.** plan for resource requirement and utilization during peak and non-peak hours
- GS20.** importance of customer and internal timelines
- GS21.** the urgency of certain tasks as escalated by different department
- GS22.** how to take prompt action on queries raised by the customer
- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** keep contingent plan ready in case of delays or any issue
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continuous delays
- GS28.** discover more efficient and productive ways to streamline the process
- GS29.** identify possible obstacles in the vehicle route
- GS30.** interpret and act upon complex situation in transit issues
- GS31.** prioritise the work flow based on urgent requirements
- GS32.** think tactically to handle adverse situations, with attention to details

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Verify mandatory documents</i>	<b>14</b>	<b>28</b>	-	<b>5</b>
<b>PC1.</b> Review transport schedule and booking records with reference to the plan	2	4	-	1
<b>PC2.</b> Verify that all drivers have valid and up-to-date commercial driver's licenses (CDLs) and any other certifications required by local or national regulations.	2	4	-	-
<b>PC3.</b> Ensure that all fleet vehicles are properly registered with the relevant authorities, including up-to-date registration certificates, permits, insurance, brake tests, emission controls, etc. and vehicle titles.	2	4	-	1
<b>PC4.</b> Examine lorry Receipt (LR), Goods Consignment (GC), transit insurance and tax permits for correctness and accuracy with respect to order	2	4	-	1
<b>PC5.</b> Check inbound documentation, freight invoices and signed agreements for any errors or discrepancies and resolve documentation problems, if any.	2	4	-	1
<b>PC6.</b> Review logs detailing routine maintenance, repairs, and any issues identified during inspections.	2	4	-	1
<b>PC7.</b> Ensure that the Delivery and transport Documentation, such as the Bill of Lading (BOL), Delivery Notes, Waybills, POD, etc., is in order.	2	4	-	-
<i>Ensure Compliance</i>	<b>8</b>	<b>16</b>	-	<b>2</b>
<b>PC8.</b> Conduct regular audits of both documentation and operations to ensure compliance. This could be a monthly or quarterly review of vehicle and driver records, inspection reports, and permits.	2	4	-	-
<b>PC9.</b> Stay updated on local, regional, or national transportation regulations and keep drivers and workers informed to reduce the risk of non-compliance.	2	4	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> Regularly communicate with relevant regulatory bodies to clarify any questions about compliance, seek advice, and ensure the company adheres to industry best practices.	2	4	-	1
<b>PC11.</b> Document any incidents of non-compliance, whether related to drivers, vehicles, or cargo and take corrective action.	2	4	-	-
<i>Conduct end-of-the-day closing activities.</i>	<b>8</b>	<b>16</b>	-	<b>3</b>
<b>PC12.</b> Obtain daily status of documents from executives and associates	2	4	-	1
<b>PC13.</b> Compile a list of undelivered shipments and contact consignees of undelivered shipments to arrange for alternate deliveries	2	4	1	-
<b>PC14.</b> Prepare daily operation reports in terms of cargo movement, total loading and unloading activities, resource utilisation, workforce deployment and other parameters as per organisational requirement	2	4	-	1
<b>PC15.</b> Report daily damage, Material Handling Equipment (MHE) repair requirements, accidents, transport delays, etc.	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

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### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N0303
<b>NOS Name</b>	Review transport documentation and ensure compliance
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Land Transportation
<b>Occupation</b>	Transport Operations
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	07/10/2025

## Qualification Pack

### LSC/N1109: Perform vehicle marshal duties

#### Description

This unit is about planning and carrying out marshalling of vehicles

#### Scope

The scope covers the following :

- Plan and prepare for marshalling of vehicles
- Carry out marshalling of vehicles

#### Elements and Performance Criteria

##### *Plan and prepare for marshaling of vehicles*

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

- PC1.** Determine the work allocation for marshalling using the traffic management plan
- PC2.** Wear the required personal protective equipment for marshalling duties.
- PC3.** Check if the area is clear and suitable for vehicle manoeuvring activities as per site safety demarcation arrangements and control measures
- PC4.** Establish a safe marshalling position and maintain an appropriate field of vision.

##### *Monitor marshalling of vehicles*

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

- PC5.** Confirm smooth and safe movement of vehicles in the designated area by directing trucks, forklifts, delivery vehicles, and any other machinery to their appropriate spots.
- PC6.** Ensure that hand signals, cones, traffic wands and approved communication methods are used to guide vehicles.
- PC7.** Confirm vehicles do not block emergency exits, gates, or pedestrian paths.
- PC8.** Ensure that all vehicles move at a safe speed within the premises. This is especially important in busy areas where pedestrians or workers may be present.
- PC9.** Check whether vehicles are parked in the correct spaces at a safe distance from each other as per the designated layout or plan for the site and whether over-dimensional or heavy vehicles are parked in appropriate spaces that can accommodate their size.
- PC10.** Optimise parking areas by coordinating with other marshals or workers to move vehicles around as necessary and ensure that all available spaces are used effectively.
- PC11.** Ensure that vehicles are correctly positioned for loading and unloading and that docks, ramps, or platforms are properly aligned.
- PC12.** Assist drivers in safely manoeuvring into position, if necessary, especially in tight spaces.
- PC13.** Ensure that vehicles are parked with adequate space to load/unload cargo without obstruction.
- PC14.** Supervise whether the Forklift or other material handling equipment has safe Vehicle Interaction to avoid accidents during the loading/unloading process.

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- PC15.** Monitor whether Safety Protocols are followed, including whether drivers are wearing appropriate safety gear (e.g., hard hats and reflective vests), vehicles are not overloaded, cargo is properly secured, and vehicles are not parked in restricted areas or near hazardous materials.
- PC16.** Check for any safety hazards, such as oil spills, obstacles in the driving path, or unbalanced loads on vehicles that could pose a risk to the driver or other workers.
- PC17.** Assist in managing emergency situations like directing vehicles to safety, ensuring emergency vehicles have access to the area, Coordinating with safety officers or supervisors during evacuation or emergency situations etc.
- PC18.** Provide directions to drivers regarding Parking spots, loading/unloading areas, or restricted zones and ensure that they are aware of any hazards or specific site rules.
- PC19.** Report any delays, accidents, or incidents involving vehicles or drivers to the manager and ensure accurate documentation of incidents for future reference.
- PC20.** Stay in constant communication with other vehicle marshals or supervisors to ensure efficient operations and quick responses to any changes.

## 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.** types of documentation in organization
- 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.** roles and responsibilities of a vehicle marshal
- KU10.** requirement of site specific risk assessment and the emergency with respect to marshaling activities
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** transit rules and regulations
- KU14.** types of goods being handled
- KU15.** federal and state laws pertaining to transportation
- KU16.** route optimization software
- KU17.** loading/unloading and transports that can be used for different types of shipments
- KU18.** GPS and tracking devices
- KU19.** different cargo arrangements to maximize space utilization
- KU20.** special characteristics and handling requirements of goods, if any

## Generic Skills (GS)

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment
- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources
- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritse
- GS15.** whether alternate route is to be planned or alternate transport to be sent in case a delivery/ pickup vehcile is stuck
- GS16.** plan and estimate the co-ordination required considering customer requirement
- GS17.** develop plan based on customer specification
- GS18.** plan for transportation and packaging of cargo
- GS19.** plan for resource requirement and utilization during peak and non-peak hours
- GS20.** importance of customer and internal timelines
- GS21.** the urgency of certain tasks as escalated by different department
- GS22.** how to take prompt action on queries raised by the customer
- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** keep contingent plan ready in case of delays or any issue
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continous delays
- GS28.** discover more efficient and productive ways to streamline the process
- GS29.** identify possible obstacles in the vehicle route
- GS30.** interpret and act upon complex situation in transit issues
- GS31.** prioritise the work flow based on urgent requirements
- GS32.** think tactically to handle adverse situations, with attention to details

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and prepare for marshaling of vehicles</i>	<b>8</b>	<b>12</b>	-	<b>3</b>
<b>PC1.</b> Determine the work allocation for marshaling using the traffic management plan	2	3	-	1
<b>PC2.</b> Wear the required personal protective equipment for marshaling duties.	2	3	-	-
<b>PC3.</b> Check if the area is clear and suitable for vehicle manoeuvring activities as per site safety demarcation arrangements and control measures	2	3	-	1
<b>PC4.</b> Establish a safe marshaling position and maintain an appropriate field of vision.	2	3	-	1
<i>Monitor marshaling of vehicles</i>	<b>22</b>	<b>48</b>	-	<b>7</b>
<b>PC5.</b> Confirm smooth and safe movement of vehicles in the designated area by directing trucks, forklifts, delivery vehicles, and any other machinery to their appropriate spots.	1	3	-	-
<b>PC6.</b> Ensure that hand signals, cones, traffic wands and approved communication methods are used to guide vehicles.	1	3	-	1
<b>PC7.</b> Confirm vehicles do not block emergency exits, gates, or pedestrian paths.	1	3	-	-
<b>PC8.</b> Ensure that all vehicles move at a safe speed within the premises. This is especially important in busy areas where pedestrians or workers may be present.	2	3	-	1
<b>PC9.</b> Check whether vehicles are parked in the correct spaces at a safe distance from each other as per the designated layout or plan for the site and whether over-dimensional or heavy vehicles are parked in appropriate spaces that can accommodate their size.	1	3	-	1
<b>PC10.</b> Optimise parking areas by coordinating with other marshals or workers to move vehicles around as necessary and ensure that all available spaces are used effectively.	2	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> Ensure that vehicles are correctly positioned for loading and unloading and that docks, ramps, or platforms are properly aligned.	1	3	-	-
<b>PC12.</b> Assist drivers in safely manoeuvring into position, if necessary, especially in tight spaces.	2	3	-	-
<b>PC13.</b> Ensure that vehicles are parked with adequate space to load/unload cargo without obstruction.	1	3	-	-
<b>PC14.</b> Supervise whether the Forklift or other material handling equipment has safe Vehicle Interaction to avoid accidents during the loading/unloading process.	1	3	-	-
<b>PC15.</b> Monitor whether Safety Protocols are followed, including whether drivers are wearing appropriate safety gear (e.g., hard hats and reflective vests), vehicles are not overloaded, cargo is properly secured, and vehicles are not parked in restricted areas or near hazardous materials.	2	3	-	1
<b>PC16.</b> Check for any safety hazards, such as oil spills, obstacles in the driving path, or unbalanced loads on vehicles that could pose a risk to the driver or other workers.	1	3	-	1
<b>PC17.</b> Assist in managing emergency situations like directing vehicles to safety, ensuring emergency vehicles have access to the area, Coordinating with safety officers or supervisors during evacuation or emergency situations etc.	1	3	-	-
<b>PC18.</b> Provide directions to drivers regarding Parking spots, loading/unloading areas, or restricted zones and ensure that they are aware of any hazards or specific site rules.	2	3	-	1
<b>PC19.</b> Report any delays, accidents, or incidents involving vehicles or drivers to the manager and ensure accurate documentation of incidents for future reference.	2	3	-	-
<b>PC20.</b> Stay in constant communication with other vehicle marshals or supervisors to ensure efficient operations and quick responses to any changes.	1	3	-	1



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1109
<b>NOS Name</b>	Perform vehicle marshal duties
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Land Transportation
<b>Occupation</b>	Transport Operations
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	07/10/2025

## Qualification Pack

### LSC/N1110: Supervise fleet maintenance

#### Description

This unit is about performing supervision of fleet maintenance, documentation and reporting

#### Scope

The scope covers the following :

- Supervise fleet service
- Maintain documentation of fleet
- Management Information Systems (MIS) reporting

#### Elements and Performance Criteria

##### *Supervise fleet service*

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

- PC1.** Assist in the acquisition of new vehicles and registration
- PC2.** Coordinate emission testing inspection for trucks
- PC3.** Organise ordering/ purchasing of fuel, parts and supplies and maintain accurate inventory of equipment and spares
- PC4.** Track fleet usage and maintain an accurate inventory of equipment and spares
- PC5.** Create a comprehensive preventive maintenance plan for all vehicles based on manufacturer recommendations, vehicle age, usage, and operating conditions.
- PC6.** Ensure all vehicles undergo regular inspections and maintenance to avoid unexpected breakdowns.
- PC7.** Check past maintenance, repairs, and inspections for each vehicle in the fleet and maintenance records are up-to-date.
- PC8.** Monitor vehicle performance data such as engine diagnostics, fuel efficiency, and brake condition in real-time.
- PC9.** Ensure all vehicles are compliant with service requirements and can be assessed for any recurring issues.
- PC10.** Negotiate service agreements with vendors to ensure cost efficiency and Ensure that maintenance and repairs are done using quality materials
- PC11.** Evaluate vehicle inspection reports by Conducting routine checks on vehicles, including visual inspections and functional tests, to catch potential issues.

##### *Maintain documentation of fleet service*

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

- PC12.** Document details of vehicle repair performed in the vehicle maintenance software program
- PC13.** Maintain daily purchase log and oil analysis book
- PC14.** Conduct price comparison research and maintain historical comparisons
- PC15.** Maintain record of fleet repairs, repair costs, parts procurement and vehicle warranties
- PC16.** Monitor maintenance expenses and track costs associated with repairs, parts, and labour.

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- PC17.** Maintain trucks' out-of-service reports and inform operations staff and administration department of the status
- PC18.** Verify that all maintenance activities align with safety standards and legal requirements, such as emissions tests and vehicle inspections.

### *MIS reporting*

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

- PC19.** Prepare various reports (trucks out of service, fuel use, parts inventory, etc.) according to organisation guidelines and procedure
- PC20.** Analyse maintenance costs and provide recommendations on fleet utilisation and replacement
- PC21.** Regularly review fleet performance data to identify trends, such as higher-than-average maintenance costs or recurring mechanical problems.
- PC22.** Assist in the development of the fleet services budgets
- PC23.** Communicate maintenance requirements to the manager for budgetary approvals

## 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.** types of documentation in organization
- 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.** use of a computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** transit rules and regulations
- KU14.** types of goods being handled
- KU15.** federal and state laws pertaining to transportation
- KU16.** route optimization software
- KU17.** loading/unloading and transports that can be used for different types of shipments
- KU18.** Global Positioning System (GPS) and tracking devices
- KU19.** different cargo arrangements to maximize space utilization
- KU20.** special characteristics and handling requirements of goods, if any

## Generic Skills (GS)

## Qualification Pack

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment
- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources
- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritse
- GS15.** whether alternate route is to be planned or alternate transport to be sent in case a delivery/ pickup vehcile is stuck
- GS16.** plan and estimate the co-ordination required considering customer requirement
- GS17.** develop plan based on customer specification
- GS18.** plan for transportation and packaging of cargo
- GS19.** plan for resource requirement and utilization during peak and non-peak hours
- GS20.** importance of customer and internal timelines
- GS21.** the urgency of certain tasks as escalated by different department
- GS22.** how to take prompt action on queries raised by the customer
- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** keep contingent plan ready in case of delays or any issue
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continous delays
- GS28.** discover more efficient and productive ways to streamline the process
- GS29.** identify possible obstacles in the vehicle route
- GS30.** interpret and act upon complex situation in transit issues
- GS31.** prioritise the work flow based on urgent requirements
- GS32.** think tactically to handle adverse situations, with attention to details

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise fleet service</i>	<b>15</b>	<b>32</b>	-	<b>4</b>
<b>PC1.</b> Assist in the acquisition of new vehicles and registration	1	3	-	1
<b>PC2.</b> Coordinate emission testing inspection for trucks	2	3	-	-
<b>PC3.</b> Organise ordering/ purchasing of fuel, parts and supplies and maintain accurate inventory of equipment and spares	1	3	-	1
<b>PC4.</b> Track fleet usage and maintain an accurate inventory of equipment and spares	1	3	-	-
<b>PC5.</b> Create a comprehensive preventive maintenance plan for all vehicles based on manufacturer recommendations, vehicle age, usage, and operating conditions.	2	3	-	-
<b>PC6.</b> Ensure all vehicles undergo regular inspections and maintenance to avoid unexpected breakdowns.	2	2	-	-
<b>PC7.</b> Check past maintenance, repairs, and inspections for each vehicle in the fleet and maintenance records are up-to-date.	1	3	-	-
<b>PC8.</b> Monitor vehicle performance data such as engine diagnostics, fuel efficiency, and brake condition in real-time.	1	3	-	1
<b>PC9.</b> Ensure all vehicles are compliant with service requirements and can be assessed for any recurring issues.	1	3	-	-
<b>PC10.</b> Negotiate service agreements with vendors to ensure cost efficiency and Ensure that maintenance and repairs are done using quality materials	2	3	-	-
<b>PC11.</b> Evaluate vehicle inspection reports by Conducting routine checks on vehicles, including visual inspections and functional tests, to catch potential issues.	1	3	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain documentation of fleet service</i>	<b>8</b>	<b>19</b>	-	<b>2</b>
<b>PC12.</b> Document details of vehicle repair performed in the vehicle maintenance software program	1	3	-	2
<b>PC13.</b> Maintain daily purchase log and oil analysis book	1	3	-	-
<b>PC14.</b> Conduct price comparison research and maintain historical comparisons	2	2	-	-
<b>PC15.</b> Maintain record of fleet repairs, repair costs, parts procurement and vehicle warranties	1	3	-	-
<b>PC16.</b> Monitor maintenance expenses and track costs associated with repairs, parts, and labour.	1	2	-	-
<b>PC17.</b> Maintain trucks' out-of-service reports and inform operations staff and administration department of the status	1	3	-	-
<b>PC18.</b> Verify that all maintenance activities align with safety standards and legal requirements, such as emissions tests and vehicle inspections.	1	3	-	-
<i>MIS reporting</i>	<b>7</b>	<b>9</b>	-	<b>4</b>
<b>PC19.</b> Prepare various reports (trucks out of service, fuel use, parts inventory, etc.) according to organisation guidelines and procedure	1	2	-	2
<b>PC20.</b> Analyse maintenance costs and provide recommendations on fleet utilisation and replacement	2	2	-	-
<b>PC21.</b> Regularly review fleet performance data to identify trends, such as higher-than-average maintenance costs or recurring mechanical problems.	2	2	-	1
<b>PC22.</b> Assist in the development of the fleet services budgets	1	2	-	1
<b>PC23.</b> Communicate maintenance requirements to the manager for budgetary approvals	1	1	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1110
<b>NOS Name</b>	Supervise fleet maintenance
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Land Transportation
<b>Occupation</b>	Transport Operations
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	07/10/2025

## Qualification Pack

# LSC/N1111: Supervise consignment tracking and movement of vehicles

## Description

This OS unit is about supervising tracking and movement of vehicles

## Scope

The scope covers the following :

- Consignment Tracking
- Vehicle Movement

## Elements and Performance Criteria

### *Consignment Tracking*

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

- PC1.** Use GPS and RFID (Radio Frequency Identification) tracking systems to monitor the location of goods in real-time.
- PC2.** Continuously update customers or stakeholders (warehouse teams, suppliers, etc.) on the status of consignments, especially if there are any delays or issues.
- PC3.** Ensure that consignments are delivered within the expected timeframes and compare actual delivery times with scheduled delivery windows to identify inefficiencies or delays.
- PC4.** Track the driver's route to ensure they are following the planned path, avoiding unnecessary detours, and adhering to scheduled stops for fuel, meals, or rest breaks.
- PC5.** Monitor conditions such as temperature and humidity through sensors to ensure that the consignment arrives in good condition if perishable goods or hazardous materials are transported.
- PC6.** Ensure that the goods are properly packaged and secured within the vehicle to prevent damage or theft during transit and track any issues related to cargo damage or safety concerns.
- PC7.** Handle delays and issues such as accidents, breakdowns, inordinate delays, or emergencies and take immediate action to resolve the problem, like rerouting the vehicle, notifying the customer, or making emergency arrangements.
- PC8.** Confirm that customers or recipients sign a delivery receipt, noting the condition of the goods upon arrival.

### *Supervise vehicle movement*

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

- PC9.** Keep track of vehicle availability, considering factors like maintenance schedules, driver schedules, and vehicle load capacity.
- PC10.** Ensure that drivers follow safety protocols, including speed limits, rest breaks, and use of seatbelts.
- PC11.** Use telematics or GPS to monitor vehicle speed, driving patterns, real-time updates, route changes, or assistance in case of road issues.

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- PC12.** Ensure drivers complete pre-trip vehicle inspections before departing, including checking tyre pressure, fluid levels, and lights.
- PC13.** Ensure that vehicles are stocked with emergency supplies (e.g., first aid kits, spare tyres, and tools) and that drivers know what to do in case of breakdowns.
- PC14.** Set up alerts in the fleet management system to notify issues like low fuel, engine trouble, or unauthorised detours.
- PC15.** Ensure that the KPIs such as On-Time Delivery Rate, Fuel Efficiency, fewer vehicle Downtimes, Driver Safety Score, fewer damage Incidents, and Customer Satisfaction are met.

## 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.** types of documentation in organization
- 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.** use of a computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
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- KU19.** different cargo arrangements to maximize space utilization
- KU20.** special characteristics and handling requirements of goods, if any

## Generic Skills (GS)

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment
- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods

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- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources
- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritse
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- GS16.** plan and estimate the co-ordination required considering customer requirement
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- GS29.** identify possible obstacles in the vehicle route
- GS30.** interpret and act upon complex situation in transit issues
- GS31.** prioritise the work flow based on urgent requirements
- GS32.** think tactically to handle adverse situations, with attention to details

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Consignment Tracking</i>	<b>16</b>	<b>32</b>	-	<b>5</b>
<b>PC1.</b> Use GPS and RFID (Radio Frequency Identification) tracking systems to monitor the location of goods in real-time.	2	4	-	1
<b>PC2.</b> Continuously update customers or stakeholders (warehouse teams, suppliers, etc.) on the status of consignments, especially if there are any delays or issues.	2	4	-	-
<b>PC3.</b> Ensure that consignments are delivered within the expected timeframes and compare actual delivery times with scheduled delivery windows to identify inefficiencies or delays.	2	4	-	2
<b>PC4.</b> Track the driver's route to ensure they are following the planned path, avoiding unnecessary detours, and adhering to scheduled stops for fuel, meals, or rest breaks.	2	4	-	-
<b>PC5.</b> Monitor conditions such as temperature and humidity through sensors to ensure that the consignment arrives in good condition if perishable goods or hazardous materials are transported.	2	4	-	1
<b>PC6.</b> Ensure that the goods are properly packaged and secured within the vehicle to prevent damage or theft during transit and track any issues related to cargo damage or safety concerns.	2	4	-	-
<b>PC7.</b> Handle delays and issues such as accidents, breakdowns, inordinate delays, or emergencies and take immediate action to resolve the problem, like rerouting the vehicle, notifying the customer, or making emergency arrangements.	2	4	-	1
<b>PC8.</b> Confirm that customers or recipients sign a delivery receipt, noting the condition of the goods upon arrival.	2	4	-	-
<i>Supervise vehicle movement</i>	<b>14</b>	<b>28</b>	-	<b>5</b>

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC9.</b> Keep track of vehicle availability, considering factors like maintenance schedules, driver schedules, and vehicle load capacity.	2	4	-	1
<b>PC10.</b> Ensure that drivers follow safety protocols, including speed limits, rest breaks, and use of seatbelts.	2	4	-	-
<b>PC11.</b> Use telematics or GPS to monitor vehicle speed, driving patterns, real-time updates, route changes, or assistance in case of road issues.	2	4	-	1
<b>PC12.</b> Ensure drivers complete pre-trip vehicle inspections before departing, including checking tyre pressure, fluid levels, and lights.	2	4	-	1
<b>PC13.</b> Ensure that vehicles are stocked with emergency supplies (e.g., first aid kits, spare tyres, and tools) and that drivers know what to do in case of breakdowns.	2	4	-	-
<b>PC14.</b> Set up alerts in the fleet management system to notify issues like low fuel, engine trouble, or unauthorised detours.	2	4	-	1
<b>PC15.</b> Ensure that the KPIs such as On-Time Delivery Rate, Fuel Efficiency, fewer vehicle Downtimes, Driver Safety Score, fewer damage Incidents, and Customer Satisfaction are met.	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N1111
<b>NOS Name</b>	Supervise consignment tracking and movement of vehicles
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Land Transportation
<b>Occupation</b>	Transport Operations
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	5.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	07/10/2025

## Qualification Pack

# LSC/N3306: Plan and Coordinate for transportation of project cargo and ODC

## Description

This unit is about carrying out all arrangements for transportation of ODC, managing the movement of Over-dimensional cargo and project cargo.

## Scope

The scope covers the following :

- Transportation requirement analysis
- Route surveying
- Transport planning and budgeting
- Documents/permits/escorts
- Transport supervision

## Elements and Performance Criteria

### *Transportation requirement analysis*

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

- PC1.** Interpret the project requirements for transportation in terms of material involved, dimensions, weight, volume, etc.
- PC2.** Work out the loading and unloading requirements, lashing requirements based on the centre of gravity, stability required, etc.
- PC3.** Identify the timelines available for arranging the transportation.
- PC4.** Support design team by providing inputs on different types of lashing, trailer bed specification, load bearing capacity of axles, etc.

### *Route surveying*

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

- PC5.** Select the routes that require surveying and arrange for the necessary documents, equipment, and tools (camera, GPS, tackles, etc.) to undertake the survey.
- PC6.** Drive on the selected route at posted speed.
- PC7.** Identify and describe critical points such as road conditions, traffic composition, water crossings, canals, overhead electric wires, residential areas, railway gate crossings, road hazards, etc.
- PC8.** Identify narrow roads, low bridges, sharp turns, culverts, and other obstacles that require removing, shifting, widening, construction of the bypass, etc., for safe transportation of ODC/project cargo.
- PC9.** Evaluate the strength of bridges/culverts (bridge strength engineering calculations) for safe movement of heavy ODC.
- PC10.** Design bypass as per cargo specification for safe transportation.
- PC11.** Perform engineering lashing calculations to secure ODC onto the hydraulic trailer/barge/ship for safe transportation of heavy cargo.

## Qualification Pack

- PC12.** Perform engineering calculations related to the movement of project cargo through sea/river.
- PC13.** Support route survey with photographs and identify major milestones.
- PC14.** Describe the route plan along with the schedule for transportation considering weather conditions during transit (rainy season, winter, fog, etc.)
- PC15.** Detail clear reasons along with photographs for the non-feasibility of a particular route for transportation.
- PC16.** Estimate the budgetary details, such as the cost of civil work en route, detailing the civil work at each different destination.
- PC17.** Conduct a feasibility study for the construction of the ro-ro jetty if required.
- PC18.** Conduct roll off and roll on calculations of load transfer from barge to shore and vice versa.
- PC19.** Perform route surveys in strict adherence to the safety and health standards and regulations.

### *Transport Planning & Budgeting*

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

- PC20.** Map the routes in the software application and load other details relating to road conditions, speed to be maintained at different sections of the route, stops, permit required, etc. and simulate the travel plan.
- PC21.** Arrange for specialised equipment, such as heavy lift cranes, to handle the cargo.
- PC22.** Determine the best mode/mix of modes for transporting the cargo based on the route survey analysis simulation and other information.
- PC23.** Determine the safest route for transport with the least transit time as per the route survey analysis.
- PC24.** Confirm the right vehicle for transportation according to the cargo, such as Flatbed Trucks, Lowboy Trailers, Self-Propelled Modular Transporters (SPMTs), etc.
- PC25.** Determine the total number of axles to be deployed for the transportation of heavy ODCs through engineering calculations.
- PC26.** Prepare the entire transport methodology, including the transport process, deployment of axles and load calculations, lashing method details, etc.
- PC27.** Identify storage, laydown areas, and handling points at both the pickup and delivery locations.
- PC28.** Prepare budgets for transportation, including workforce, consumables, fuel, civil works, road diversions, permits, etc.
- PC29.** Discuss the travel plan & budget with the Manager and obtain concurrence.
- PC30.** Arrange good quality authorised drivers and trailer operators for successful project completion.

### *Documents/permits/escorts*

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

- PC31.** Prepare a detailed list of all permits to be received based on route survey inputs.
- PC32.** Coordinate with internal teams and external agencies to obtain all required permits from RTD/PWD/ commercial tax/MORTH/electricity/ railways, government authorities or any other agencies which are required for the movement of cargo.
- PC33.** Assess the requirement of a police escort or traffic control, and if yes, follow the procedure to make the necessary arrangement.
- PC34.** Arrange for all special permits (in case cargo crossing railways, electricity lines to be disconnected, etc.).

## Qualification Pack

**PC35.** Ensure that all goods are insured and covered for potential damage during transit.

### *Transport Supervision*

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

- PC36.** Instruct drivers and trailer operators on routes to be taken, safety precautions to be undertaken, and emergency contacts along the route and provide them with necessary documentation.
- PC37.** Track the progress of the vehicle using GPS and Update relevant stakeholders on daily vehicle movement progress.
- PC38.** Perform periodic coordination for the supply of consumables/money for drivers.
- PC39.** Prepare for rescue operations if any consignment topples during transit.
- PC40.** Ensure the project cargo/ ODC is transported in compliance with ISO-14001 and ISO-18001 for environmental safety and occupational health safety.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures, documentation and policy on procurement.
- KU2.** Company's reporting structure to support and expedite project activities.
- KU3.** Company's policy and work instructions on quality standards.
- KU4.** Policy on the return of goods and customs compliance.
- KU5.** Importance of the individual's role in the workflow.
- KU6.** Occupational health and safety standards and security procedures to be followed.
- KU7.** Procedures for dealing with loss or damaged goods.
- KU8.** Risk and impact of not following defined work, safety and security procedures.
- KU9.** The coding system followed for the ordering of parts.
- KU10.** Enterprise Resource Planning (ERP) system, route simulation software and Warehouse Management System of the organisation.
- KU11.** Handling quality issues, rejects, and escalations with ways of resolving them.
- KU12.** Usage of computer, data handling devices, basic troubleshooting regarding network connections, telephones and computers.
- KU13.** Overall procurement process and procure-to-pay cycle.
- KU14.** Technical specification of products handled.
- KU15.** INCOTERMS and GST documentation.
- KU16.** Packaging for different types of products handled and compliance.
- KU17.** Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.
- KU18.** Hazardous goods handling compliance while packaging and shipment of goods.
- KU19.** Different geographical locations and Customs, air, ocean, and land transport requirements.
- KU20.** Documentation compliance as per company policy.
- KU21.** The overall process in inventory operations, types of inventory and metrics (inventory turns, day's inventory, etc.)

## Qualification Pack

- KU22.** Inventory management and financials involved in inventory.
- KU23.** Numerical estimation and forecasting techniques (Delphi method, historical life cycle analogue).
- KU24.** The overall process, from receiving materials to line feeding and liaising with different departments engaged in the process.
- KU25.** Analyse key performance criteria.
- KU26.** The overall process of handling and transporting ODC/ project cargo.
- KU27.** Budgeting, Mathematical calculations, Engineering/lashing calculations.
- KU28.** Generate daily reports from the Management Information System (MIS) and ERP.
- KU29.** Designing bypass.
- KU30.** Local market pricing, pricing customs and practices.

## Generic Skills (GS)

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

- GS1.** Ability to interpret order requirements, invoices, engineering drawings and product specifications.
- GS2.** Ability to write reports, orders, indent and MRN.
- GS3.** Ability to efficiently communicate with supervisors, co-workers and suppliers.
- GS4.** Negotiation skills and mathematical reasoning.
- GS5.** Inductive and deductive reasoning.
- GS6.** Decide if a problem can be resolved quickly internally or needs to be escalated.
- GS7.** Identify activities or orders that need to be prioritised as per instructions.
- GS8.** Decide as per the organisation's guiding policies and criteria regarding procurement.
- GS9.** Decide, keeping the market, economic, social and political environment in account.
- GS10.** Plan, estimate the time for each activity and Prioritise, execute tasks based on instructions.
- GS11.** Develop presentations on operational trends.
- GS12.** Be a team player and achieve joint goals.
- GS13.** Value the importance of customer timelines.
- GS14.** Suggest improvement in procurement practices to increase efficiency.
- GS15.** Inform the supervisor regarding delays, issues with doing an activity, etc.
- GS16.** Coordinate and ensure timeliness in receipt and delivery of completed items.
- GS17.** Verify the authenticity of suppliers and identify defaulting suppliers.
- GS18.** Check compliance with materials received as per purchase orders.
- GS19.** Focus on the task at hand and complete it without errors and delays.
- GS20.** Identify errors in data reporting in ERP and resolve the same or escalate if required.
- GS21.** Maintain punctuality and respond to the supervisor in a timely manner.
- GS22.** Identify common trends as per analysis and report them to management.
- GS23.** Suggest possible solutions for the common issues in daily operations identified based on information.
- GS24.** Verify the accuracy of the data and apply filters before updating it into ERP.

## Qualification Pack

- GS25.** Verify the authenticity of the data and apply filters to remove aberrations in the data.
- GS26.** Analyse trends to identify defaults for corrective action as needed.
- GS27.** Observe the data to identify any aberrations.
- GS28.** Cross-check data to check for data gaps and mistakes in reporting.
- GS29.** Provide corrective actions for escalated issues with suppliers and other departments.
- GS30.** Coordinate and ensure timeliness in receipt of raw materials.
- GS31.** Verify the authenticity of the suppliers and identify faulty suppliers.
- GS32.** Check compliance of materials received as per purchase order.
- GS33.** Suggest improvement in the RFP process to increase efficiency.
- GS34.** Focus on the task at hand and complete it without errors and delays.
- GS35.** Address issues related to non-delivery of packages, pilferage and damage.
- GS36.** Handle emergencies, resolve issues and obstacles on the route.
- GS37.** Suggest the most optimal route for transporting ODC safely, effectively and with reduced transit time.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transportation requirement analysis</i>	<b>4</b>	<b>8</b>	-	<b>1</b>
<b>PC1.</b> Interpret the project requirements for transportation in terms of material involved, dimensions, weight, volume, etc.	1	2	-	0.5
<b>PC2.</b> Work out the loading and unloading requirements, lashing requirements based on the centre of gravity, stability required, etc.	1	2	-	-
<b>PC3.</b> Identify the timelines available for arranging the transportation.	1	2	-	0.5
<b>PC4.</b> Support design team by providing inputs on different types of lashing, trailer bed specification, load bearing capacity of axles, etc.	1	2	-	-
<i>Route surveying</i>	<b>10</b>	<b>30</b>	-	<b>4</b>
<b>PC5.</b> Select the routes that require surveying and arrange for the necessary documents, equipment, and tools (camera, GPS, tackles, etc.) to undertake the survey.	1	2	-	0.5
<b>PC6.</b> Drive on the selected route at posted speed.	-	2	-	-
<b>PC7.</b> Identify and describe critical points such as road conditions, traffic composition, water crossings, canals, overhead electric wires, residential areas, railway gate crossings, road hazards, etc.	1	2	-	0.5
<b>PC8.</b> Identify narrow roads, low bridges, sharp turns, culverts, and other obstacles that require removing, shifting, widening, construction of the bypass, etc., for safe transportation of ODC/ project cargo.	-	2	-	-
<b>PC9.</b> Evaluate the strength of bridges/culverts (bridge strength engineering calculations) for safe movement of heavy ODC.	1	2	-	0.5
<b>PC10.</b> Design bypass as per cargo specification for safe transportation.	-	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> Perform engineering lashing calculations to secure ODC onto the hydraulic trailer/berge/ship for safe transportation of heavy cargo.	1	2	-	0.5
<b>PC12.</b> Perform engineering calculations related to the movement of project cargo through sea/river.	-	2	-	-
<b>PC13.</b> Support route survey with photographs and identify major milestones.	1	2	-	0.5
<b>PC14.</b> Describe the route plan along with the schedule for transportation considering weather conditions during transit (rainy season, winter, fog, etc.)	-	2	-	-
<b>PC15.</b> Detail clear reasons along with photographs for the non-feasibility of a particular route for transportation.	1	2	-	0.5
<b>PC16.</b> Estimate the budgetary details, such as the cost of civil work en route, detailing the civil work at each different destination.	1	2	-	-
<b>PC17.</b> Conduct a feasibility study for the construction of the ro-ro jetty if required.	1	2	-	0.5
<b>PC18.</b> Conduct roll off and roll on calculations of load transfer from barge to shore and vice versa.	1	2	-	-
<b>PC19.</b> Perform route surveys in strict adherence to the safety and health standards and regulations.	1	2	-	0.5
<i>Transport Planning &amp; Budgeting</i>	<b>11</b>	<b>12</b>	-	<b>3</b>
<b>PC20.</b> Map the routes in the software application and load other details relating to road conditions, speed to be maintained at different sections of the route, stops, permit required, etc. and simulate the travel plan.	1	2	-	0.5
<b>PC21.</b> Arrange for specialised equipment, such as heavy lift cranes, to handle the cargo.	1	1	-	-
<b>PC22.</b> Determine the best mode/mix of modes for transporting the cargo based on the route survey analysis simulation and other information.	1	1	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC23.</b> Determine the safest route for transport with the least transit time as per the route survey analysis.	1	1	-	-
<b>PC24.</b> Confirm the right vehicle for transportation according to the cargo, such as Flatbed Trucks, Lowboy Trailers, Self-Propelled Modular Transporters (SPMTs), etc.	1	1	-	0.5
<b>PC25.</b> Determine the total number of axles to be deployed for the transportation of heavy ODCs through engineering calculations.	1	1	-	-
<b>PC26.</b> Prepare the entire transport methodology, including the transport process, deployment of axles and load calculations, lashing method details, etc.	1	1	-	0.5
<b>PC27.</b> Identify storage, laydown areas, and handling points at both the pickup and delivery locations.	1	1	-	-
<b>PC28.</b> Prepare budgets for transportation, including workforce, consumables, fuel, civil works, road diversions, permits, etc.	1	1	-	0.5
<b>PC29.</b> Discuss the travel plan & budget with the Manager and obtain concurrence.	1	1	-	-
<b>PC30.</b> Arrange good quality authorised drivers and trailer operators for successful project completion.	1	1	-	0.5
<i>Documents/permits/escorts</i>	<b>3</b>	<b>5</b>	-	<b>1.5</b>
<b>PC31.</b> Prepare a detailed list of all permits to be received based on route survey inputs.	1	1	-	0.5
<b>PC32.</b> Coordinate with internal teams and external agencies to obtain all required permits from RTD/PWD/ commercial tax/MORTH/electricity/ railways, government authorities or any other agencies which are required for the movement of cargo.	-	1	-	-
<b>PC33.</b> Assess the requirement of a police escort or traffic control, and if yes, follow the procedure to make the necessary arrangement.	1	1	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> Arrange for all special permits (in case cargo crossing railways, electricity lines to be disconnected, etc.).	-	1	-	-
<b>PC35.</b> Ensure that all goods are insured and covered for potential damage during transit.	1	1	-	0.5
<i>Transport Supervision</i>	<b>2</b>	<b>5</b>	-	<b>0.5</b>
<b>PC36.</b> Instruct drivers and trailer operators on routes to be taken, safety precautions to be undertaken, and emergency contacts along the route and provide them with necessary documentation.	-	1	-	-
<b>PC37.</b> Track the progress of the vehicle using GPS and Update relevant stakeholders on daily vehicle movement progress.	-	1	-	-
<b>PC38.</b> Perform periodic coordination for the supply of consumables/money for drivers.	1	1	-	0.5
<b>PC39.</b> Prepare for rescue operations if any consignment topples during transit.	-	1	-	-
<b>PC40.</b> Ensure the project cargo/ ODC is transported in compliance with ISO-14001 and ISO-18001 for environmental safety and occupational health safety.	1	1	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3306
<b>NOS Name</b>	Plan and Coordinate for transportation of project cargo and ODC
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Supply Chain
<b>Occupation</b>	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	07/10/2025

## Qualification Pack

### LSC/N9701: Manage Business and stakeholder relations

#### Description

This unit is about generating new business and maintaining relations with all stakeholders

#### Scope

The scope covers the following :

- Generate new business prospects
- Maintain customer relations
- Coordinate with government officials, vendors and contractors

#### Elements and Performance Criteria

##### *Generate new business prospects*

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

- PC1.** Build market intelligence and stay current with service offerings and developments in the organisation and the industry.
- PC2.** Prepare and implement a sales plan for acquiring new clients.
- PC3.** Obtain the list of existing clients and new prospects from the Company's sales database.
- PC4.** Prepare sales targets and relationship strategies.
- PC5.** Prioritise the clients for contacting, based on the previous relationship-building calls made to each of them.
- PC6.** Meet clients to offer new services and take feedback for current services.
- PC7.** Identify clients' business needs and offer customised and bundled solutions.
- PC8.** Negotiate on costs, close the deal and collect organisational and payment details of the client.
- PC9.** Take the client's feedback before leaving.

##### *Maintain customer relations*

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

- PC10.** Regularly interact with the client over the phone, through emails, or personal visits.
- PC11.** Address customers' queries effectively and take appropriate action on customer escalations.
- PC12.** Handle customer grievances such as shipment damage or tampering, extra charges levied, failure to deliver as per commitment, and delays.
- PC13.** Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.

##### *Coordinate with government officials, vendors and contractors*

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

- PC14.** Represent the interests of the Company whenever required and manage & protect the Company's reputation.
- PC15.** Liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc., and build strong professional relations with them.

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- PC16.** Participate in advisory groups to put forth ideas/suggestions for improvements.
- PC17.** Discuss and review a holistic assessment of the Company's assets, facilities, equipment, and activities with stakeholders to identify security needs and threats.
- PC18.** Review regularly, adhere to SLA agreed to by vendors/contractors in documented contracts.
- PC19.** Conduct forensic audits to flag any deviation in contract awards if required, along with procurement & finance teams.
- PC20.** Analyse and manage insurance claim requests.
- PC21.** Coordinate with marketing agencies for publicity of services of the Company.
- PC22.** Ensure adherence to SLA agreed to by vendors/contractors in documented contracts.
- PC23.** Negotiate with carriers, warehouse and transport operators, customs brokers, insurance company representatives, vendors, etc., for services, preferential rates, service level agreements (SLA), payment periods, etc.
- PC24.** Coordinate with labour contractors and local vendors for sufficient workforce, carrier vehicle availability as per work demand.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Vision, mission and values of the Company.
- KU2.** Company's reporting structure to support and expedite project activities.
- KU3.** Company's policy and work instructions on quality standards and documentation policy.
- KU4.** Importance of the individual's role in the workflow.
- KU5.** Company's policy on business ethics and code of conduct.
- KU6.** Business and performance of the Company.
- KU7.** Knowledge repository and various projects done by the Company.
- KU8.** Occupational health and safety standards and handling of dangerous and special goods.
- KU9.** Procedures for dealing with loss or damage to goods.
- KU10.** Value of items handled and implications of damage/loss of the same.
- KU11.** Risk and impact of not following defined work, safety and security procedures.
- KU12.** Company policy defined Turn Around Time (TATs) and output metrics for daily operations.
- KU13.** Just-in-time (JIT) mode of inventory management.
- KU14.** The coding system followed to label items.
- KU15.** The Information Technology(IT) system and Enterprise resource planning (ERP) system of the organisation.
- KU16.** Process flow of service operation, value chain and basic supply chain value map within the sub-sector.
- KU17.** State/country taxes and routing.
- KU18.** Local and global geographical knowledge.
- KU19.** Use of ERP software, including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS).
- KU20.** Use of tools for documentation: MS Excel and MS Word, etc.

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- KU21.** Basics of statistical and quantitative analysis tools.
- KU22.** Use of spreadsheets to tabulate and analyse the data.
- KU23.** Structure and implications of charges involved in transportation, warehousing, etc.
- KU24.** Transit rules and regulations.
- KU25.** Significance of team coordination to achieve revenue and productivity targets of the organisation.
- KU26.** Customer relationship management.
- KU27.** About contract management and SLA.
- KU28.** Factors for evaluation of the performance of vendors.

## Generic Skills (GS)

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

- GS1.** Read company quality policy, work instructions and customer requirement.
- GS2.** Read transit rules and trade policies.
- GS3.** Read regulatory requirements associated with customs clearance.
- GS4.** Read emails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** Write emails and letters to government officials, customers, vendors, etc.
- GS6.** Note information about vendors on factors like quality of service, on-time order completion, cooperation, etc.
- GS7.** Listen to the requirements of the client.
- GS8.** Communicate with clients, government officials and other external stakeholders by using various communication channels.
- GS9.** Exchange information with other managers, supervisory and operational staff at all levels.
- GS10.** Carefully listen to vendor concerns and issues.
- GS11.** Decide on corrective measures to improve customer ratings.
- GS12.** Decide on actions to be taken on escalations raised by the customer.
- GS13.** Decide appropriate action for poor performance and lack of cooperation by vendor/third-party logistics (3PL).
- GS14.** Identify and prioritise select clients and prospects for generating Business.
- GS15.** Liaison with customers, government officials, vendors and staff to ensure the smooth functioning of service centre/office.
- GS16.** Plan and organise review meetings with vendors and contractors.
- GS17.** Organise projects/ training plans for performance improvement.
- GS18.** Take prompt action on queries raised by the customer.
- GS19.** Analyse customer requirements and offer customised or bundled solutions.
- GS20.** Suggest ideas and solutions to increase customer loyalty and satisfaction.
- GS21.** Resolve the queries raised by customers as well as government officials.
- GS22.** Address the queries raised by vendors, contractors and other external stakeholders that are not resolved by the supervisor and executives.



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- GS23.** Identify the factors which improved customer satisfaction as well as ratings of the organisation.
- GS24.** Identify bundles and customisations that cater to the requirements of the majority of customers.
- GS25.** Analyse key reasons for non-performance and customer dis-satisfaction.
- GS26.** Identify key areas that are crucial for performance improvement.
- GS27.** Improve work processes by adopting best practices for quality of service to the customers.
- GS28.** Act upon constructively on any problems as pointed out by customers, vendors or government officials.
- GS29.** Handle personality clashes effectively.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generate new business prospects</i>	<b>15</b>	<b>30</b>	-	<b>4.5</b>
<b>PC1.</b> Build market intelligence and stay current with service offerings and developments in the organisation and the industry.	2	4	-	0.5
<b>PC2.</b> Prepare and implement a sales plan for acquiring new clients.	2	4	-	0.5
<b>PC3.</b> Obtain the list of existing clients and new prospects from the Company's sales database.	2	4	-	0.5
<b>PC4.</b> Prepare sales targets and relationship strategies.	2	4	-	0.5
<b>PC5.</b> Prioritise the clients for contacting, based on the previous relationship-building calls made to each of them.	2	4	-	0.5
<b>PC6.</b> Meet clients to offer new services and take feedback for current services.	2	4	-	0.5
<b>PC7.</b> Identify clients' business needs and offer customised and bundled solutions.	1	2	-	0.5
<b>PC8.</b> Negotiate on costs, close the deal and collect organisational and payment details of the client.	1	2	-	0.5
<b>PC9.</b> Take the client's feedback before leaving.	1	2	-	0.5
<i>Maintain customer relations</i>	<b>4</b>	<b>8</b>	-	<b>2</b>
<b>PC10.</b> Regularly interact with the client over the phone, through emails, or personal visits.	1	2	-	0.5
<b>PC11.</b> Address customers' queries effectively and take appropriate action on customer escalations.	1	2	-	0.5
<b>PC12.</b> Handle customer grievances such as shipment damage or tampering, extra charges levied, failure to deliver as per commitment, and delays.	1	2	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.	1	2	-	0.5
<i>Coordinate with government officials, vendors and contractors</i>	<b>11</b>	<b>22</b>	-	<b>3.5</b>
<b>PC14.</b> Represent the interests of the Company whenever required and manage & protect the Company's reputation.	1	2	-	0.5
<b>PC15.</b> Liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc., and build strong professional relations with them.	1	2	-	0.5
<b>PC16.</b> Participate in advisory groups to put forth ideas/suggestions for improvements.	1	2	-	0.5
<b>PC17.</b> Discuss and review a holistic assessment of the Company's assets, facilities, equipment, and activities with stakeholders to identify security needs and threats.	1	2	-	-
<b>PC18.</b> Review regularly, adhere to SLA agreed to by vendors/contractors in documented contracts.	1	2	-	0.5
<b>PC19.</b> Conduct forensic audits to flag any deviation in contract awards if required, along with procurement & finance teams.	1	2	-	-
<b>PC20.</b> Analyse and manage insurance claim requests.	1	2	-	0.5
<b>PC21.</b> Coordinate with marketing agencies for publicity of services of the Company.	1	2	-	-
<b>PC22.</b> Ensure adherence to SLA agreed to by vendors/contractors in documented contracts.	1	2	-	0.5
<b>PC23.</b> Negotiate with carriers, warehouse and transport operators, customs brokers, insurance company representatives, vendors, etc., for services, preferential rates, service level agreements (SLA), payment periods, etc.	1	2	-	-
<b>PC24.</b> Coordinate with labour contractors and local vendors for sufficient workforce, carrier vehicle availability as per work demand.	1	2	-	0.5



## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	60	-	10

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9701
<b>NOS Name</b>	Manage Business and stakeholder relations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	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

## Qualification Pack

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

## Generic Skills (GS)

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

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

## Qualification Pack

### Assessment Criteria

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

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

## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 Hours)

#### Description

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

#### Scope

The scope covers the following :

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

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

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

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

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

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

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

##### *Basic English Skills*

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

## Qualification Pack

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

### *Career Development & Goal Setting*

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

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

### *Communication Skills*

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

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

### *Diversity & Inclusion*

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

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

### *Financial and Legal Literacy*

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

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

### *Essential Digital Skills*

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

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

### *Entrepreneurship*

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

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

### *Customer Service*

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

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

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

*Getting ready for apprenticeship & Jobs*

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

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

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

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

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

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

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills and different learning and employability related portals

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

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

**KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

**KU6.** importance of career development and setting long- and short-term goals

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

**KU10.** different types of financial institutes, products, and services

**KU11.** how to compute income and expenditure

**KU12.** importance of maintaining safety and security in offline and online financial transactions

**KU13.** different legal rights and laws

**KU14.** different types of digital devices and the procedure to operate them safely and securely

**KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

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

**KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

**GS1.** read and write different types of documents/instructions/correspondence

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



## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

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

### Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	07/10/2025

## Qualification Pack

### LSC/N9603: Profit and Loss account management and cost accounting

#### Description

This unit is about about Profit and loss account management and cost accounting

#### Scope

The scope covers the following :

- Profit and loss account management
- Analyse and minimise activity based costs

#### Elements and Performance Criteria

##### *Profit and Loss account management*

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

- PC1.** Review department-wise budgets and make amendments if required.
- PC2.** Regularly track actual performance against budgeted figures to forecast future financial trends.
- PC3.** Collate and prepare annual budgets along with sales and profit targets.
- PC4.** Manage expenses carefully to ensure profitability by identifying and minimising waste.
- PC5.** Assess different revenue streams and find growth opportunities, such as pricing strategies or exploring new markets.
- PC6.** Review direct and indirect costs regularly to identify areas for cost reduction without impacting product quality or customer satisfaction.
- PC7.** Use ratios such as gross profit margin, operating margin, and net profit margin to evaluate financial performance and guide decision-making.
- PC8.** Schedule both capital and operational expenses following the budget.
- PC9.** Analyse and review the unit's overall P&L performance.
- PC10.** Analyse profitability and business performance trends department-wise.
- PC11.** Periodically analyse expenditure variances concerning the budget and the budget's physical output and performance.
- PC12.** Identify improvement areas and accordingly take corrective actions.
- PC13.** Undertake adequate risk management to meet Key Performance targets.
- PC14.** Manage and control budgets of different departments periodically to optimise financial performance.
- PC15.** Use Software like QuickBooks, Xero, or SAP to automate P&L generation and track real-time data.

##### *Analyse and minimise activity-based costs*

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

- PC16.** Periodically review activity and department financial performance.
- PC17.** Ensure Proper allocation of overhead costs to various products or services to comprehend their true cost and profitability.

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- PC18.** Regularly track variances from standard or budgeted costs to identify inefficiencies and implement corrective actions.
- PC19.** Perform Break-Even Analysis to calculate the point at which total revenues equal total costs (no profit or loss).
- PC20.** Perform a Cost-Volume-Profit (CVP) Analysis to examine the relationships between cost, volume, and profit to analyse how changes in sales and costs affect profitability.
- PC21.** Use cost data to establish pricing strategies that ensure profitability while remaining competitive.
- PC22.** Efficiently manage inventory to minimise carrying costs, avoid stockouts, and prevent overproduction.
- PC23.** Analyse the actual cost w.r.t physical output to draw inferences.
- PC24.** Identify reasons in discussion with the department and take remedial and corrective actions wherever required.
- PC25.** Work towards rationalising the cost of the activity-wise operations to achieve higher financial goals.
- PC26.** Use Tools like Sage, Oracle NetSuite, and Microsoft Dynamics NAV to track and allocate costs.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Vision, mission and values of the company.
- KU2.** Company reporting structure to support and expedite project activities.
- KU3.** Company policy and work instructions on quality standards, as well as documentation policy.
- KU4.** Importance of the individual's role in the workflow.
- KU5.** company's policy on business ethics and code of conduct.
- KU6.** Business and performance of the company.
- KU7.** Knowledge repository and various projects done by the company.
- KU8.** Occupational health and safety standards, special and dangerous goods handling, etc.
- KU9.** Procedures for dealing with loss or damage to goods.
- KU10.** Value of items handled and implications of damage/loss of the same.
- KU11.** Risk and impact of not following defined work, safety and security procedures.
- KU12.** Company policy defined TATs and output metrics for daily operations.
- KU13.** Knowledge of using Excel for cost tracking.
- KU14.** IT system and ERP system of the organisation.
- KU15.** Organisational goal for the year, as well as branch/ territory targets.
- KU16.** Process flow of service operation and understanding of basic supply chain value chain.
- KU17.** State/country taxes and routing.
- KU18.** Local and global geographies.
- KU19.** Use of enterprise resource planning software (ERP) and the MIS.
- KU20.** Use of tools for documentation: MS Excel and MS Word, etc.

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- KU21.** Basics of statistical and quantitative analysis tools.
- KU22.** Use of spreadsheets to tabulate and analyse the data.
- KU23.** Structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU24.** Transit rules and regulations.
- KU25.** Budgeting exercises and Legal policies and regulations.
- KU26.** Procurement-related concepts like Purchase order (PO), Invoices, procedures etc.
- KU27.** Significance of team coordination to achieve revenue and productivity targets of the organisation.
- KU28.** Various techniques for performance improvement and cost accounting Knowledge of SOPs and documents required for all operational activities.

## Generic Skills (GS)

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

- GS1.** Ability to interpret the company's work instructions, Internal communications memorandums, customer requirements and quality policy.
- GS2.** Sensitise employees towards customer requirements.
- GS3.** Ability to Develop operating procedures and update them.
- GS4.** Ability to write instructions, documents and standard operating procedures.
- GS5.** Focus on customer satisfaction as a key part of the performance review.
- GS6.** Ability to Draw Inferences from the system reports and financial statements.
- GS7.** Identify reasons for variances and resolve them in discussion with the team and management.
- GS8.** Ability to Maintain records as per company policy.
- GS9.** Compare with past trends to see if it is seasonal or cyclical.
- GS10.** Identify areas that are crucial for improvement and accordingly revisit budgets.
- GS11.** Write communications, letters, etc.
- GS12.** Prepare daily reports, checklists and presentations based on data analytics and ERP reports.
- GS13.** Communicate with clients, external coordinators, and internal staff effectively.
- GS14.** Ability to motivate employees.
- GS15.** Share experiences and guide juniors and peers.
- GS16.** Assess business performance to identify the need for interventions.
- GS17.** Identify areas for improvement and accordingly suggest remedial action
- GS18.** Identify areas for budget modifications and budget cuts.
- GS19.** Decide on ways to improve performance.
- GS20.** Plan and organise performance review sessions.
- GS21.** Make an action plan for performance improvement.
- GS22.** Organise projects/ training plans for performance improvement.
- GS23.** Suggest new technologies, capital purchases, and operational strategies to enhance operational and financial performance.



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- GS24.** Analyse reasons for variances across departments.
- GS25.** Assess the financial performance and make strategic decisions regarding budgets, focus areas.
- GS26.** Motivate and ensure output to achieve financial goals.

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Profit and Loss account management</i>	<b>19</b>	<b>38</b>	-	<b>7</b>
<b>PC1.</b> Review department-wise budgets and make amendments if required.	2	4	-	0.5
<b>PC2.</b> Regularly track actual performance against budgeted figures to forecast future financial trends.	2	4	-	0.5
<b>PC3.</b> Collate and prepare annual budgets along with sales and profit targets.	2	4	-	0.5
<b>PC4.</b> Manage expenses carefully to ensure profitability by identifying and minimising waste.	2	4	-	0.5
<b>PC5.</b> Assess different revenue streams and find growth opportunities, such as pricing strategies or exploring new markets.	1	2	-	0.5
<b>PC6.</b> Review direct and indirect costs regularly to identify areas for cost reduction without impacting product quality or customer satisfaction.	1	2	-	0.5
<b>PC7.</b> Use ratios such as gross profit margin, operating margin, and net profit margin to evaluate financial performance and guide decision-making.	1	2	-	0.5
<b>PC8.</b> Schedule both capital and operational expenses following the budget.	1	2	-	0.5
<b>PC9.</b> Analyse and review the unit's overall P&L performance.	1	2	-	0.5
<b>PC10.</b> Analyse profitability and business performance trends department-wise.	1	2	-	0.5
<b>PC11.</b> Periodically analyse expenditure variances concerning the budget and the budget's physical output and performance.	1	2	-	0.5
<b>PC12.</b> Identify improvement areas and accordingly take corrective actions.	1	2	-	0.5

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> Undertake adequate risk management to meet Key Performance targets.	1	2	-	0.5
<b>PC14.</b> Manage and control budgets of different departments periodically to optimise financial performance.	1	2	-	-
<b>PC15.</b> Use Software like QuickBooks, Xero, or SAP to automate P&L generation and track real-time data.	1	2	-	0.5
<i>Analyse and minimise activity-based costs</i>	<b>11</b>	<b>22</b>	-	<b>3</b>
<b>PC16.</b> Periodically review activity and department financial performance.	1	2	-	0.5
<b>PC17.</b> Ensure Proper allocation of overhead costs to various products or services to comprehend their true cost and profitability.	1	2	-	-
<b>PC18.</b> Regularly track variances from standard or budgeted costs to identify inefficiencies and implement corrective actions.	1	2	-	0.5
<b>PC19.</b> Perform Break-Even Analysis to calculate the point at which total revenues equal total costs (no profit or loss).	1	2	-	-
<b>PC20.</b> Perform a Cost-Volume-Profit (CVP) Analysis to examine the relationships between cost, volume, and profit to analyse how changes in sales and costs affect profitability.	1	2	-	0.5
<b>PC21.</b> Use cost data to establish pricing strategies that ensure profitability while remaining competitive.	1	2	-	-
<b>PC22.</b> Efficiently manage inventory to minimise carrying costs, avoid stockouts, and prevent overproduction.	1	2	-	0.5
<b>PC23.</b> Analyse the actual cost w.r.t physical output to draw inferences.	1	2	-	-
<b>PC24.</b> Identify reasons in discussion with the department and take remedial and corrective actions wherever required.	1	2	-	0.5

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC25.</b> Work towards rationalising the cost of the activity-wise operations to achieve higher financial goals.	1	2	-	-
<b>PC26.</b> Use Tools like Sage, Oracle NetSuite, and Microsoft Dynamics NAV to track and allocate costs.	1	2	-	0.5
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9603
<b>NOS Name</b>	Profit and Loss account management and cost accounting
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	07/10/2025
<b>Next Review Date</b>	07/10/2028
<b>NSQC Clearance Date</b>	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 : 70

## Qualification Pack

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

### Minimum Passing % at NOS Level: 50

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

## Assessment Weightage

### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1009.Supervise Route Planning and daily operations in transportation	30	60	-	10	100	10
LSC/N0303.Review transport documentation and ensure compliance	30	60	-	10	100	10
LSC/N1109.Perform vehicle marshal duties	30	60	-	10	100	10
LSC/N1110.Supervise fleet maintenance	30	60	-	10	100	10
LSC/N1111.Supervise consignment tracking and movement of vehicles	30	60	-	10	100	20
LSC/N3306.Plan and Coordinate for transportation of project cargo and ODC	30	60	0	10	100	10
LSC/N9701.Manage Business and stakeholder relations	30	60	-	10	100	10
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>260</b>	<b>510</b>	<b>-</b>	<b>80</b>	<b>850</b>	<b>100</b>



## Qualification Pack

Optional: 1 Profit and Loss account management and cost accounting

<b>National Occupational Standards</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>	<b>Total Marks</b>	<b>Weightage</b>
LSC/N9603.Profit and Loss account management and cost accounting	30	60	-	10	100	10
<b>Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>	<b>100</b>	<b>10</b>



## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

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<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.