

Qualification Pack



EXIM - Executive

Options: Transportation and Route Optimization through all modes of transport/ Supervise customs clearance activities

QP Code: LSC/Q2101

Version: 3.0

NSQF Level: 4

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Qualification Pack

Contents

LSC/Q2101: EXIM - Executive	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Option 1: Transportation and Route Optimization through all modes of transport</i>	3
<i>Option 2: Supervise customs clearance activities</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
LSC/N2147: Manage EXIM documentation	5
LSC/N3321: Perform EDI filing	12
LSC/N2146: Perform Customs Clearance Activities	20
LSC/N2132: Plan and arrange for cargo movement	27
LSC/N1504: Provide customer support and resolve complaints	35
LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace ...	42
DGT/VSQ/N0102: Employability Skills (60 Hours)	48
LSC/N6503: Transportation and Route Optimization through all modes of transport	56
LSC/N2343: Supervise customs clearance activities	63
Assessment Guidelines and Weightage	70
<i>Assessment Guidelines</i>	70
<i>Assessment Weightage</i>	71
Acronyms	73
Glossary	74

Qualification Pack

LSC/Q2101: EXIM - Executive

Brief Job Description

The individual is responsible for EXIM operations in office, customs clearance at field and freight forwarding. The individual also performs freight and customs documentation and liaises with stakeholders to ensure timely clearance and shipment of cargo.

Personal Attributes

The individual must be able to prioritize and execute tasks within scheduled time limits, good eyesight, work for long hours in sitting and standing position, communication skills, logical thinking and attention to detail. The individual should have good interpersonal skills and ability to work with various stakeholders.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2147: Manage EXIM documentation](#)
2. [LSC/N3321: Perform EDI filing](#)
3. [LSC/N2146: Perform Customs Clearance Activities](#)
4. [LSC/N2132: Plan and arrange for cargo movement](#)
5. [LSC/N1504: Provide customer support and resolve complaints](#)
6. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Options(Not mandatory):

Option 1: Transportation and Route Optimization through all modes of transport

This OS is about Routing a shipment through all modes of transportation

1. [LSC/N6503: Transportation and Route Optimization through all modes of transport](#)

Option 2: Supervise customs clearance activities

This O.S. unit is about supervising day-to-day customs clearance operations and to deal with all stakeholders for smooth clearance

1. [LSC/N2343: Supervise customs clearance activities](#)

Qualification Pack

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	EXIM Logistics - Freight Forwarding and Customs clearance
Occupation	Freight Forwarding Operations, Customs Clearance Operations
Country	India
NSQF Level	4
Credits	18
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3351 & 3122.4 and ISCO-08/3331
Minimum Educational Qualification & Experience	12th grade Pass (Or Equivalent) with 1 Year of experience Relevant experience in freight forwarding OR 10th grade pass (Or Equivalent) with 3 Years of experience Relevant experience in freight forwarding OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience Relevant experience in freight forwarding OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience Relevant experience in freight forwarding
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	3.0
Reference code on NQR	QG-04-TW-046102025-V2-LSC
NQR Version	2.0

Qualification Pack

LSC/N2147: Manage EXIM documentation

Description

This unit is about obtaining and preparing documents required for customs clearance and cargo shipment according to regulatory and standard operating procedures.

Scope

The scope covers the following :

- Receive details of EXIM cargo and its documentation
- Verify GST invoices

Elements and Performance Criteria

Receive details of EXIM cargo and its documentation

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

- PC1.** Obtain the list of work requirements and cargo from the supervisor.
- PC2.** Collect details about the cargo's quantity, value, packing, labelling, weight, and size.
- PC3.** Prepare a checklist of documents required for customs clearance.
- PC4.** Receive basic know-your-customer (KYC) and goods and services tax (GST) details from the importer, including copies of invoices, packing lists, shipping bills/ Airway bills, bills of lading, etc. for import cargo.
- PC5.** Gather required documents for import cargo, such as delivery orders, certificate of origin, industrial licenses, insurance documents, etc.
- PC6.** Obtain details about the quantity, value, packing, labelling, weight, size, and nature of cargo (liquid, hazardous chemicals, perishables, etc.) for export and transshipment cargo.
- PC7.** Receive basic KYC and GST details of the exporter/ shipper, including destination country, shipment date, type of cargo, insurance details, invoice, packing list, shipping declaration, purchase order, and Statutory Declaration Form as per the checklist, etc., for export and transshipment cargo.
- PC8.** Obtain the bonds to be executed with the customs official for duty-exempted items.

Verify GST invoices

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

- PC9.** Identify the location of the service recipient and place of supply of services.
- PC10.** Identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST).
- PC11.** Identify if GST is payable under reverse charge in case the Service provider is an unregistered party.
- PC12.** Obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email I.D. of service/shipment provider and recipient.
- PC13.** Obtain a description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code.

Qualification Pack

- PC14.** Receive unique identification number (UIN) for multilateral entity.
- PC15.** Check for relevant notification in case of exempt clients.
- PC16.** Calculate taxable value considering the applicable rate of GST based on SAC/HSN.
- PC17.** Check for vendor invoices for all mandatory particulars and applicable GST.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Bifurcation of taxes and CGST Act, 2017.
- KU2.** Changes and updates in acts, procedures, etc., concerning customs clearance and applicable duties.
- KU3.** Charges and cost aspects of different transportation methods.
- KU4.** Knowledge of the company's policies covering customer accounts management, material movement, quality standards, and receipt modes.
- KU5.** Knowledge of the company's collections and payment processes, ensuring compliance with established work instructions and operational guidelines.
- KU6.** Concept and applicability of GST.
- KU7.** Customs authority's requirements during the inspection of cargo.
- KU8.** Knowledge of the department hierarchy, cargo and shipment details, transport availability across routes.
- KU9.** Knowledge of various airline/shipping line options for different routes should be clearly understood, along with the specific documents required for each type of transaction (both digital and hard copies).
- KU10.** Knowledge of customs clearance forms, eligibility criteria for duty-free goods based on the type of exported cargo, and their respective documentation requirements.
- KU11.** Escalation matrix for reporting identified problems.
- KU12.** Foreign trade policies.
- KU13.** Harmonized System of Nomenclature (HSN) Codes and International Commercial Terms (INCOTERMS).
- KU14.** Information on foreign trade policy and PGAs to classify the cargo imported as per regulatory requirement.
- KU15.** Instructions and conditions during cargo movement.
- KU16.** Knowledge of the company's products and services.
- KU17.** Knowledge of mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry, import license, insurance certificate, purchase order, letter of credit, test report, etc.
- KU18.** Knowledge of the necessary documents to access entry into the customs area.
- KU19.** Operating systems related to customs, such as EDI and ICEGATE and their functions.
- KU20.** Packaging methods and procedures for gate passes.
- KU21.** Paperwork required before handling cargo.
- KU22.** Plan and organise information for verifying invoice.
- KU23.** Knowledge of the company's refund process.

Qualification Pack

- KU24.** Knowledge of the regulatory requirements associated with customs clearance, freight forwarding, and gate passes.
- KU25.** Knowledge of goods handling and cargo transport, ensuring adherence to all relevant rules and procedures.
- KU26.** Relevant safety and security procedures for special cargo.
- KU27.** Reporting structure to support and expedite project activities.
- KU28.** Reverse charge mechanism.
- KU29.** Terms and terminologies used in import and export trade.
- KU30.** Tracking system, transit rules and regulations.
- KU31.** Transit rules and regulations and destination country's requirements and fiscal regimes.
- KU32.** Type of packaging, labelling and marking required.
- KU33.** Knowledge of the computers and software (e.g., ICES, ICEGATE, Remote EDI System (RES), M.S. Office applications like Excel and Word) to update documentation, generate reports, and electronically document information related to customs clearance and logistics operations.
- KU34.** Various customs and other portals like shipping lines, DGFT, PGAs, etc., to track the movement of filings done.

Generic Skills (GS)

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

- GS1.** Address queries and concerns in a calm and composed manner.
- GS2.** Analyse invoices for tax calculation.
- GS3.** Analyse the best possible solutions (cost, time, effort, etc) for customer requirements.
- GS4.** Assess and decide how to consolidate different cargo to be loaded in a shipment/ freight and the type of carriage.
- GS5.** Assess if all the required precautions and documentation concerning the transporter are present.
- GS6.** Basic letter writing and preparing reports.
- GS7.** Check for errors in the invoice.
- GS8.** Coordinate with colleagues and seniors.
- GS9.** Make informed decisions based on document review, assessing whether additional information is needed, ensuring compliance with customs and regulatory requirements, determining applicable tax rates.
- GS10.** Address inefficiencies by selecting the appropriate transport and route for export and the correct documents based on cargo nature, transport mode, transaction type, and destination country.
- GS11.** how to provide shipment status notification to exporters, consignees, or insurers.
- GS12.** Identify and correct errors in documents, highlight incomplete customs documentation to the supervisor, ensure proper precautions are taken for dangerous goods.
- GS13.** Suggest solutions for document errors, address factors to reduce shipment clearance issues, detect irregularities in cargo/shipments.

Qualification Pack

- GS14.** Evaluate strengths and weaknesses of alternative transportation routes, select appropriate loading/unloading equipment.
- GS15.** Guide transporters with inadequate information on required documentation, and identify any additional information needed for smooth operations.
- GS16.** Keep the exporter or freight forwarder informed of the status to avoid a communication gap.
- GS17.** Listen attentively to the requirements of customs officers, supervisors, customs officials, and other relevant stakeholders to ensure clear understanding and compliance with all regulations and instructions.
- GS18.** Maintain accurate records and keep copies of all documents, including verified invoices and cargo movement details, in compliance with the company's policies for future reference.
- GS19.** Make informed judgments on the appropriate transport and route for exporting cargo, prepare daily gate passes and entry passes, and generate daily reports related to different transports, including necessary forms for gate passes and related documentation.
- GS20.** Analyse the nature of the products being transported, including any variances in their characteristics, and determine the type of packaging required to ensure safe and compliant transportation.
- GS21.** Organise the documents with attention to detail.
- GS22.** Plan the sequence of work.
- GS23.** Prioritise and execute tasks within the scheduled time limits.
- GS24.** Represent the customers among various stakeholders such as shipping lines, airlines, customs authorities, etc.
- GS25.** Resolve issues with all stakeholders regarding shipments.
- GS26.** Resolve tax-related issues with the accounts department and vendors.
- GS27.** Review documentation such as commercial invoices, shipper's export declaration, etc.
- GS28.** Speak politely and build relationships with the transporters, customs agents, airline agents, etc.
- GS29.** Use previous experience and knowledge to resolve new cases with similar problems related to customs clearance.
- GS30.** Estimate the required documentation for a specific task, including exemptions under GST.
- GS31.** Accurately complete forms related to customs clearance (both offline and online) and apply financial concepts such as interest and tax calculations as needed.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive details of EXIM cargo and its documentation</i>	16	32	-	4
PC1. Obtain the list of work requirements and cargo from the supervisor.	2	4	-	0.5
PC2. Collect details about the cargo's quantity, value, packing, labelling, weight, and size.	2	4	-	0.5
PC3. Prepare a checklist of documents required for customs clearance.	2	4	-	0.5
PC4. Receive basic know-your-customer (KYC) and goods and services tax (GST) details from the importer, including copies of invoices, packing lists, shipping bills/ Airway bills, bills of lading, etc. for import cargo.	2	4	-	0.5
PC5. Gather required documents for import cargo, such as delivery orders, certificate of origin, industrial licenses, insurance documents, etc.	2	4	-	0.5
PC6. Obtain details about the quantity, value, packing, labelling, weight, size, and nature of cargo (liquid, hazardous chemicals, perishables, etc.) for export and transshipment cargo.	2	4	-	0.5
PC7. Receive basic KYC and GST details of the exporter/ shipper, including destination country, shipment date, type of cargo, insurance details, invoice, packing list, shipping declaration, purchase order, and Statutory Declaration Form as per the checklist, etc., for export and transshipment cargo.	2	4	-	0.5
PC8. Obtain the bonds to be executed with the customs official for duty-exempted items.	2	4	-	0.5
<i>Verify GST invoices</i>	14	28	-	6
PC9. Identify the location of the service recipient and place of supply of services.	2	4	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST).	2	4	-	0.5
PC11. Identify if GST is payable under reverse charge in case the Service provider is an unregistered party.	2	4	-	0.5
PC12. Obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email I.D. of service/shipment provider and recipient.	2	4	-	0.5
PC13. Obtain a description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code.	2	4	-	0.5
PC14. Receive unique identification number (UIN) for multilateral entity.	2	4	-	0.5
PC15. Check for relevant notification in case of exempt clients.	1	2	-	1
PC16. Calculate taxable value considering the applicable rate of GST based on SAC/HSN.	-	-	-	1
PC17. Check for vendor invoices for all mandatory particulars and applicable GST.	1	2	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2147
NOS Name	Manage EXIM documentation
Sector	Logistics
Sub-Sector	
Occupation	Freight Forwarding Operations, Customs Clearance Operations
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQF Clearance Date	07/10/2025

Qualification Pack

LSC/N3321: Perform EDI filing

Description

This unit elaborates on obtaining and preparing mandatory documents required for customs clearance and cargo shipment and filing them in the EDI/ ICEGATE portal according to regulatory and standard operating procedures.

Scope

The scope covers the following :

- Prepare mandatory documents
- Perform EDI filing

Elements and Performance Criteria

Prepare mandatory documents

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

- PC1.** Prepare mandatory documents in ICES such as Bill of Lading, Airway Bill, commercial invoice cum packing list, dock receipt, etc.
- PC2.** Prepare shipping bill and bill of Entry (BoE) for export of goods.
- PC3.** Check the invoice for accuracy regarding the number of packages, quantity, unit rate, total freight on board (FOB) / cost, insurance and freight (CIF) value, etc.
- PC4.** Check for additional documentation and regulatory requirements for Special Cargo (e.g., dangerous goods, livestock, and perishable items).
- PC5.** Attach necessary documents for exports, such as contracts, Letters of Credit, and purchase orders of the overseas buyer.
- PC6.** Prepare a declaration for goods carried in the vessel in case of imports.
- PC7.** Check the manifest for details of the cargo imported, including the quantity and details of discharge port-wise.
- PC8.** Pay the required duty and obtain a copy to be filed.
- PC9.** Coordinate with the Customs Brokers (CBr) and hand over the documents required for customs clearance.
- PC10.** Prepare documentation for special cases such as pilferage, damage of goods, etc., as required.

Perform EDI filing

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

- PC11.** Input the necessary information into the relevant forms in EDI (e.g., Bill of Entry, Shipping Bill) based on the cargo type, such as Importer/Exporter details; Cargo details (HS Code, description, value); Transport details (Airline, Shipping Line, Bill of Lading number); Tax calculations (Customs Duty, IGST, etc.); Port and Customs Zone information; Additional declarations as required (e.g., hazardous goods declaration).
- PC12.** Ensure all details entered in the electronic forms are accurate, as any errors or discrepancies can lead to delays in clearance or rejection of filings.

Qualification Pack

- PC13.** Upload the documents on the Indian Customs Electronic Commerce/ ICEGATE web portal.
- PC14.** Submit the documents via the EDI system once all forms have been filled out and verified.
- PC15.** Download and print the acknowledgement and the unique reference number generated (e.g., Bill of Entry Number or Shipping Bill Number).
- PC16.** Prepare payment requests and check for timely payments for processing shipments and customs clearance formalities.
- PC17.** Check the required customs and other related portals like shipping lines, Directorate General of Foreign Trade (DGFT), Participative Government Agencies (PGAs), etc., to track the movement of submitted/approved documentation.
- PC18.** In case of changes in documentation or declarations, file an amendment request with ICEGATE and customs authorities, following their specified process.
- PC19.** Process the Goods for movement once the customs clearance is granted.
- PC20.** Keep copies of all documents, including the filed EDI forms, acknowledgement receipts, duty payment receipts, and clearance orders, as part of the company's records for compliance and maintenance for future reference.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

- KU16.** Knowledge of the company's products and services.
- KU17.** Knowledge of mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry, import license, insurance certificate, purchase order, letter of credit, test report, etc.
- KU18.** Knowledge of the necessary documents to access entry into the customs area.
- KU19.** Operating systems related to customs, such as EDI and ICEGATE and their functions.
- KU20.** Packaging methods and procedures for gate passes.
- KU21.** Paperwork required before handling cargo.
- KU22.** Plan and organise information for verifying invoice.
- KU23.** Knowledge of the company's refund process.
- KU24.** Knowledge of the regulatory requirements associated with customs clearance, freight forwarding, and gate passes.
- KU25.** Knowledge of goods handling and cargo transport, ensuring adherence to all relevant rules and procedures.
- KU26.** Relevant safety and security procedures for special cargo.
- KU27.** Reporting structure to support and expedite project activities.
- KU28.** Reverse charge mechanism.
- KU29.** Terms and terminologies used in import and export trade.
- KU30.** Tracking system, transit rules and regulations.
- KU31.** Transit rules and regulations and destination country's requirements and fiscal regimes.
- KU32.** Type of packaging, labelling and marking required.
- KU33.** Knowledge of the computers and software (e.g., ICES, ICEGATE, Remote EDI System (RES), M.S. Office applications like Excel and Word) to update documentation, generate reports, and electronically document information related to customs clearance and logistics operations.
- KU34.** Various customs and other portals like shipping lines, DGFT, PGAs, etc., to track the movement of filings done.

Generic Skills (GS)

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

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare mandatory documents</i>	20	30	-	5
PC1. Prepare mandatory documents in ICES such as Bill of Lading, Airway Bill, commercial invoice cum packing list, dock receipt, etc.	2	3	-	0.5
PC2. Prepare shipping bill and bill of Entry (BoE) for export of goods.	2	3	-	0.5
PC3. Check the invoice for accuracy regarding the number of packages, quantity, unit rate, total freight on board (FOB) / cost, insurance and freight (CIF) value, etc.	2	3	-	0.5
PC4. Check for additional documentation and regulatory requirements for Special Cargo (e.g., dangerous goods, livestock, and perishable items).	2	3	-	0.5
PC5. Attach necessary documents for exports, such as contracts, Letters of Credit, and purchase orders of the overseas buyer.	2	3	-	0.5
PC6. Prepare a declaration for goods carried in the vessel in case of imports.	2	3	-	0.5
PC7. Check the manifest for details of the cargo imported, including the quantity and details of discharge port-wise.	2	3	-	0.5
PC8. Pay the required duty and obtain a copy to be filed.	2	3	-	0.5
PC9. Coordinate with the Customs Brokers (CBR) and hand over the documents required for customs clearance.	2	3	-	0.5
PC10. Prepare documentation for special cases such as pilferage, damage of goods, etc., as required.	2	3	-	0.5
<i>Perform EDI filing</i>	10	30	-	5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Input the necessary information into the relevant forms in EDI (e.g., Bill of Entry, Shipping Bill) based on the cargo type, such as Importer/Exporter details; Cargo details (HS Code, description, value); Transport details (Airline, Shipping Line, Bill of Lading number); Tax calculations (Customs Duty, IGST, etc.); Port and Customs Zone information; Additional declarations as required (e.g., hazardous goods declaration).	1	3	-	0.5
PC12. Ensure all details entered in the electronic forms are accurate, as any errors or discrepancies can lead to delays in clearance or rejection of filings.	1	3	-	0.5
PC13. Upload the documents on the Indian Customs Electronic Commerce/ ICEGATE web portal.	1	3	-	0.5
PC14. Submit the documents via the EDI system once all forms have been filled out and verified.	1	3	-	0.5
PC15. Download and print the acknowledgement and the unique reference number generated (e.g., Bill of Entry Number or Shipping Bill Number).	1	3	-	0.5
PC16. Prepare payment requests and check for timely payments for processing shipments and customs clearance formalities.	1	3	-	0.5
PC17. Check the required customs and other related portals like shipping lines, Directorate General of Foreign Trade (DGFT), Participative Government Agencies (PGAs), etc., to track the movement of submitted/approved documentation.	1	3	-	0.5
PC18. In case of changes in documentation or declarations, file an amendment request with ICEGATE and customs authorities, following their specified process.	1	3	-	0.5
PC19. Process the Goods for movement once the customs clearance is granted.	1	3	-	0.5
PC20. Keep copies of all documents, including the filed EDI forms, acknowledgement receipts, duty payment receipts, and clearance orders, as part of the company's records for compliance and maintenance for future reference.	1	3	-	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

NOS Code	LSC/N3321
NOS Name	Perform EDI filing
Sector	Logistics
Sub-Sector	
Occupation	Freight Forwarding Operations, Customs Clearance Operations
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQF Clearance Date	07/10/2025

Qualification Pack

LSC/N2146: Perform Customs Clearance Activities

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Perform customs clearance field activities

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

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

Perform customs clearance office activities

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

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

Qualification Pack

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

LSC/N2132: Plan and arrange for cargo movement

Description

This O.S. unit is about obtaining the client's cargo movement requirements and planning the best possible transportation

Scope

The scope covers the following :

- Ensure customs clearance release
- Plan and arrange for cargo import movement
- Plan and arrange for cargo export and trans-shipment cargo movement

Elements and Performance Criteria

Ensure customs clearance release

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

- PC1.** Confirm that the goods have successfully passed customs clearance and that the relevant import duties, taxes, and regulatory requirements are completed
- PC2.** Ensure the following documents are in place and correct: Bill of Lading (B/L) or Airway Bill (AWB), Commercial Invoice, Packing List, Customs Declaration/Customs Entry, Delivery Order (DO), Import License (if applicable), Certificate of Origin (if applicable)
- PC3.** Ensure there are no holds or pending inspections from customs or other regulatory bodies that could delay the movement

Plan and arrange for import cargo movement

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

- PC4.** Determine the appropriate transportation mode according to the cargo's final destination (warehouse, customer location, etc.)
- PC5.** Take necessary precautions and care when handling dangerous goods and special goods
- PC6.** Plan the best route, considering distance, road conditions, delivery timelines, and restrictions (e.g., road access, weight limitations)
- PC7.** Set a delivery schedule with realistic timeframes for unloading and further transportation if needed
- PC8.** Coordinate with transport providers and arrange the necessary material handling equipment for loading and unloading cargo
- PC9.** Inform clients of updates regarding the shipment duration, transfers or regulations affecting shipments and receive their confirmation
- PC10.** Keep all the stakeholders informed about the shipment tracking and status
- PC11.** Verify that the cargo is delivered according to the agreed schedule
- PC12.** Complete all necessary documentation, such as delivery receipts, inspection reports, or customer sign-off, to close the shipment

Plan and arrange for export and trans-shipment cargo movement

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

Qualification Pack

- PC13.** Prepare a schedule for cargo movement from the supplier destination
- PC14.** Collect and verify details of any specific packaging requirements as per the nature of goods
- PC15.** Plan an appropriate route for shipping considering transit requirements and estimate the transit time
- PC16.** Check if documents of the transport provider are in order, inform in case of issues to both the supervisor and transporter
- PC17.** Arrange for the entry pass for the transporter
- PC18.** Ensure the cargo is properly packaged, sealed, and labelled according to transportation requirements and destination customs regulations
- PC19.** Take necessary precautions and care when handling dangerous and special goods
- PC20.** Arrange for material handling equipment as required
- PC21.** Inform clients on transit duration, transfers or regulations affecting shipments, etc. and receive their confirmation
- PC22.** Consolidate cargo destined to a common destination to minimise cost
- PC23.** Arrange necessary documents for the admission of cargo to the freight station, post customs clearance procedures, etc
- PC24.** Ensure the cargo is offloaded and transferred to the next vessel/aircraft with the correct routing information in case of transshipment
- PC25.** Track the cargo's progress via tracking systems the shipping line/airline provides
- PC26.** Maintain regular communication with the carrier or freight forwarder for updates
- PC27.** Ensure proper unloading at the final destination, confirming the goods match the delivery documents
- PC28.** Coordinate for destination customs clearance and make final delivery arrangements post clearance.
- PC29.** Collect Proof of Delivery (POD) and complete the documentation process for further processing, payment collection, etc

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures
- KU2.** Company's customer accounts
- KU3.** Organization's fee and charges structure
- KU4.** Paperwork required before handling cargo
- KU5.** Organization's contacts with customs office
- KU6.** Organization's policy of data maintenance, recording and handling
- KU7.** Company's material movement policy
- KU8.** Reporting structure
- KU9.** Department hierarchy
- KU10.** Relevant safety and security procedures
- KU11.** Details of the transport availability in different routes
- KU12.** Charges and cost aspects of different transportation methods

Qualification Pack

- KU13.** How to provide shipment status notification to exporters, consignees, or insurers
- KU14.** Usage of computer for electronic documentation of information
- KU15.** Different types of cargo exported, their eligibility of duty free and documentation requirement
- KU16.** Different airline/ shipping line available for different routes
- KU17.** Transit rules and regulations
- KU18.** Nature of the products transported and the variances in their characteristics
- KU19.** Packaging methods and procedures for gate passes
- KU20.** Special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous and special goods, material handling procedure, etc.

Generic Skills (GS)

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

- GS1.** Schedule and plan for cargo movement
- GS2.** Regulatory requirement regarding gate pass, goods handling, etc.
- GS3.** Instructions and conditions during cargo movement
- GS4.** Regulatory requirement associated with customs clearance
- GS5.** Make daily gate passes and entry passes
- GS6.** Make daily reporting regarding different transports
- GS7.** Maintain the record of cargo movement as per company's policies
- GS8.** Listen to the requirements of the supervisor, customs officials and other related stakeholders
- GS9.** Communicate regularly with all stakeholders at every stage of the process as and when required
- GS10.** Communicate effectively with supervisory and operational staff at all levels
- GS11.** Speak politely and build relationship with the transporters, customs agents, airline agents, etc.
- GS12.** Make a judgment on the appropriate choice of transport, route for export of cargo
- GS13.** Identify the appropriate equipment for loading and unloading of goods from freight transport
- GS14.** Identify dangerous goods and take due precautions
- GS15.** Plan the sequence of work
- GS16.** Plan for transportation, customs clearance and other arrangement for cargo
- GS17.** Prioritize and execute tasks in within the scheduled time limits
- GS18.** Represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.
- GS19.** Communicate with customers and share all relevant information
- GS20.** Identify cases where customs documentation is incomplete and highlight cases to supervisor
- GS21.** Identify transporters with inadequate information and guide them regarding the required documentation
- GS22.** Analyse on best possible solutions (cost, time, effort, etc.) suited for customer requirement



Qualification Pack

- GS23.** Identify strengths and weaknesses of alternative route for transportation
- GS24.** Undertake packaging, marking and labelling for different types of cargoes to assess if it is in order with the widely accepted norms
- GS25.** Assess if all the required precaution and documentation is present with respect to the transporter

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure customs clearance release</i>	3	6	-	2
PC1. Confirm that the goods have successfully passed customs clearance and that the relevant import duties, taxes, and regulatory requirements are completed	1	2	-	1
PC2. Ensure the following documents are in place and correct: Bill of Lading (B/L) or Airway Bill (AWB), Commercial Invoice, Packing List, Customs Declaration/Customs Entry, Delivery Order (DO), Import License (if applicable), Certificate of Origin (if applicable)	1	2	-	-
PC3. Ensure there are no holds or pending inspections from customs or other regulatory bodies that could delay the movement	1	2	-	1
<i>Plan and arrange for import cargo movement</i>	9	18	-	5
PC4. Determine the appropriate transportation mode according to the cargo's final destination (warehouse, customer location, etc.)	1	2	-	1
PC5. Take necessary precautions and care when handling dangerous goods and special goods	1	2	-	1
PC6. Plan the best route, considering distance, road conditions, delivery timelines, and restrictions (e.g., road access, weight limitations)	1	2	-	-
PC7. Set a delivery schedule with realistic timeframes for unloading and further transportation if needed	1	2	-	0.5
PC8. Coordinate with transport providers and arrange the necessary material handling equipment for loading and unloading cargo	1	2	-	0.5
PC9. Inform clients of updates regarding the shipment duration, transfers or regulations affecting shipments and receive their confirmation	1	2	-	-
PC10. Keep all the stakeholders informed about the shipment tracking and status	1	2	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Verify that the cargo is delivered according to the agreed schedule	1	2	-	-
PC12. Complete all necessary documentation, such as delivery receipts, inspection reports, or customer sign-off, to close the shipment	1	2	-	1
<i>Plan and arrange for export and trans-shipment cargo movement</i>	18	36	-	3
PC13. Prepare a schedule for cargo movement from the supplier destination	1	2	-	1
PC14. Collect and verify details of any specific packaging requirements as per the nature of goods	1	2	-	-
PC15. Plan an appropriate route for shipping considering transit requirements and estimate the transit time	1	2	-	1
PC16. Check if documents of the transport provider are in order, inform in case of issues to both the supervisor and transporter	1	2	-	-
PC17. Arrange for the entry pass for the transporter	1	2	-	-
PC18. Ensure the cargo is properly packaged, sealed, and labelled according to transportation requirements and destination customs regulations	1	2	-	-
PC19. Take necessary precautions and care when handling dangerous and special goods	1	2	-	-
PC20. Arrange for material handling equipment as required	1	2	-	-
PC21. Inform clients on transit duration, transfers or regulations affecting shipments, etc. and receive their confirmation	1	2	-	-
PC22. Consolidate cargo destined to a common destination to minimise cost	1	2	-	-
PC23. Arrange necessary documents for the admission of cargo to the freight station, post customs clearance procedures, etc	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. Ensure the cargo is offloaded and transferred to the next vessel/aircraft with the correct routing information in case of transshipment	1	2	-	1
PC25. Track the cargo's progress via tracking systems the shipping line/airline provides	1	2	-	-
PC26. Maintain regular communication with the carrier or freight forwarder for updates	1	2	-	-
PC27. Ensure proper unloading at the final destination, confirming the goods match the delivery documents	1	2	-	-
PC28. Coordinate for destination customs clearance and make final delivery arrangements post clearance.	1	2	-	-
PC29. Collect Proof of Delivery (POD) and complete the documentation process for further processing, payment collection, etc	2	4	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2132
NOS Name	Plan and arrange for cargo movement
Sector	Logistics
Sub-Sector	EXIM Logistics - Freight Forwarding and Customs clearance
Occupation	Freight Forwarding Operations
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQF Clearance Date	07/10/2025

Qualification Pack

LSC/N1504: Provide customer support and resolve complaints

Description

This unit is about providing customer support and resolving their complaints.

Scope

The scope covers the following :

- Perform tracking and tracing
- Resolve complaints

Elements and Performance Criteria

Perform tracking and tracing

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

- PC1.** Act as the customer's primary point of contact and value the client's preferences, needs, and goals.
- PC2.** Offer 24/7 support for key clients through various means, such as real-time tracking notifications, proactive alerts, a helpline number, etc., especially those in industries with time-sensitive shipments (e.g., ecommerce or healthcare).
- PC3.** Check the consignment's current status using online tracking tools and ensure that it is updated regularly.
- PC4.** Confirm whether the consignment is progressing and whether the event milestones have been reached as per schedule.
- PC5.** Check the reason for the delayed consignment at a transit hub and when the shipment will move, and file a complaint if necessary.
- PC6.** Confirm the updated last transit point and contact the concerned hub to find out the status in case of delay.
- PC7.** Follow up regularly with the concerned transportation/ carrier/ handler/ delivery centre department regarding the shipment's current status and match that with the online tracking.
- PC8.** Update the client regularly about the shipment status and provide additional information about any changes in the transit time, contingencies, etc.

Resolve complaints

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

- PC9.** Identify and assess potential risks that could threaten the relationship, such as industry downturns, market changes, or internal issues at the client's end.
- PC10.** Proactively look for potential issues affecting key clients' experiences (e.g., shipping volume spikes due to holiday seasons or product launches) and prepare in advance to handle the increased demand.
- PC11.** Create contingency plans for delays, supply chain disruptions, or unexpected problems.
- PC12.** Establish a clear escalation process for handling issues or disputes.
- PC13.** Acknowledge the problem once raised by the customer and apologise for any inconvenience.
- PC14.** Request Detailed Information, perform basic checks, and provide a timeline for resolution.

Qualification Pack

- PC15.** Investigate the complaint and perform Root Cause analysis if required.
- PC16.** Propose an Effective Solution tailored to the specific complaint and the client's expectations, e.g. Compensation or Reshipment for lost/ damaged goods.
- PC17.** Offer alternative solutions such as discounts or credit if the client's preferred solution is impossible.
- PC18.** Keep the client updated throughout the resolution process.
- PC19.** Ensure that the agreed-upon solution is documented and timely action is taken.
- PC20.** Improve processes by implementing changes in procedures, whether that involves improving packaging standards, refining communication channels, or training staff in better handling practices.
- PC21.** Confirm with the client once the issue has been resolved to ensure they are satisfied with the outcome and the resolution.
- PC22.** Assist the client in processing an insurance claim for reimbursement if the shipment was insured.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Types of documentation used in organisation and importance of the same.
- KU2.** Risk and impact of not following defined work, safety and security procedures.
- KU3.** Records to be maintained and the importance of the same.
- KU4.** Security procedures to be followed.
- KU5.** Escalation matrix for reporting identified problems.
- KU6.** Chain of command for reporting problems.
- KU7.** Knowledge of various clients and their requirements.
- KU8.** Extensive knowledge of prospective clients and possible business opportunities.
- KU9.** Implications of poor performance such as improper documentation and high error rate.
- KU10.** An end-to-end understanding of all activities that will be done.
- KU11.** Nature of the marketing/sales products carried along for sales and promotional activities.
- KU12.** Extensive knowledge of the company and all services offered.
- KU13.** Knowledge of common problems and solutions for the same.
- KU14.** Knowledge to use the computer for electronic documentation of information.
- KU15.** Customer relationship management (CRM) software knowledge to capture customer feedback and draw analysis.
- KU16.** Knowledge of processes and differences in processes across clients/products.
- KU17.** Knowledge of advanced sales processes.
- KU18.** Ability to anticipate and resolve problems.
- KU19.** Knowledge of global supply chains, project cargo management, and various transport modes.

Generic Skills (GS)

Qualification Pack

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

- GS1.** Prepare detailed reports for management.
- GS2.** Ability to develop promotional material and create documents for internal understanding/use.
- GS3.** Ability to write effective emails.
- GS4.** Good reading skills, ability to comprehend written instructions.
- GS5.** Read and understand documents required for all sales activities.
- GS6.** Communicate clearly and politely with customers.
- GS7.** Share experiences and guide juniors and peers.
- GS8.** Quick thinking and resourcefulness in addressing unforeseen challenges.
- GS9.** Ability to make a judgment as to whether an issue is crucial and escalate it if necessary.
- GS10.** Flexibility to re-assess schedule in case of delays/additional orders.
- GS11.** Prioritise and execute tasks within the scheduled time limits.
- GS12.** Clear, concise communication with clients, internal teams, and external vendors.
- GS13.** Be a team player and achieve joint goals.
- GS14.** Manage a log of all sales activities and update them whenever required.
- GS15.** Possess good customer service orientation and handle customers with patience, adaptability and persuasiveness.
- GS16.** Groom oneself in a presentable manner.
- GS17.** Ability to manage multiple projects at once while ensuring timely and efficient delivery.
- GS18.** Familiarity with import/export laws, tariffs, and customs regulations.
- GS19.** Identify trends/common causes for errors and suggest possible solutions to the sales manager.
- GS20.** Handle day-to-day problems like delays, staffing shortages, etc.
- GS21.** Assess client business needs and priorities to build apt solutions.
- GS22.** Suggest methods to maximise sales.
- GS23.** Ability to concentrate on the task at hand and complete it without errors.
- GS24.** The ability to manage complex projects that require precise planning and execution.
- GS25.** The ability to negotiate with vendors, shipping lines, and service providers for cost-effective and efficient solutions.
- GS26.** Ability to foresee and mitigate risks, such as delays, damages, or compliance issues.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Perform tracking and tracing</i>	16	24	-	4
PC1. Act as the customer's primary point of contact and value the client's preferences, needs, and goals.	2	3	-	0.5
PC2. Offer 24/7 support for key clients through various means, such as real-time tracking notifications, proactive alerts, a helpline number, etc., especially those in industries with time-sensitive shipments (e.g., ecommerce or healthcare).	2	3	-	0.5
PC3. Check the consignment's current status using online tracking tools and ensure that it is updated regularly.	2	3	-	0.5
PC4. Confirm whether the consignment is progressing and whether the event milestones have been reached as per schedule.	2	3	-	0.5
PC5. Check the reason for the delayed consignment at a transit hub and when the shipment will move, and file a complaint if necessary.	2	3	-	0.5
PC6. Confirm the updated last transit point and contact the concerned hub to find out the status in case of delay.	2	3	-	0.5
PC7. Follow up regularly with the concerned transportation/ carrier/ handler/ delivery centre department regarding the shipment's current status and match that with the online tracking.	2	3	-	0.5
PC8. Update the client regularly about the shipment status and provide additional information about any changes in the transit time, contingencies, etc.	2	3	-	0.5
<i>Resolve complaints</i>	14	36	-	6

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. Identify and assess potential risks that could threaten the relationship, such as industry downturns, market changes, or internal issues at the client's end.	1	3	-	0.5
PC10. Proactively look for potential issues affecting key clients' experiences (e.g., shipping volume spikes due to holiday seasons or product launches) and prepare in advance to handle the increased demand.	1	3	-	0.5
PC11. Create contingency plans for delays, supply chain disruptions, or unexpected problems.	1	3	-	0.5
PC12. Establish a clear escalation process for handling issues or disputes.	1	3	-	0.5
PC13. Acknowledge the problem once raised by the customer and apologise for any inconvenience.	1	3	-	0.5
PC14. Request Detailed Information, perform basic checks, and provide a timeline for resolution.	1	3	-	0.5
PC15. Investigate the complaint and perform Root Cause analysis if required.	1	3	-	0.5
PC16. Propose an Effective Solution tailored to the specific complaint and the client's expectations, e.g. Compensation or Reshipment for lost/damaged goods.	1	3	-	0.5
PC17. Offer alternative solutions such as discounts or credit if the client's preferred solution is impossible.	1	3	-	0.5
PC18. Keep the client updated throughout the resolution process.	1	3	-	0.5
PC19. Ensure that the agreed-upon solution is documented and timely action is taken.	1	3	-	-
PC20. Improve processes by implementing changes in procedures, whether that involves improving packaging standards, refining communication channels, or training staff in better handling practices.	1	1	-	0.5

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. Confirm with the client once the issue has been resolved to ensure they are satisfied with the outcome and the resolution.	1	1	-	-
PC22. Assist the client in processing an insurance claim for reimbursement if the shipment was insured.	1	1	-	0.5
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1504
NOS Name	Provide customer support and resolve complaints
Sector	Logistics
Sub-Sector	
Occupation	Customer relationship management, Institutional sales/ Branch sales
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Follow health, safety and security measures during all activities

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

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

Maintain a healthy and hygienic workplace

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

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

Handle emergency situations

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

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

Qualification Pack

Maintain integrity and ensure data security

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

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

Professional and ethical practice

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

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

Ensure regulatory compliance

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

DGT/VSQ/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.

Qualification Pack

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>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
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	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
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	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	2	3	-	-
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	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
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	-	-	-	-
NOS Total	20	30	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

LSC/N6503: Transportation and Route Optimization through all modes of transport

Description

This OS is about Routing a shipment through Multimodal transportation

Scope

The scope covers the following :

- Booking and transportation
- Route optimization

Elements and Performance Criteria

Booking and transportation

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

- PC1.** Collect complete data of the shipment, including weight, value, type, dimensions, urgency, incoterms, documentation, date of arrival/ transport, origin, destination etc.
- PC2.** Prepare route plans with the networks set up, depending upon the transit time and budget allotted for the shipment.
- PC3.** Check space availability and the cost for different modes of transport.
- PC4.** Collect information about current situations, contingencies like congestion in ports, weather conditions etc. which might affect transit.
- PC5.** Decide on aspects like nearest hubs. It is not necessary that major hubs or gateways be used at all times.
- PC6.** Discuss with the consignee/ stakeholders about the available route options with ETA, cost and other possible hurdles.
- PC7.** Once the route is finalised, book space for each mode of transport using the concerned transport provider's software.
- PC8.** Plan Alternative and additional Transport Corridors according to Customer Needs.
- PC9.** Ensure that Infrastructure and Equipment at transit or connecting point are available.
- PC10.** Confirm that the Operation of cargo / Transshipment at the Transit point is handled according to the customs process.
- PC11.** Make sure that the goods are packed per the transit, transporter, customs etc. requirements and the transit documents, like the Airway bill are fixed properly on the package.
- PC12.** Ensure that the rules and regulations of transshipment according to the ports, transiting hubs, and customs are met while transporting and handling the cargo.
- PC13.** Assess the risks of Political situations, Port Congestion, Strikes, Riot, Backlog of common carriers, unforeseen costs from special handling etc.
- PC14.** Select the Strongest Agents in the planned Corridors.
- PC15.** Prepare transport documents according to the carriers, e.g., contract of carriage, bill of lading etc.

Qualification Pack

- PC16.** Ensure that tracking devices are added to the shipment and tracking is possible during the entire transit.
- PC17.** Confirm that proper repacking and consolidation happens when switching between modes of transport.
- PC18.** Organize manpower and storage space across disparate facilities.

Route optimization

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

- PC19.** Use navigational tools integrated with data from weather stations, satellites etc. for analyzing real-time traffic.
- PC20.** Analyse the demand patterns, wait times and historical records to improve efficiency.
- PC21.** Integrate existing transport management systems with AI-powered monitoring tools that identify potential dangers, such as accidents or obstructions, and send automated alerts with alternatives for prompt action.
- PC22.** Ensure cost efficiency by optimising the route and reducing the distance a shipment travels, resulting in less fuel consumption and reduced maintenance costs.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The concept of Travel Demand Management (TDM)
- KU2.** Types of Multimodal Transport
- KU3.** Knowledge of Intermodal and Combined Transport, Split bulk cargo and general cargo transport
- KU4.** Unaccompanied combined transport (UCT)
- KU5.** Transshipment process and regulations
- KU6.** Various equipment/ MHE used for loading/ unloading
- KU7.** Advantages and Disadvantages of using Multimodal Transport
- KU8.** Challenges and factors that affect the flow of shipment
- KU9.** Rules and regulations involved in all types of transport
- KU10.** Documentation for types of goods and transportation method
- KU11.** Geographical knowledge and usage of maps and route plotting
- KU12.** Advanced computer knowledge and data analysis

Generic Skills (GS)

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

- GS1.** How to register in transporter portals
- GS2.** Create contracts with service providers
- GS3.** Negotiating for cost and time optimisation
- GS4.** Vendor coordination and follow-up
- GS5.** Restrictions for transporting dangerous goods.



Qualification Pack

- GS6.** Customs regulations for import and export
- GS7.** Cross-check the data at various master data levels and ensure sanity
- GS8.** Draw inferences and conclusions based on the analysis
- GS9.** Identify common trends as per analysis and implement the same
- GS10.** Perform work-related calculations
- GS11.** Plan and prioritise tasks to ensure timely completion

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Booking and transportation</i>	26	52	-	8
PC1. Collect complete data of the shipment, including weight, value, type, dimensions, urgency, incoterms, documentation, date of arrival/ transport, origin, destination etc.	1	3	-	1
PC2. Prepare route plans with the networks set up, depending upon the transit time and budget allotted for the shipment.	1	3	-	-
PC3. Check space availability and the cost for different modes of transport.	1	3	-	1
PC4. Collect information about current situations, contingencies like congestion in ports, weather conditions etc. which might affect transit.	1	3	-	-
PC5. Decide on aspects like nearest hubs. It is not necessary that major hubs or gateways be used at all times.	1	3	-	1
PC6. Discuss with the consignee/ stakeholders about the available route options with ETA, cost and other possible hurdles.	2	3	-	-
PC7. Once the route is finalised, book space for each mode of transport using the concerned transport provider's software.	1	3	-	1
PC8. Plan Alternative and additional Transport Corridors according to Customer Needs.	1	3	-	-
PC9. Ensure that Infrastructure and Equipment at transit or connecting point are available.	1	3	-	1
PC10. Confirm that the Operation of cargo / Transshipment at the Transit point is handled according to the customs process.	2	3	-	-
PC11. Make sure that the goods are packed per the transit, transporter, customs etc. requirements and the transit documents, like the Airway bill are fixed properly on the package.	1	3	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Ensure that the rules and regulations of transshipment according to the ports, transiting hubs, and customs are met while transporting and handling the cargo.	2	3	-	-
PC13. Assess the risks of Political situations, Port Congestion, Strikes, Riot, Backlog of common carriers, unforeseen costs from special handling etc.	2	3	-	1
PC14. Select the Strongest Agents in the planned Corridors.	1	3	-	-
PC15. Prepare transport documents according to the carriers, e.g., contract of carriage, bill of lading etc.	2	3	-	1
PC16. Ensure that tracking devices are added to the shipment and tracking is possible during the entire transit.	2	3	-	-
PC17. Confirm that proper repacking and consolidation happens when switching between modes of transport.	2	2	-	-
PC18. Organize manpower and storage space across disparate facilities.	2	2	-	-
<i>Route optimization</i>	4	8	-	2
PC19. Use navigational tools integrated with data from weather stations, satellites etc. for analyzing real-time traffic.	1	2	-	1
PC20. Analyse the demand patterns, wait times and historical records to improve efficiency.	1	2	-	-
PC21. Integrate existing transport management systems with AI-powered monitoring tools that identify potential dangers, such as accidents or obstructions, and send automated alerts with alternatives for prompt action.	1	2	-	1
PC22. Ensure cost efficiency by optimising the route and reducing the distance a shipment travels, resulting in less fuel consumption and reduced maintenance costs.	1	2	-	-



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

NOS Code	LSC/N6503
NOS Name	Transportation and Route Optimization through all modes of transport
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Transport Management
NSQF Level	4.5
Credits	2
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

LSC/N2343: Supervise customs clearance activities

Description

This OS unit is about supervising day to day customs clearance operations and to deal with all stakeholders for smooth clearance

Scope

The scope covers the following :

- Supervise day to day customs clearance operations
- Arrange documents for the clearance of cargo
- Assist customs official in clearing cargo
- Coordinate with all stakeholders

Elements and Performance Criteria

Supervise day to day customs office operations

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

- PC1.** Check that the team accommodates new customs regulations.
- PC2.** Clarify the team's queries regarding the customs clearance process
- PC3.** Check if the classification of the product is under the correct Harmonized System of Nomenclature (HSN) codes and see the associated benefits (under schemes, etc.)
- PC4.** Compute duties and tariffs levied to and from foreign destinations and export schemes and drawbacks
- PC5.** Check for Rules of Origin (ROO) certificate availability and authenticity
- PC6.** Check and file bill of entity (BoE) of the importer shipping bills and Bill of Lading (BoL) for the exporter
- PC7.** Collect debit notes from shipping companies
- PC8.** Verify the documents consigned to assistants for customs processing and clearance
- PC9.** Respond to any queries related to customs documentation
- PC10.** Coordinate and collect duty orders (D.O) and payments

Arrange documents for the clearance of cargo

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

- PC11.** Check if clearance of shipment is done on time without delay
- PC12.** Inspect all EXIM documentation as required for customs clearance
- PC13.** Monitor packaging and labelling of cargo
- PC14.** Inspect goods/ cargo while unloading and ensure no damage during the transit
- PC15.** Communicate with the transport supervisor to arrange for the cargo transportation
- PC16.** Coordinate and update the status of cargo in the portal
- PC17.** Cross-check and verify if all approved documents are received and submitted to the documentation executive for filing

Assist customs official in clearing cargo

Qualification Pack

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

- PC18.** Prepare import and export declarations
- PC19.** Liaise with customs and other governing authorities regarding different regulatory requirements
- PC20.** Communicate with customs officials to obtain release of incoming or outgoing freight and resolve delays
- PC21.** Respond to any queries raised by the customs official
- PC22.** Accompany the customs inspector for a random package check, as required
- PC23.** Respond to any objection raised by customs authorities on the cargo and the details
- PC24.** Check if the receiving is taken for Out of Customs charge/ Let Export approval on clearance by customs official

Coordinate with all stakeholders

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

- PC25.** Prepare import and export declarations and process them through various departments at the customs
- PC26.** Liaise with customs and other governing authorities for any issues that will arise during clearance of cargo
- PC27.** Communicate with customs officials as appropriate to obtain the release of incoming or outgoing freight and resolve delays
- PC28.** Represent the client and company on all matters related to customs
- PC29.** Coordinate and follow up with clients on payments

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures
- KU2.** Business and performance of the organisation
- KU3.** Department hierarchy
- KU4.** Paperwork required before handling cargo
- KU5.** Organisation policy of data maintenance, recording and handling
- KU6.** Reporting structure
- KU7.** Company personnel management
- KU8.** Mandatory documents such as Bill of Lading/ Airway Bill, Commercial invoice cum packing list, Bill of Entry, import license, insurance certificate, purchase order, letter of credit, test report, Harmonized System of Nomenclature (HSN) classification, GST, etc.
- KU9.** Use of computer and software - ICES, ICEGATE, Remote EDI System (RES)) to manage and update documentation/reports
- KU10.** Operating systems related to customs, such as EDI and ICEGATE, and their functions
- KU11.** Terminologies used in import and export trade
- KU12.** Different documents to be prepared for different types of transaction both in soft format and hard copies

Qualification Pack

- KU13.** Different types of cargo exported, their eligibility for duty-free goods and documentation requirement
- KU14.** HSN Codes and International Commerce Terms (INCOTERMS)
- KU15.** Information on foreign trade policy and participating Govt. agencies (PGAs) to classify the cargo imported as per regulatory requirement
- KU16.** Different airline/ shipping line available for different routes
- KU17.** Details of the transport availability in different routes
- KU18.** Transit rules and regulations and destination country's requirements and fiscal regimes
- KU19.** Type of packaging, labelling and marking required
- KU20.** Special requirements, guidelines, and operational procedures involved when handling special cargo such as livestock, food, medical supplies, handling of dangerous goods, material handling procedures, etc.
- KU21.** Change or updates in acts, procedures, etc. regarding customs clearance and applicable duties
- KU22.** Foreign Trade (Development and Regulation) Act 1992, Foreign Exchange Regulation Act, 1973, Indian Explosives Act 1884, Arms Act 1959, Opium Act 1878, Drugs and Cosmetics Act 1940, Destructive Insects and Pests Acts 1914, Dangerous Drugs Act 1930

Generic Skills (GS)

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

- GS1.** Work instructions, customer requirements and quality policy
- GS2.** Schedule and plan for cargo movement
- GS3.** Foreign trade policies
- GS4.** Maintain the record as per company policies
- GS5.** Write reports and business correspondence
- GS6.** Listen to the requirements of the client or the manager
- GS7.** Communicate clearly in the local language with transporters
- GS8.** Communicate effectively with supervisory and operational staff at all levels
- GS9.** Decide on the type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc.
- GS10.** Decide on the appropriate choice of transport route for the export of cargo
- GS11.** Develop a plan based on customer specification
- GS12.** Plan for transportation and arrangement for cargo
- GS13.** Monitor the smooth functioning of all activities
- GS14.** Take prompt action on queries raised by the customers
- GS15.** Offer client the best possible rate in the industry
- GS16.** Identify and correct errors in documents prepared by assistants
- GS17.** Prepare a contingent plan in case of delays or any issues with
- GS18.** Discover more efficient and productive ways to complete the task
- GS19.** Analyse the performance of the team and take appropriate actions



Qualification Pack

- GS20.** Use logic and reasoning to identify the best possible solution for route planning
- GS21.** Interpret and act upon complex situations in cargo movement or customs clearance

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise day to day customs office operations</i>	10	21	-	5
PC1. Check that the team accommodates new customs regulations.	1	3	-	2
PC2. Clarify the team's queries regarding the customs clearance process	1	3	-	-
PC3. Check if the classification of the product is under the correct Harmonized System of Nomenclature (HSN) codes and see the associated benefits (under schemes, etc.)	1	2	-	2
PC4. Compute duties and tariffs levied to and from foreign destinations and export schemes and drawbacks	1	2	-	-
PC5. Check for Rules of Origin (ROO) certificate availability and authenticity	1	2	-	1
PC6. Check and file bill of entity (BoE) of the importer shipping bills and Bill of Lading (BoL) for the exporter	1	2	-	-
PC7. Collect debit notes from shipping companies	1	1	-	-
PC8. Verify the documents consigned to assistants for customs processing and clearance	1	2	-	-
PC9. Respond to any queries related to customs documentation	1	3	-	-
PC10. Coordinate and collect duty orders (D.O) and payments	1	1	-	-
<i>Arrange documents for the clearance of cargo</i>	7	13	-	2
PC11. Check if clearance of shipment is done on time without delay	1	1	-	1
PC12. Inspect all EXIM documentation as required for customs clearance	1	3	-	-
PC13. Monitor packaging and labelling of cargo	1	2	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Inspect goods/ cargo while unloading and ensure no damage during the transit	1	1	-	-
PC15. Communicate with the transport supervisor to arrange for the cargo transportation	1	1	-	-
PC16. Coordinate and update the status of cargo in the portal	1	3	-	-
PC17. Cross-check and verify if all approved documents are received and submitted to the documentation executive for filing	1	2	-	-
<i>Assist customs official in clearing cargo</i>	7	14	-	1
PC18. Prepare import and export declarations	1	1	-	-
PC19. Liaise with customs and other governing authorities regarding different regulatory requirements	1	2	-	-
PC20. Communicate with customs officials to obtain release of incoming or outgoing freight and resolve delays	1	2	-	1
PC21. Respond to any queries raised by the customs official	1	3	-	-
PC22. Accompany the customs inspector for a random package check, as required	1	3	-	-
PC23. Respond to any objection raised by customs authorities on the cargo and the details	1	1	-	-
PC24. Check if the receiving is taken for Out of Customs charge/ Let Export approval on clearance by customs official	1	2	-	-
<i>Coordinate with all stakeholders</i>	6	12	-	2
PC25. Prepare import and export declarations and process them through various departments at the customs	1	2	-	-
PC26. Liaise with customs and other governing authorities for any issues that will arise during clearance of cargo	2	2	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC27. Communicate with customs officials as appropriate to obtain the release of incoming or outgoing freight and resolve delays	1	2	-	1
PC28. Represent the client and company on all matters related to customs	1	3	-	-
PC29. Coordinate and follow up with clients on payments	1	3	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2343
NOS Name	Supervise customs clearance activities
Sector	Logistics
Sub-Sector	EXIM Logistics - Freight Forwarding and Customs clearance
Occupation	Freight Forwarding Operations
NSQF Level	5
Credits	2
Version	4.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 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/N2147.Manage EXIM documentation	30	60	0	10	100	20
LSC/N3321.Perform EDI filing	30	60	0	10	100	10
LSC/N2146.Perform Customs Clearance Activities	30	60	0	10	100	20
LSC/N2132.Plan and arrange for cargo movement	30	60	0	10	100	10
LSC/N1504.Provide customer support and resolve complaints	30	60	-	10	100	20
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
Total	200	390	-	60	650	100

Optional: 1 Transportation and Route Optimization through all modes of transport

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N6503.Transportation and Route Optimization through all modes of transport	30	60	0	10	100	10



Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	30	60	-	10	100	10

Optional: 2 Supervise customs clearance activities

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2343.Supervise customs clearance activities	30	60	-	10	100	10
Total	30	60	-	10	100	10



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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