

Qualification Pack



EXIM - Supervisor

QP Code: LSC/Q2104

Version: 3.0

NSQF Level: 5

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LSC/Q2104: EXIM - Supervisor

Brief Job Description

The individual plays a critical role in overseeing the movement of goods from one location to another, managing freight forwarding operations, coordinating with various parties involved in the supply chain, and ensuring timely and cost-effective delivery of shipments. Their responsibilities generally include handling logistics, complying with regulations, and maintaining relationships with customers and service providers.

Personal Attributes

The individual should have attention to detail, problem-solving, and mathematical skills. They should also be observant and diligent in monitoring operations and performance and have excellent communication and negotiation skills when dealing with clients and vendors.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2134: Allocate resource and supervise work in EXIM](#)
2. [LSC/N2135: Supervise freight forwarding activities](#)
3. [LSC/N2343: Supervise customs clearance activities](#)
4. [LSC/N6506: Risk Management in transportation](#)
5. [LSC/N9701: Manage Business and stakeholder relations](#)
6. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	EXIM Logistics - Freight Forwarding and Customs clearance
Occupation	Freight Forwarding Operations, Customs Clearance Operations
Country	India

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NSQF Level	5
Credits	18
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3351 & 3122.4 and ISCO-08/3331
Minimum Educational Qualification & Experience	<p>Diploma (Completed UG Diploma or equivalent) with 1 Year of experience Relevant experience in freight forwarding</p> <p>OR</p> <p>12th grade Pass (Or equivalent) with 4 Years of experience Relevant experience in freight forwarding</p> <p>OR</p> <p>Completed 3 year diploma after 10th with 2 Years of experience Relevant experience in frieght forwarding</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (4) with 3 Years of experience Relevant experience in frieght forwarding</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 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-05-TW-046112025-V2-LSC
NQR Version	2.0

Qualification Pack

LSC/N2134: Allocate resource and supervise work in EXIM

Description

This OS unit is about supervising resources, their work allocation and monitoring daily performance

Scope

The scope covers the following :

- Prepare daily work plan and allocate resources and tasks
- Monitor daily operations and resolve escalated issues
- Coordinate with internal and external entities

Elements and Performance Criteria

Prepare daily work plan and allocate resources and tasks

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

- PC1.** Obtain order details such as origin/destination country, shipment date, nature of cargo that needs to be cleared.
- PC2.** Budget and allocate the requisite resources for different tasks.
- PC3.** Assign specific tasks to team members based on their skills and experience, ensuring that each person is responsible for the right part of the shipment process.
- PC4.** Delegate tasks such as coordinating shipments, preparing documentation, managing customer queries, and ensuring that deadlines are clear, and expectations are set.
- PC5.** Develop daily work plan factoring in priorities and exceptions.
- PC6.** Get the work plan approved by the manager and allocate tasks to workers and executives.

Monitor daily operations and resolve escalated issues

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

- PC7.** Escalate the matter to the manager in case of anomalies in customs papers or when additional support is required.
- PC8.** Coordinate with other departments, external agents and customs officials to resolve pending cases and get additional documents, where required.
- PC9.** Conduct daily reviews of the teams concerning the allocated work, checking for accuracy in documentation and compliance with regulations and providing feedback when necessary.
- PC10.** Conduct regular inspections and collect feedback to identify priorities and bottlenecks.
- PC11.** Monitor the daily work to facilitate smooth documentation and operation.
- PC12.** Identify any issues or delays and take corrective actions to resolve them.
- PC13.** Monitor skill gaps within the team and offer training to improve knowledge and capabilities.

Coordinate with internal and external entities

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

- PC14.** Connect with the manager, office supervisors and executives daily to obtain the work requirements and feedback.

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- PC15.** Coordinate with the operations team to ensure that all logistics processes such as booking shipments, managing inventories, and arranging transportation are executed efficiently.
- PC16.** Work closely with the sales team to gather information about customer requirements and communicate specific shipping details, timelines, and expectations to the operations team.
- PC17.** Manage relationships with other freight forwarders, third-party logistics providers (3PL), and agents in other countries to ensure seamless handling of shipments across borders.
- PC18.** Coordinate with insurance companies to ensure that shipments are adequately insured against damage or loss during transit.
- PC19.** Communicate directly with clients to understand their shipping needs, provide updates on the status of shipments, and address any concerns regarding delivery schedules, damages, or lost goods.
- PC20.** Coordinate with the office executive to obtain the necessary documentation, as well as highlight priorities and exceptions.
- PC21.** Correspond with freight agents and clients in case of any additional information requirement.

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
- 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 countries requirements and fiscal regimes
- KU19.** Type of packaging, labelling and marking required

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- KU20.** Special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous goods, material handling procedure, etc.
- KU21.** Change or updates in acts, procedures, etc. with reference to 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
- GS18.** Discover more efficient and productive ways to complete the task
- GS19.** Analyse the performance of the team and take appropriate actions
- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare daily work plan and allocate resources and tasks</i>	12	24	-	3
PC1. Obtain order details such as origin/destination country, shipment date, nature of cargo that needs to be cleared.	2	4	-	0.5
PC2. Budget and allocate the requisite resources for different tasks.	2	4	-	0.5
PC3. Assign specific tasks to team members based on their skills and experience, ensuring that each person is responsible for the right part of the shipment process.	2	4	-	0.5
PC4. Delegate tasks such as coordinating shipments, preparing documentation, managing customer queries, and ensuring that deadlines are clear, and expectations are set.	2	4	-	0.5
PC5. Develop daily work plan factoring in priorities and exceptions.	2	4	-	0.5
PC6. Get the work plan approved by the manager and allocate tasks to workers and executives.	2	4	-	0.5
<i>Monitor daily operations and resolve escalated issues</i>	10	20	-	3.5
PC7. Escalate the matter to the manager in case of anomalies in customs papers or when additional support is required.	2	4	-	0.5
PC8. Coordinate with other departments, external agents and customs officials to resolve pending cases and get additional documents, where required.	2	4	-	0.5
PC9. Conduct daily reviews of the teams concerning the allocated work, checking for accuracy in documentation and compliance with regulations and providing feedback when necessary.	2	4	-	0.5
PC10. Conduct regular inspections and collect feedback to identify priorities and bottlenecks.	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Monitor the daily work to facilitate smooth documentation and operation.	1	2	-	0.5
PC12. Identify any issues or delays and take corrective actions to resolve them.	1	2	-	0.5
PC13. Monitor skill gaps within the team and offer training to improve knowledge and capabilities.	1	2	-	0.5
<i>Coordinate with internal and external entities</i>	8	16	-	3.5
PC14. Connect with the manager, office supervisors and executives daily to obtain the work requirements and feedback.	1	2	-	0.5
PC15. Coordinate with the operations team to ensure that all logistics processes such as booking shipments, managing inventories, and arranging transportation are executed efficiently.	1	2	-	0.5
PC16. Work closely with the sales team to gather information about customer requirements and communicate specific shipping details, timelines, and expectations to the operations team.	1	2	-	-
PC17. Manage relationships with other freight forwarders, third-party logistics providers (3PL), and agents in other countries to ensure seamless handling of shipments across borders.	1	2	-	0.5
PC18. Coordinate with insurance companies to ensure that shipments are adequately insured against damage or loss during transit.	1	2	-	0.5
PC19. Communicate directly with clients to understand their shipping needs, provide updates on the status of shipments, and address any concerns regarding delivery schedules, damages, or lost goods.	1	2	-	0.5
PC20. Coordinate with the office executive to obtain the necessary documentation, as well as highlight priorities and exceptions.	1	2	-	0.5
PC21. Correspond with freight agents and clients in case of any additional information requirement.	1	2	-	0.5
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2134
NOS Name	Allocate resource and supervise work in EXIM
Sector	Logistics
Sub-Sector	EXIM Logistics - Freight Forwarding and Customs clearance
Occupation	Freight Forwarding Operations
NSQF Level	5
Credits	3
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQF Clearance Date	07/10/2025

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LSC/N2135: Supervise freight forwarding activities

Description

This OS unit is about supervising on-ground freight forwarding activities.

Scope

The scope covers the following :

- Plan and supervise daily freight operations
- Check GST invoice and Process
- Interacting with various shippers, agents, clients

Elements and Performance Criteria

Plan and supervise daily freight operations

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

- PC1.** Plan for daily activities and allocate resources based on priorities and pending activities
- PC2.** Coordinate with stakeholders regarding the on-ground freight requirement
- PC3.** Ensure that the goods/ cargo is inspected while unloading and segregate damaged goods
- PC4.** Communicate with the transport supervisor to arrange for the cargo transportation
- PC5.** Cross-check and verify if all approved documents are received and submitted to the documentation executive for filing, including those submitted by the transporter for cargo movement
- PC6.** Plan for high-priority freights and other delayed shipments by allocating alternative/additional resources
- PC7.** Conduct random inspection of cargo for damages
- PC8.** Resolve queries and bottlenecks in operations and take appropriate action on escalations raised by the customers
- PC9.** Provide end of the day reporting to the manager

Check GST invoice and Process

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

- PC10.** Verify and approve daily invoicing and exemption cases
- PC11.** Check for errors in calculating taxable value and tax value after applying the applicable rate of GST
- PC12.** Check if the Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for the export of goods/services
- PC13.** Check if GST is payable under reverse charge in case of an unregistered party
- PC14.** Review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice
- PC15.** Verify if the goods/services are procured from a registered vendor and Check for pending litigation cases under earlier regime
- PC16.** Review sales invoices and ensure the records are maintained properly

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- PC17.** Coordinate with the finance department for any updates in GST law
- PC18.** Check that the payment received from the client is including applicable taxes
- PC19.** Assist in verifying and reviewing monthly returns
- PC20.** Monitor maintenance record of taxes paid and acknowledgement of the returns filed

Interacting with various shippers, agencies and clients

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

- PC21.** Interact periodically with shipping lines, airlines, and road and rail freight operators to offer effective multi-modal transportation services to customers globally
- PC22.** Coordinate with International Air Transport Association (IATA) agents to collect quotations for air freight
- PC23.** Correspond with the insurance agents to arrange insurance for goods in transit
- PC24.** Coordinate with the transporter for transporting from customs to the place of destination
- PC25.** Inform exporter/importer on goods act, clauses, requirements, export and import restrictions, tariff systems, letters of credit, insurance requirements and other customs-related matters
- PC26.** Offer multimodal transportation services by air, sea and road, ensuring cost-effective and secure solutions
- PC27.** Coordinate with customers to solve any mismatch / deficiency in documents & any other updates regarding shipments
- PC28.** Record and submit copies of bill of lading/ shipping bills to the client/shipper
- PC29.** Make note of any special cargo movement/packaging requirement for the cargo during shipment from the shipper
- PC30.** Inform the shipper about the objection raised by the customs authorities (e.g., incorrect exchange rates, validity period of certificates)
- PC31.** Provide shipment status notification to exporters, consignees, or insurers
- PC32.** Follow up and ensure the importer receives the goods in the place of destination

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures
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- KU9.** Use of computer and software - ICES, ICEGATE, Remote EDI System (RES)) to manage and update documentation/reports
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- 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
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- 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

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- GS9.** Decide on the type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc.
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- 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



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- GS18.** Discover more efficient and productive ways to complete the task
- GS19.** Analyse the performance of the team and take appropriate actions
- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and supervise daily freight operations</i>	9	18	-	2.5
PC1. Plan for daily activities and allocate resources based on priorities and pending activities	1	2	-	0.5
PC2. Coordinate with stakeholders regarding the on-ground freight requirement	1	2	-	-
PC3. Ensure that the goods/ cargo is inspected while unloading and segregate damaged goods	1	2	-	0.5
PC4. Communicate with the transport supervisor to arrange for the cargo transportation	1	2	-	-
PC5. Cross-check and verify if all approved documents are received and submitted to the documentation executive for filing, including those submitted by the transporter for cargo movement	1	2	-	0.5
PC6. Plan for high-priority freights and other delayed shipments by allocating alternative/additional resources	1	2	-	-
PC7. Conduct random inspection of cargo for damages	1	2	-	0.5
PC8. Resolve queries and bottlenecks in operations and take appropriate action on escalations raised by the customers	1	2	-	-
PC9. Provide end of the day reporting to the manager	1	2	-	0.5
<i>Check GST invoice and Process</i>	11	22	-	3
PC10. Verify and approve daily invoicing and exemption cases	1	2	-	0.5
PC11. Check for errors in calculating taxable value and tax value after applying the applicable rate of GST	1	2	-	-
PC12. Check if the Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for the export of goods/services	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Check if GST is payable under reverse charge in case of an unregistered party	1	2	-	-
PC14. Review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice	1	2	-	0.5
PC15. Verify if the goods/services are procured from a registered vendor and Check for pending litigation cases under earlier regime	1	2	-	-
PC16. Review sales invoices and ensure the records are maintained properly	1	2	-	0.5
PC17. Coordinate with the finance department for any updates in GST law	1	2	-	-
PC18. Check that the payment received from the client is including applicable taxes	1	2	-	0.5
PC19. Assist in verifying and reviewing monthly returns	1	2	-	-
PC20. Monitor maintenance record of taxes paid and acknowledgement of the returns filed	1	2	-	0.5
<i>Interacting with various shippers, agencies and clients</i>	10	20	-	4.5
PC21. Interact periodically with shipping lines, airlines, and road and rail freight operators to offer effective multi-modal transportation services to customers globally	1	2	-	0.5
PC22. Coordinate with International Air Transport Association (IATA) agents to collect quotations for air freight	1	2	-	-
PC23. Correspond with the insurance agents to arrange insurance for goods in transit	1	2	-	0.5
PC24. Coordinate with the transporter for transporting from customs to the place of destination	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. Inform exporter/importer on goods act, clauses, requirements, export and import restrictions, tariff systems, letters of credit, insurance requirements and other customs-related matters	1	2	-	0.5
PC26. Offer multimodal transportation services by air, sea and road, ensuring cost-effective and secure solutions	1	2	-	-
PC27. Coordinate with customers to solve any mismatch / deficiency in documents & any other updates regarding shipments	1	2	-	0.5
PC28. Record and submit copies of bill of lading/ shipping bills to the client/shipper	1	2	-	0.5
PC29. Make note of any special cargo movement/packaging requirement for the cargo during shipment from the shipper	-	-	-	0.5
PC30. Inform the shipper about the objection raised by the customs authorities (e.g., incorrect exchange rates, validity period of certificates)	1	2	-	0.5
PC31. Provide shipment status notification to exporters, consignees, or insurers	-	-	-	0.5
PC32. Follow up and ensure the importer receives the goods in the place of destination	1	2	-	0.5
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2135
NOS Name	Supervise freight forwarding activities
Sector	Logistics
Sub-Sector	EXIM Logistics - Freight Forwarding and Customs clearance
Occupation	Freight Forwarding Operations
NSQF Level	5
Credits	3
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQF Clearance Date	07/10/2025

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LSC/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

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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

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- KU13.** Different types of cargo exported, their eligibility for duty-free goods and documentation requirement
- KU14.** HSN Codes and International Commerce Terms (INCOTERMS)
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- 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

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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

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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

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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
NSQF Clearance Date	07/10/2025

Qualification Pack

LSC/N6506: Risk Management in transportation

Description

This OS explains how to perform freight spend & risk analysis and risk management.

Scope

The scope covers the following :

- Perform freight spend & risk analysis.
- Risk management

Elements and Performance Criteria

Perform freight spend & risk analysis

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

- PC1.** Perform spending analysis with all forward and reverse costs considered.
- PC2.** Populate data from different software like TMS, fuel purchasing systems, truckload carrier accounting systems, customs, bill of lading data, and any others.
- PC3.** Collect trucking spot freight rates, contracted freight trends, current truck equipment orders, and outbound and inbound data.
- PC4.** Compare findings to industry trends.
- PC5.** Prepare a scorecard and use the same for easy comparison of carrier performances based on different factors.
- PC6.** Substantiate findings using facts-based analysis and quantification of exposures.
- PC7.** Assess the effectiveness of business monitoring procedures and processes.
- PC8.** Shift from stagnant or point-in-time reviews to focused implementation of ongoing monitoring.
- PC9.** Analyse company stock and location data for optimal routing.
- PC10.** Identify ways to optimise "less than truckload" shipments. Inefficient truck utilisation leads to revenue leaks.
- PC11.** The capacity of freight vessels and trains should be utilised at least at a rate of over 70% per trip in order to maintain profitability.
- PC12.** Identify high-risk business areas, products, freight carriers, business lines, and geographies to focus efforts.
- PC13.** Analyse overall freight expenses to identify anomalies.
- PC14.** Utilise available infrastructure to the maximum.
- PC15.** Collate data from tracing and analyse the same for patterns on transit time, delays and service failures.

Risk Management

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

- PC16.** Allocate full capacities to orders, and plan transportation itineraries and frequency.

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- PC17.** Provide insights to the management by developing a deeper understanding of freight expenses to identify opportunities for improvement with (efficiency and control environment).
- PC18.** Use a route optimisation solution to optimise delivery routes around changing traffic conditions.
- PC19.** Use a transportation planning solution that integrates supply chain planning and shipping execution to assess real-time risk across the supply chain.
- PC20.** Integrate a shipment planning window with TMS that covers projection for several days forward and order management, procurement, and supply chain optimisation solutions.
- PC21.** Use technologies like weatheroptics to forecast and enhance the solutions for risks related to weather conditions. This allows rerouting of vehicles to minimize the impact of weather hazards.
- PC22.** Choose carriers with better vehicle maintenance and safety records, which reduces the risk of transit delays due to vehicle breakdowns.
- PC23.** Integrate digital freight markets and brokerages into TMS, which will help optimise cost and analyse the quotes.
- PC24.** Choose vendors with APIs for posting loads, booking, tendering, and tracking. Carriers using digital fleet management and TMS solutions with highly automated material handling reduce the risk of lost shipments.
- PC25.** Identify alternate ports and CFS/ ICDs, which decrease the risk of delay. Build agility into processes so that switch ports are available if needed.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Tracking technology and methods used by the carriers.
- KU2.** Real-time tracking devices and methods used.
- KU3.** The importance of tracing in increasing efficiency.
- KU4.** Knowledge of Intermodal and Combined Transport, Split bulk cargo and general cargo transport.
- KU5.** Unaccompanied combined transport (UCT).
- KU6.** Transshipment process and regulations.
- KU7.** Various equipment/ MHE used for loading/ unloading.
- KU8.** Advantages and Disadvantages of using Multimodal Transport.
- KU9.** Challenges and factors that affect the flow of shipment.
- KU10.** Rules and regulations involved in all types of transport.
- KU11.** Documentation for types of goods and transportation method.
- KU12.** Geographical knowledge and usage of maps and route plotting.
- KU13.** Records to be maintained and the importance of the same.
- KU14.** Security procedures to be followed and escalation matrix for reporting identified problems.
- KU15.** Chain of command for reporting problems.
- KU16.** Knowledge of how the company deals with issues while transporting consignments.
- KU17.** Knowledge of transit rules and regulations.

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- KU18.** Implications of poor performance such as delayed pick-up, improper documentation and high error rate.
- KU19.** End-to-end understanding of all activities that will be done.
- KU20.** Nature of the products transported and the variances in their characteristics.
- KU21.** Detailed understanding of the tracking systems.
- KU22.** Ability to accurately estimate travel time required.
- KU23.** Understanding of common problems and solutions for the same.

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.
- 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>Perform freight spend & risk analysis</i>	17	34	-	6
PC1. Perform spending analysis with all forward and reverse costs considered.	1	2	-	-
PC2. Populate data from different software like TMS, fuel purchasing systems, truckload carrier accounting systems, customs, bill of lading data, and any others.	1	3	-	-
PC3. Collect trucking spot freight rates, contracted freight trends, current truck equipment orders, and outbound and inbound data.	2	2	-	1
PC4. Compare findings to industry trends.	1	2	-	-
PC5. Prepare a scorecard and use the same for easy comparison of carrier performances based on different factors.	1	3	-	-
PC6. Substantiate findings using facts-based analysis and quantification of exposures.	1	2	-	-
PC7. Assess the effectiveness of business monitoring procedures and processes.	1	2	-	-
PC8. Shift from stagnant or point-in-time reviews to focused implementation of ongoing monitoring.	1	2	-	1
PC9. Analyse company stock and location data for optimal routing.	1	3	-	1
PC10. Identify ways to optimise "less than truckload" shipments. Inefficient truck utilisation leads to revenue leaks.	1	2	-	1
PC11. The capacity of freight vessels and trains should be utilised at least at a rate of over 70% per trip in order to maintain profitability.	1	2	-	-
PC12. Identify high-risk business areas, products, freight carriers, business lines, and geographies to focus efforts.	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Analyse overall freight expenses to identify anomalies.	1	2	-	-
PC14. Utilise available infrastructure to the maximum.	1	2	-	-
PC15. Collate data from tracing and analyse the same for patterns on transit time, delays and service failures.	1	2	-	1
<i>Risk Management</i>	13	26	-	4
PC16. Allocate full capacities to orders, and plan transportation itineraries and frequency.	1	2	-	1
PC17. Provide insights to the management by developing a deeper understanding of freight expenses to identify opportunities for improvement with (efficiency and control environment).	1	2	-	1
PC18. Use a route optimisation solution to optimise delivery routes around changing traffic conditions.	1	3	-	-
PC19. Use a transportation planning solution that integrates supply chain planning and shipping execution to assess real-time risk across the supply chain.	1	2	-	1
PC20. Integrate a shipment planning window with TMS that covers projection for several days forward and order management, procurement, and supply chain optimisation solutions.	1	3	-	1
PC21. Use technologies like weatheroptics to forecast and enhance the solutions for risks related to weather conditions. This allows rerouting of vehicles to minimize the impact of weather hazards.	2	3	-	-
PC22. Choose carriers with better vehicle maintenance and safety records, which reduces the risk of transit delays due to vehicle breakdowns.	1	2	-	-
PC23. Integrate digital freight markets and brokerages into TMS, which will help optimise cost and analyse the quotes.	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. Choose vendors with APIs for posting loads, booking, tendering, and tracking. Carriers using digital fleet management and TMS solutions with highly automated material handling reduce the risk of lost shipments.	1	3	-	-
PC25. Identify alternate ports and CFS/ ICDs, which decrease the risk of delay. Build agility into processes so that switch ports are available if needed.	2	4	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N6506
NOS Name	Risk Management in transportation
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Transport Management
NSQF Level	5.5
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/N9701: Manage Business and stakeholder relations

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Generate new business prospects

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

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

Maintain customer relations

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

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

Coordinate with government officials, vendors and contractors

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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



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

Qualification Pack

Assessment Criteria

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

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



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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/N9701
NOS Name	Manage Business and stakeholder relations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
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

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Follow health, safety and security measures during all activities

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

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

Maintain a healthy and hygienic workplace

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

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

Handle emergency situations

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

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

Qualification Pack

Maintain integrity and ensure data security

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

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

Professional and ethical practice

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

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

Ensure regulatory compliance

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

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:

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- 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

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

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

Minimum Passing % at NOS Level: 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2134.Allocate resource and supervise work in EXIM	30	60	-	10	100	20
LSC/N2135.Supervise freight forwarding activities	30	60	-	10	100	20
LSC/N2343.Supervise customs clearance activities	30	60	-	10	100	10
LSC/N6506.Risk Management in transportation	30	60	-	10	100	20
LSC/N9701.Manage Business and stakeholder relations	30	60	-	10	100	10
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	200	390	-	60	650	100



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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