Qualification Pack

Special Cargo Operations Coordinator

QP Code: LSC/Q2121

Version: 1.0

NSQF Level: 4.5

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LSC/Q2121: Special Cargo Operations Coordinator

Brief Job Description

The Special Cargo Handling Executive is responsible for performing end-to-end advanced functions for special cargo (fragile goods, hazardous materials, oversized freight, perishable goods, high-value items) from reservations to transport & handling coordination and necessary support. He/ she will ensure that special cargoes are transported safely, efficiently, and in compliance with regulations. He/ she will be working under the supervision of a DG specialist.

Personal Attributes

The Special Cargo Handling Executive should ideally possess good customer orientation, commercial acumen and business insight into air cargo, sea cargo and related areas. S/he should have good verbal and nonverbal communication skills apart from excellent interpersonal skills. S/he should be able to make decisions using logical thinking without compromising on detail.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N2148: Perform reservations for special cargo

2. LSC/N2149: Track and coordinate the transit of special cargo

3. LSC/N2150: Manage special cargo movement through various modes of transport

4. LSC/N2151: Resolve exceptions during special cargo operations

5. LSC/N2152: Ensure regulatory compliance and Risk Management

6. LSC/N2153: Follow health, safety and security procedures at cargo operational area

7. DGT/VSQ/N0103: Employability Skills (90 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
NSQF Level	4.5
Credits	16
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3331
Minimum Educational Qualification & Experience	Completed 1st year of UG (UG Certificate) (or equivalent) with 6 Months of experience relevant experience in freight forwarding OR 12th grade Pass (or equivalent) with 1.5 years of experience relevant experience in freight forwarding OR 10th grade pass (or equivalent) with 4.5 years of experience relevant experience in freight forwarding OR Previous relevant Qualification of NSQF Level (4) with 1.5 years of experience relevant experience in freight forwarding OR Previous relevant Qualification of NSQF Level (3.5) 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	1.0
Reference code on NQR	QG-4.5-TW-046192025-V1-LSC
NQR Version	1.0

LSC/N2148: Perform reservations for special cargo

Description

This unit describes the actions to be performed during cargo reservations for special cargo.

Scope

The scope covers the following :

- Perform preliminary checks
- Perform special air cargo booking
- Book special cargo by sea

Elements and Performance Criteria

Perform preliminary checks

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

PC1. Analyse the details of the shipment received from the customer.

PC2. Assess and classify the type of special cargo being booked, such as Valuable (VAL), Vulnerable (VUN), Live Animals (AVI), Human Remains (HUM), Dangerous Goods (DGR), Heavy Cargo (HEA), Odd-sized cargo (ODD), Automobiles/Vehicles (VEH) and the special products of the airline.

PC3. Advise the applicable documentation, permit, physical condition of the shipment, security, safety, acceptance checklist and related requirements as pre-conditions to be fulfilled by the customer.

PC4. Guide through the other requisites, such as the physical condition of the shipment, security, safety, acceptance checklist, and related requirements, as preconditions to be fulfilled by the customer.

PC5. Determine whether the shipment could be booked or not based on available information and documentation.

PC6. Update the shipment record in the cargo system with the current status of the requirements related to special cargo shipments, including those fulfilled and pending.

PC7. Reiterate to the customer the list of requirements the customer has fulfilled and those that remain to be fulfilled.

PC8. Apply volume weight or higher chargeable weight, where appropriate and explain the details, including its impact on the freight charges to the customer.

Perform special air cargo booking

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

PC9. Apply the appropriate code/s as applicable and the precedence of the applicable rate/charges when dealing with situations involving special handling/special product codes.

PC10. Assess the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation as per the tariff provided by the pricing section.

PC11. Check and advise if any special tariff over and above the applicable tariff for the shipment is applicable.

PC12. Provide the customer with the details of the rate/charge and the total cost of carriage based on the details provided by the customer and the applicable conditions, if any, including explaining the complexities.

PC13. Ensure that appropriate charges are collected and relevant receipt/equivalent documents are issued, handed over to the customer.

PC14. Collect the applicable charges by debit/credit card/cash or any other form of payment as approved by company procedures and accounted for in each case.

PC15. Issue receipt/equivalent document specified to the customer.

PC16. Advise the customer that the actual charges payable may vary if the actual weight/dimensions of the special cargo/special products delivered at the air cargo terminal may differ from the booked weight/dimensions.

PC17. Generate air waybill as per IATA, national and company regulations to conform to IATA, national and company regulations, whether physical or e-air waybill, and hand them over to the customer.

PC18. Queue the booking to capacity optimisation with the exact information available related to the type of special cargo being booked.

Book special cargo by sea

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

PC19. Ensure the shipment complies with all relevant international maritime regulations and requirements for transporting special cargo such as packing, fumigation, lashing etc.

PC20. Check whether all the required documents for moving the shipment by sea, such as Insurance, BOL (Bill of Lading), Customs Documentation and Certificates, e.g. MSDS, are enclosed.

PC21. Verify the documents collected, such as adequate insurance coverage for the specialised cargo.

PC22. Collect complete shipment information containing full packing details, including type, layers, dimensions, and any unique handling instructions, e.g., specific temperature control, ventilation, sealing containers, monitoring, etc.

PC23. Collect complete package handling instructions from the customer, including Loading/Unloading, Stowage, MHE, etc.

PC24. Coordinate with the shipping company for capacity optimisation, container consolidation with cargo compatibility and load booking etc.

PC25. Collect the quote/ pricing for transportation and handling from the carrier.

PC26. Inform the customer of complete booking information to the client, including price, route, transshipment, handling, stowage etc., as received from the carrier.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organization policies on AWB rules and conditions of carriage.

KU2. Organizational guidelines for booking and acceptance of general and special cargo and special products.

KU3. IATA TACT Manual Rules and Rates interpretation.

KU4. Organization specific rate sheets & contracted customer agreements.

KU5. IATA Regulations for the handling of Special Cargo and Carrier regulations for Special Products.

KU6. Organizational escalation process.

KU7. Procedures for dealing with documentary discrepancies including packing list, permits, appropriate acceptance checklists.

KU8. Basic office-related Security/safety procedures and requirements.

KU9. Customs regulations pertaining to export of shipments, such as shipping bill.

KU10. Advanced cargo booking reservation systems functions.

KU11. Emergency contact points in case of unforeseen delays or incidents.

KU12. Emergency protocols for handling situations such as rough weather, mechanical failures, or accidents.

KU13. Usage of advanced technologies such as IoT sensors, blockchain and other automated systems for tracking and coordination.

KU14. Legal requirements and liabilities related to the handling and transport of special cargo.

Generic Skills (GS)

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

GS1. Documentation needed to guide personnel when required.

GS2. Prepare required high level reports for management as required.

GS3. Interpret details of the permits, packing lists, commercial invoice, certificate of origin, etc.

GS4. Communicate clearly with peers, subordinates, and seniors.

GS5. Communicate with cargo customers (shippers/forwarders).

GS6. Regularly communicate with all peers in the chain of activities to ensure activities are running smoothly.

GS7. Communicate with customers in a courteous manner.

GS8. Maintain effective customer relationship.

GS9. Review identified trends/common causes for errors and suggest possible solutions to the management.

GS10. Guide the team to identify and correct errors.

GS11. Guide and assist the team to identify and resolve issues with documents and systems.

GS12. Prioritize team tasks and monitor towards reprioritisation where necessary.

GS13. Check compliance for escalation to senior management where appropriate.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform preliminary checks	**7**	**14**	**-**	**2.5**
PC1. Analyse the details of the shipment received from the customer.	1	2	-	0.5
PC2. Assess and classify the type of special cargo being booked, such as Valuable (VAL), Vulnerable (VUN), Live Animals (AVI), Human Remains (HUM), Dangerous Goods (DGR), Heavy Cargo (HEA), Odd-sized cargo (ODD), Automobiles/Vehicles (VEH) and the special products of the airline.	1	2	-	0.5
PC3. Advise the applicable documentation, permit, physical condition of the shipment, security, safety, acceptance checklist and related requirements as pre-conditions to be fulfilled by the customer.	1	2	-	0.5
PC4. Guide through the other requisites, such as the physical condition of the shipment, security, safety, acceptance checklist, and related requirements, as preconditions to be fulfilled by the customer.	-	-	-	-
PC5. Determine whether the shipment could be booked or not based on available information and documentation.	1	2	-	0.5
PC6. Update the shipment record in the cargo system with the current status of the requirements related to special cargo shipments, including those fulfilled and pending.	1	2	-	0.5
PC7. Reiterate to the customer the list of requirements the customer has fulfilled and those that remain to be fulfilled.	1	2	-	-
PC8. Apply volume weight or higher chargeable weight, where appropriate and explain the details, including its impact on the freight charges to the customer.	1	2	-	-
Perform special air cargo booking	**10**	**22**	**-**	**3.5**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. Apply the appropriate code/s as applicable and the precedence of the applicable rate/charges when dealing with situations involving special handling/special product codes.	1	2	-	0.5
PC10. Assess the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation as per the tariff provided by the pricing section.	1	2	-	0.5
PC11. Check and advise if any special tariff over and above the applicable tariff for the shipment is applicable.	1	2	-	-
PC12. Provide the customer with the details of the rate/charge and the total cost of carriage based on the details provided by the customer and the applicable conditions, if any, including explaining the complexities.	1	2	-	-
PC13. Ensure that appropriate charges are collected and relevant receipt/equivalent documents are issued, handed over to the customer.	1	2	-	-
PC14. Collect the applicable charges by debit/credit card/cash or any other form of payment as approved by company procedures and accounted for in each case.	1	2	-	0.5
PC15. Issue receipt/equivalent document specified to the customer.	1	2	-	0.5
PC16. Advise the customer that the actual charges payable may vary if the actual weight/dimensions of the special cargo/special products delivered at the air cargo terminal may differ from the booked weight/dimensions.	1	2	-	0.5
PC17. Generate air waybill as per IATA, national and company regulations to conform to IATA, national and company regulations, whether physical or e-air waybill, and hand them over to the customer.	1	3	-	0.5
PC18. Queue the booking to capacity optimisation with the exact information available related to the type of special cargo being booked.	1	3	-	0.5
Book special cargo by sea	**13**	**24**	**-**	**4**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC19. Ensure the shipment complies with all relevant international maritime regulations and requirements for transporting special cargo such as packing, fumigation, lashing etc.	1	3	-	0.5
PC20. Check whether all the required documents for moving the shipment by sea, such as Insurance, BOL (Bill of Lading), Customs Documentation and Certificates, e.g. MSDS, are enclosed.	1	3	-	0.5
PC21. Verify the documents collected, such as adequate insurance coverage for the specialised cargo.	1	3	-	0.5
PC22. Collect complete shipment information containing full packing details, including type, layers, dimensions, and any unique handling instructions, e.g., specific temperature control, ventilation, sealing containers, monitoring, etc.	2	3	-	0.5
PC23. Collect complete package handling instructions from the customer, including Loading/Unloading, Stowage, MHE, etc.	2	3	-	0.5
PC24. Coordinate with the shipping company for capacity optimisation, container consolidation with cargo compatibility and load booking etc.	2	3	-	0.5
PC25. Collect the quote/ pricing for transportation and handling from the carrier.	2	3	-	0.5
PC26. Inform the customer of complete booking information to the client, including price, route, transshipment, handling, stowage etc., as received from the carrier.	2	3	-	0.5
NOS Total	**30**	**60**	**-**	**10**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2148
NOS Name	Perform reservations for special cargo
Sector	Logistics
Sub-Sector	
Occupation	Freight Forwarding Operations, Customs Clearance Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N2149: Track and coordinate the transit of special cargo

Description

This unit describes the actions to be performed concerning tracking and coordinating special cargo movement.

Scope

The scope covers the following :

- Track and coordinate the transit of special cargo

Elements and Performance Criteria

Track and coordinate the special cargo movement

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

PC1. Check the booking status before physically accepting the goods.

PC2. Confirm that updated processes/procedures are available so the team can effectively discharge their special cargo functions.

PC3. Ensure all required documentation, including customs declarations and inspection certificates, is complete and accurate.

PC4. Make sure that the cargo is packed as per the regulations and safety data sheet, with proper signages fixed.

PC5. Ensure the cargo is adequately secured and properly restrained to prevent shifting or damage during transit.

PC6. Check on condition packing, labelling, marking, pieces, weight, and dimensions against the final bill declared.

PC7. Use GPS and other tracking technologies for real-time monitoring of the cargo's location and status throughout the journey.

PC8. Coordinate with the port of arrival to arrange for the cargo's prompt unloading and handling.

PC9. Manage end-to-end transport in case of transhipment to ensure smooth transitions and avoid delays.

PC10. Ensure all necessary documentation for the handover is completed and the correct cargoes are delivered to the correct consignee/agent.

PC11. Retrieve/locate cargo from a storage location for delivery.

PC12. Verify labelling, condition of packaging, and the number of quantities against delivery orders.

PC13. Perform release of cargo to customer/agent.

PC14. Acknowledge the delivery order once the shipment is released to the correct consignee/agent.

PC15. Report any irregularity/ damage at the storage location and warehouse equipment and notify the superior.

PC16. Review the entire transport process to identify any issues or areas for improvement.

PC17. Coordinate for usage of cranes, lift trucks, or custom-built transportation equipment to load, secure for oversized or heavy loads, and unload the cargo.

PC18. Make sure that the cargo is physically inspected for any damage or discrepancies before and after transport to ensure it arrives in the expected condition.

PC19. Provide feedback and reports to all stakeholders, including clients, shipping companies/carriers, and port/ airport authorities.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organization policies on AWB rules and conditions of carriage.

KU2. Organizational guidelines for booking and acceptance of general and special cargo and special products.

KU3. IATA TACT Manual Rules and Rates interpretation.

KU4. Organization specific rate sheets & contracted customer agreements.

KU5. IATA Regulations for the handling of Special Cargo and Carrier regulations for Special Products

KU6. Organizational escalation process.

KU7. Procedures for dealing with documentary discrepancies including packing list, permits, appropriate acceptance checklists.

KU8. Basic office-related Security/safety procedures and requirements.

KU9. Customs regulations pertaining to export of shipments, such as shipping bill.

KU10. Advanced cargo booking reservation systems functions.

KU11. Emergency contact points in case of unforeseen delays or incidents.

KU12. Emergency protocols for handling situations such as rough weather, mechanical failures, or accidents.

KU13. Usage of advanced technologies such as IoT sensors, blockchain and other automated systems for tracking and coordination.

KU14. Legal requirements and liabilities related to the handling and transport of special cargo.

Generic Skills (GS)

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

GS1. Documentation needed to guide personnel when required.

GS2. Prepare required high level reports for management as required.

GS3. Interpret details of the permits, packing lists, commercial invoice, certificate of origin, etc.

GS4. Communicate clearly with peers, subordinates, and seniors.

GS5. Communicate with cargo customers (shippers/forwarders).

GS6. Regularly communicate with all peers in the chain of activities to ensure activities are running smoothly.

GS7. Communicate with customers in a courteous manner.

GS8. Maintain effective customer relationship.

GS9. Review identified trends/common causes for errors and suggest possible solutions to the management.

GS10. Guide the team to identify and correct errors.

GS11. Guide and assist the team to identify and resolve issues with documents and systems.

GS12. Prioritize team tasks and monitor towards reprioritisation where necessary.

GS13. Check compliance for escalation to senior management where appropriate.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Track and coordinate the special cargo movement	**30**	**60**	**-**	**10**
PC1. Check the booking status before physically accepting the goods.	2	3	-	0.5
PC2. Confirm that updated processes/procedures are available so the team can effectively discharge their special cargo functions.	1	3	-	0.5
PC3. Ensure all required documentation, including customs declarations and inspection certificates, is complete and accurate.	1	3	-	0.5
PC4. Make sure that the cargo is packed as per the regulations and safety data sheet, with proper signages fixed.	2	4	-	1
PC5. Ensure the cargo is adequately secured and properly restrained to prevent shifting or damage during transit.	2	3	-	0.5
PC6. Check on condition packing, labelling, marking, pieces, weight, and dimensions against the final bill declared.	1	3	-	0.5
PC7. Use GPS and other tracking technologies for real-time monitoring of the cargo's location and status throughout the journey.	2	3	-	0.5
PC8. Coordinate with the port of arrival to arrange for the cargo's prompt unloading and handling.	1	3	-	0.5
PC9. Manage end-to-end transport in case of transhipment to ensure smooth transitions and avoid delays.	2	3	-	0.5
PC10. Ensure all necessary documentation for the handover is completed and the correct cargoes are delivered to the correct consignee/agent.	2	4	-	0.5
PC11. Retrieve/locate cargo from a storage location for delivery.	1	3	-	0.5
PC12. Verify labelling, condition of packaging, and the number of quantities against delivery orders.	2	3	-	0.5

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Perform release of cargo to customer/agent.	1	3	-	0.5
PC14. Acknowledge the delivery order once the shipment is released to the correct consignee/agent.	1	3	-	0.5
PC15. Report any irregularity/ damage at the storage location and warehouse equipment and notify the superior.	2	3	-	0.5
PC16. Review the entire transport process to identify any issues or areas for improvement.	2	3	-	0.5
PC17. Coordinate for usage of cranes, lift trucks, or custom-built transportation equipment to load, secure for oversized or heavy loads, and unload the cargo.	2	4	-	0.5
PC18. Make sure that the cargo is physically inspected for any damage or discrepancies before and after transport to ensure it arrives in the expected condition.	1	3	-	0.5
PC19. Provide feedback and reports to all stakeholders, including clients, shipping companies/carriers, and port/ airport authorities.	2	3	-	0.5
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2149
NOS Name	Track and coordinate the transit of special cargo
Sector	Logistics
Sub-Sector	
Occupation	Freight Forwarding Operations, Customs Clearance Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N2150: Manage special cargo movement through various modes of transport

Description

This unit describes the actions to be performed concerning tracking and coordinating special cargo movement.

Scope

The scope covers the following :

- Manage the special cargo movement by air
- Administer the special cargo sea movement
- Manage the special cargo movement by road
- Monitor the special cargo rail movement

Elements and Performance Criteria

Manage the special cargo air movement

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

PC1. Check the ULD contour and quality before acceptance of perishable cargo.

PC2. Ensure the agent utilises the correct ULD allotment.

PC3. Conduct quality checks on ULD serviceability and netting before handing them to the agent for the buildup of intact ULD at the Perishable Truck Dock.

PC4. Perform real-time tracking of vessels and cargo using carrier's tracking systems/ GPS and AIS (Automatic Identification System).

Administer the special cargo sea movement

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

PC5. Coordinate with port authorities to ensure facilities and equipment meet requirements.

PC6. Maintain regular communication with the vessel's crew, port authorities, and logistics managers to address any issues promptly.

PC7. Perform real-time tracking of vessels and cargo using carrier's tracking systems/ GPS and AIS (Automatic Identification System).

Manage the special cargo movement by road

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

PC8. Determine the best route considering road limitations, weight restrictions, and potential obstacles. Specialised routes may be necessary for oversized or heavy loads.

PC9. Obtain the necessary permits for transporting special cargo, which can vary by region and cargo type, in compliance with local, national, and international regulations.

PC10. Coordinate with various stakeholders, including transportation providers, local authorities, and destination facilities, to ensure smooth movement and handling.

PC11. Use vehicles equipped for special cargo, such as flatbeds, lowboys for ODC, tankers for hazardous liquids or Armoured trucks for high-value shipments.

PC12. Ensure the safety protocols to protect the cargo and the transport team are followed, such as using escorts for oversized loads, following specific safety guidelines for hazardous materials, and having safety equipment available.

Monitor the special cargo movement by rail

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

PC13. Determine the most suitable rail route, considering factors like track capacity, bridge and tunnel restrictions, and the proximity of loading and unloading facilities. Special routes or schedules may be needed for oversized loads.

PC14. Coordinate timing to ensure rail transport aligns with specialised railcars and equipment availability. Some types of special cargo may require dedicated trains or priority scheduling.

PC15. Use railcars designed for special cargo, such as flatcars for oversized items, tank cars for liquids, or refrigerated cars for perishable goods.

PC16. For extremely heavy or oversized loads, use custom-built railcars or specialised equipment, such as crane cars, for loading and unloading.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organization policies on AWB rules and conditions of carriage.

KU2. Organizational guidelines for booking and acceptance of general and special cargo and special products.

KU3. IATA TACT Manual Rules and Rates interpretation.

KU4. Organization specific rate sheets & contracted customer agreements.

KU5. IATA Regulations for the handling of Special Cargo and Carrier regulations for Special Products.

KU6. Organizational escalation process.

KU7. Procedures for dealing with documentary discrepancies including packing list, permits, appropriate acceptance checklists.

KU8. Basic office-related Security/safety procedures and requirements.

KU9. Customs regulations pertaining to export of shipments, such as shipping bill.

KU10. Advanced cargo booking reservation systems functions.

KU11. Emergency contact points in case of unforeseen delays or incidents.

KU12. Emergency protocols for handling situations such as rough weather, mechanical failures, or accidents.

KU13. Usage of advanced technologies such as IoT sensors, blockchain and other automated systems for tracking and coordination.

KU14. Legal requirements and liabilities related to the handling and transport of special cargo.

Generic Skills (GS)

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

GS1. Documentation needed to guide personnel when required.

GS2. Prepare required high level reports for management as required.

GS3. Interpret details of the permits, packing lists, commercial invoice, certificate of origin, etc.

GS4. Communicate clearly with peers, subordinates, and seniors.

GS5. Communicate with cargo customers (shippers/forwarders).

GS6. Regularly communicate with all peers in the chain of activities to ensure activities are running smoothly.

GS7. Communicate with customers in a courteous manner.

GS8. Maintain effective customer relationship.

GS9. Review identified trends/common causes for errors and suggest possible solutions to the management.

GS10. Guide the team to identify and correct errors.

GS11. Guide and assist the team to identify and resolve issues with documents and systems.

GS12. Prioritize team tasks and monitor towards reprioritisation where necessary.

GS13. Check compliance for escalation to senior management where appropriate.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage the special cargo air movement	**8**	**16**	**-**	**2**
PC1. Check the ULD contour and quality before acceptance of perishable cargo.	2	4	-	1
PC2. Ensure the agent utilises the correct ULD allotment.	2	4	-	-
PC3. Conduct quality checks on ULD serviceability and netting before handing them to the agent for the buildup of intact ULD at the Perishable Truck Dock.	2	4	-	1
PC4. Perform real-time tracking of vessels and cargo using carrier's tracking systems/ GPS and AIS (Automatic Identification System).	2	4	-	-
Administer the special cargo sea movement	**6**	**12**	**-**	**2**
PC5. Coordinate with port authorities to ensure facilities and equipment meet requirements.	2	4	-	1
PC6. Maintain regular communication with the vessel's crew, port authorities, and logistics managers to address any issues promptly.	2	4	-	-
PC7. Perform real-time tracking of vessels and cargo using carrier's tracking systems/ GPS and AIS (Automatic Identification System).	2	4	-	1
Manage the special cargo movement by road	**10**	**20**	**-**	**3**
PC8. Determine the best route considering road limitations, weight restrictions, and potential obstacles. Specialised routes may be necessary for oversized or heavy loads.	2	4	-	1
PC9. Obtain the necessary permits for transporting special cargo, which can vary by region and cargo type, in compliance with local, national, and international regulations.	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Coordinate with various stakeholders, including transportation providers, local authorities, and destination facilities, to ensure smooth movement and handling.	2	4	-	1
PC11. Use vehicles equipped for special cargo, such as flatbeds, lowboys for ODC, tankers for hazardous liquids or Armoured trucks for high-value shipments.	2	4	-	-
PC12. Ensure the safety protocols to protect the cargo and the transport team are followed, such as using escorts for oversized loads, following specific safety guidelines for hazardous materials, and having safety equipment available.	2	4	-	1
Monitor the special cargo movement by rail	**6**	**12**	**-**	**3**
PC13. Determine the most suitable rail route, considering factors like track capacity, bridge and tunnel restrictions, and the proximity of loading and unloading facilities. Special routes or schedules may be needed for oversized loads.	2	4	-	1
PC14. Coordinate timing to ensure rail transport aligns with specialised railcars and equipment availability. Some types of special cargo may require dedicated trains or priority scheduling.	2	4	-	1
PC15. Use railcars designed for special cargo, such as flatcars for oversized items, tank cars for liquids, or refrigerated cars for perishable goods.	1	2	-	1
PC16. For extremely heavy or oversized loads, use custom-built railcars or specialised equipment, such as crane cars, for loading and unloading.	1	2	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2150
NOS Name	Manage special cargo movement through various modes of transport
Sector	Logistics
Sub-Sector	
Occupation	Freight Forwarding Operations, Port Operations Coordination, Customs Clearance Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N2151: Resolve exceptions during special cargo operations

Description

This unit describes the actions to be performed concerning advanced levels of cargo reservations for special cargo.

Scope

The scope covers the following :

- Handle exceptions during special air cargo reservations
- Manage special cargo and special products with unique requirements

Elements and Performance Criteria

Handle exceptions during special air cargo reservations

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

PC1. Resolve issues related to documents like SLI (Shipper's Letter of Instruction), packing list, certificate of origin, commercial invoice, customs approval to export (let export) and other relevant documents (e.g., UN specification packaging, hazard labels, and markings).

PC2. Provide specialised advice over and above the system database, TACT Rules and applicable manuals to ensure that the shipment is permitted to be carried without any restrictions or limitations.

PC3. Ensure such changes are carried out with the least inconvenience to customers and operational requirements in case of severe disruption, which requires mass initiation of changes in the booking.

PC4. Liaise with capacity optimisation to assist the case where possible a shipment is queued to capacity optimisation for confirmation, which requires additional attention due to special and/or unique circumstances.

PC5. Assess the authenticity and appropriateness of the weight data provided, and evidence of such information needs to be placed on record for future queries in case of out-of-gauge, huge package/s and other cases.

PC6. Escalate cases where special circumstances require the application of rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation away from the published information.

Manage special cargo and special products with unique requirements

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

PC7. • Ensure that when multiple special product/cargo types are involved, the below are checked
  - • use of appropriate product/handling code/s
  - • assessment and application of appropriate charges
  - • insertion of appropriate remarks/instructions to the stakeholders/regulatory authorities

PC8. Follow up while shipment is in transit and ensure that such special products/cargo are handled in an appropriate manner.

PC9. Assess the situation and take appropriate decisions related to special products/cargo and address complexities.

PC10. Make advance arrangements related to special cargo/special products as and when they arise towards resolution or escalation.

PC11. Keep check on all the special cargo/product-related documents to ensure their smooth acceptance, transportation and delivery.

PC12. Initiate the necessary process towards securing additional regulatory/organisation approval when appropriate and guide the customer when external approvals are involved.

PC13. Liaise with the capacity optimisation unit in specific challenging cases related to the type of special cargo/product.

PC14. Escalate for pending issues warranting reassessment of the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation as per the tariff provided by the pricing section.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organization policies on AWB rules and conditions of carriage.

KU2. Organizational guidelines for booking and acceptance of general and special cargo and special products.

KU3. IATA TACT Manual Rules and Rates interpretation.

KU4. Organization specific rate sheets & contracted customer agreements.

KU5. IATA Regulations for the handling of Special Cargo and Carrier regulations for Special Products.

KU6. Organizational escalation process.

KU7. Procedures for dealing with documentary discrepancies including packing list, permits, appropriate acceptance checklists.

KU8. Basic office-related Security/safety procedures and requirements.

KU9. Customs regulations pertaining to export of shipments, such as shipping bill.

KU10. Advanced cargo booking reservation systems functions.

KU11. Emergency contact points in case of unforeseen delays or incidents.

KU12. Emergency protocols for handling situations such as rough weather, mechanical failures, or accidents.

KU13. Usage of advanced technologies such as IoT sensors, blockchain and other automated systems for tracking and coordination.

KU14. Legal requirements and liabilities related to the handling and transport of special cargo.

Generic Skills (GS)

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

GS1. Documentation needed to guide personnel when required.

GS2. Prepare required high level reports for management as required.

GS3. Interpret details of the permits, packing lists, commercial invoice, certificate of origin, etc.

GS4. Communicate clearly with peers, subordinates, and seniors.

GS5. Communicate with cargo customers (shippers/forwarders).

GS6. Regularly communicate with all peers in the chain of activities to ensure activities are running smoothly.

GS7. Communicate with customers in a courteous manner.

GS8. Maintain effective customer relationship.

GS9. Review identified trends/common causes for errors and suggest possible solutions to the management.

GS10. Guide the team to identify and correct errors.

GS11. Guide and assist the team to identify and resolve issues with documents and systems.

GS12. Prioritize team tasks and monitor towards reprioritisation where necessary.

GS13. Check compliance for escalation to senior management where appropriate.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Handle exceptions during special air cargo reservations	**12**	**24**	**-**	**4**
PC1. Resolve issues related to documents like SLI (Shipper's Letter of Instruction), packing list, certificate of origin, commercial invoice, customs approval to export (let export) and other relevant documents (e.g., UN specification packaging, hazard labels, and markings).	2	4	-	1
PC2. Provide specialised advice over and above the system database, TACT Rules and applicable manuals to ensure that the shipment is permitted to be carried without any restrictions or limitations.	2	4	-	1
PC3. Ensure such changes are carried out with the least inconvenience to customers and operational requirements in case of severe disruption, which requires mass initiation of changes in the booking.	2	4	-	1
PC4. Liaise with capacity optimisation to assist the case where possible a shipment is queued to capacity optimisation for confirmation, which requires additional attention due to special and/or unique circumstances.	2	4	-	1
PC5. Assess the authenticity and appropriateness of the weight data provided, and evidence of such information needs to be placed on record for future queries in case of out-of-gauge, huge package/s and other cases.	2	4	-	-
PC6. Escalate cases where special circumstances require the application of rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation away from the published information.	2	4	-	-
Manage special cargo and special products with unique requirements	**18**	**36**	**-**	**6**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC7. • Ensure that when multiple special product/cargo types are involved, the below are checked • • use of appropriate product/handling code/s • • assessment and application of appropriate charges • • insertion of appropriate remarks/instructions to the stakeholders/regulatory authorities	2	4	-	1
PC8. Follow up while shipment is in transit and ensure that such special products/cargo are handled in an appropriate manner.	2	4	-	1
PC9. Assess the situation and take appropriate decisions related to special products/cargo and address complexities.	2	4	-	1
PC10. Make advance arrangements related to special cargo/special products as and when they arise towards resolution or escalation.	2	4	-	1
PC11. Keep check on all the special cargo/product-related documents to ensure their smooth acceptance, transportation and delivery.	2	5	-	-
PC12. Initiate the necessary process towards securing additional regulatory/organisation approval when appropriate and guide the customer when external approvals are involved.	2	5	-	-
PC13. Liaise with the capacity optimisation unit in specific challenging cases related to the type of special cargo/product.	3	5	-	1
PC14. Escalate for pending issues warranting reassessment of the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation as per the tariff provided by the pricing section.	3	5	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2151
NOS Name	Resolve exceptions during special cargo operations
Sector	Logistics
Sub-Sector	
Occupation	Freight Forwarding Operations, Customs Clearance Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N2152: Ensure regulatory compliance and Risk Management

Description

This unit describes adhering to regulatory compliance for handling special cargo and standards to ensure safety, security and legality throughout the cargo's journey. The unit also covers Risk Management for special cargo.

Scope

The scope covers the following :

- Complying with National and International regulations and safety standards.
- Risk Management for special cargo

Elements and Performance Criteria

Complying with National and International regulations and safety standards.

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

PC1. Ensure compliance with customs regulations for importing and exporting special cargo, including declarations and inspections.

PC2. Adhere to the specific regulations governing the transport of special cargo, including national standards for cargo securing, documentation, and safety protocols.

PC3. Follow specific port and airport regulations for handling, loading, and unloading special cargo.

PC4. Comply with regulations and guidelines from regulatory bodies such as IATA (e.g. Dangerous Goods Regulations (DGR) & Cargo Handling Manual (CHM), ICAO and AAI for special cargo movement by air.

PC5. Ensure that documents such as BOL, DG declaration, Certificates of Compliance, Insurance Certificates, Special Permits, and Hazardous Cargo Permits are received in advance and filed appropriately.

PC6. Comply with regulations regarding cargo securing and loading, e.g. SOLAS.

PC7. Make certain that environmental regulations, including proper disposal of hazardous materials and adherence to MARPOL (International Convention for the Prevention of Pollution from Ships) standards, are followed.

Risk Management for special cargo

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

PC8. Identify potential risks that may arise while transporting special cargo, such as transit delays, equipment failure, safety hazards, theft, non-compliance with regulations, etc.

PC9. Recognise distinctive risks related to specific special Cargo, like weight distribution and secure handling for Oversized or Heavy Cargo; risks of leaks, spills, or exposure to toxic substances; risks of spoilage or damage due to temperature fluctuations for perishable goods; risks of theft and sabotage of high-value shipments, etc.

PC10. Assess each identified risk's potential impact and probability and consider historical data, industry benchmarks, and expert opinions.

PC11. Check the availability of SOPs and preventive methods for the risks identified.

PC12. Propose management for creating SOPs and preventive methods in case they are unavailable.

PC13. Monitor the implementation of the SOPs and prevention methods.

PC14. Maintain records of risks and near-miss incidents and report to management.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organization policies on AWB rules and conditions of carriage.

KU2. Organizational guidelines for booking and acceptance of general and special cargo and special products.

KU3. IATA TACT Manual Rules and Rates interpretation.

KU4. Organization specific rate sheets & contracted customer agreements.

KU5. IATA Regulations for the handling of Special Cargo and Carrier regulations for Special Products.

KU6. Organizational escalation process.

KU7. Procedures for dealing with documentary discrepancies including packing list, permits, appropriate acceptance checklists.

KU8. Basic office-related Security/safety procedures and requirements.

KU9. Customs regulations pertaining to export of shipments, such as shipping bill.

KU10. Advanced cargo booking reservation systems functions.

KU11. Emergency contact points in case of unforeseen delays or incidents.

KU12. Emergency protocols for handling situations such as rough weather, mechanical failures, or accidents.

KU13. Usage of advanced technologies such as IoT sensors, blockchain and other automated systems for tracking and coordination.

KU14. Legal requirements and liabilities related to the handling and transport of special cargo.

Generic Skills (GS)

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

GS1. Documentation needed to guide personnel when required.

GS2. Prepare required high level reports for management as required.

GS3. Interpret details of the permits, packing lists, commercial invoice, certificate of origin, etc.

GS4. Communicate clearly with peers, subordinates, and seniors.

GS5. Communicate with cargo customers (shippers/forwarders).

GS6. Regularly communicate with all peers in the chain of activities to ensure activities are running smoothly.

GS7. Communicate with customers in a courteous manner.

GS8. Maintain effective customer relationship.

GS9. Review identified trends/common causes for errors and suggest possible solutions to the management.

GS10. Guide the team to identify and correct errors.

GS11. Guide and assist the team to identify and resolve issues with documents and systems.

GS12. Prioritize team tasks and monitor towards reprioritisation where necessary.

GS13. Check compliance for escalation to senior management where appropriate.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Complying with National and International regulations and safety standards.	**14**	**28**	**-**	**5**
PC1. Ensure compliance with customs regulations for importing and exporting special cargo, including declarations and inspections.	2	4	-	1
PC2. Adhere to the specific regulations governing the transport of special cargo, including national standards for cargo securing, documentation, and safety protocols.	2	4	-	1
PC3. Follow specific port and airport regulations for handling, loading, and unloading special cargo.	2	4	-	1
PC4. Comply with regulations and guidelines from regulatory bodies such as IATA (e.g. Dangerous Goods Regulations (DGR) & Cargo Handling Manual (CHM), ICAO and AAI for special cargo movement by air.	2	4	-	1
PC5. Ensure that documents such as BOL, DG declaration, Certificates of Compliance, Insurance Certificates, Special Permits, and Hazardous Cargo Permits are received in advance and filed appropriately.	2	4	-	1
PC6. Comply with regulations regarding cargo securing and loading, e.g. SOLAS.	2	4	-	-
PC7. Make certain that environmental regulations, including proper disposal of hazardous materials and adherence to MARPOL (International Convention for the Prevention of Pollution from Ships) standards, are followed.	2	4	-	-
Risk Management for special cargo	**16**	**32**	**-**	**5**
PC8. Identify potential risks that may arise while transporting special cargo, such as transit delays, equipment failure, safety hazards, theft, non-compliance with regulations, etc.	2	4	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. Recognise distinctive risks related to specific special Cargo, like weight distribution and secure handling for Oversized or Heavy Cargo; risks of leaks, spills, or exposure to toxic substances; risks of spoilage or damage due to temperature fluctuations for perishable goods; risks of theft and sabotage of high-value shipments, etc.	2	4	-	1
PC10. Assess each identified risk's potential impact and probability and consider historical data, industry benchmarks, and expert opinions.	2	4	-	-
PC11. Check the availability of SOPs and preventive methods for the risks identified.	2	5	-	-
PC12. Propose management for creating SOPs and preventive methods in case they are unavailable.	2	5	-	1
PC13. Monitor the implementation of the SOPs and prevention methods.	3	5	-	1
PC14. Maintain records of risks and near-miss incidents and report to management.	3	5	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2152
NOS Name	Ensure regulatory compliance and Risk Management
Sector	Logistics
Sub-Sector	
Occupation	Freight Forwarding Operations, Customs Clearance Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N2153: Follow health, safety and security procedures at cargo operational area

Description

This unit describes adhering to the cargo operational area's health, safety and security procedures.

Scope

The scope covers the following :

- Follow health and safety practices
- Handle emergency situations

Elements and Performance Criteria

Follow health and safety practices

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

PC1. Adhere to safety processes according to the different locations (cargo loading area, ramp operation area, etc.) in the area of operation.

PC2. Wear appropriate PPE specific to the area of operations and consider the goods being handled, such as goggles, earplugs, helmets, masks, shoes, etc.

PC3. Adhere to hazard communication protocols and infer safety data sheets (SDS) and warning signs.

PC4. Maintain a clean and organised work environment free of clutter and potential hazards.

PC5. Report any unsafe work conditions or practices immediately to DG Experts or safety personnel.

PC6. Follow emergency response plans and procedures for various scenarios (e.g., leaks, fires, equipment failures).

PC7. Assist colleagues during emergency evacuations, ensuring everyone follows established routes and assembly points.

PC8. Participate in regular emergency response drills and training, demonstrating competence and composure in simulated scenarios.

PC9. Undertake periodical preventive health check ups.

PC10. Follow security procedures like green gate in port, customs area, factory security, etc.

PC11. Adhere to standard safety procedures while handling hazardous/fragile cargo and walk only on the designated pathway.

PC12. Check if material handling procedures are being followed according to special cargo being handled and stacking is done accordingly.

PC13. Verify if all the safety and security-related tags, labels and signage are placed in the cargo.

Handle emergency situations

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

PC14. Act immediately during emergencies and move to safety.

PC15. Provide first aid to affected victims, e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.

PC16. In case of fire, follow fire safety practices taught during fire drills.

PC17. Follow procedures to rescue victims of fire without endangering themselves.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organization policies on AWB rules and conditions of carriage.

KU2. Organizational guidelines for booking and acceptance of general and special cargo and special products.

KU3. IATA TACT Manual Rules and Rates interpretation.

KU4. Organization specific rate sheets & contracted customer agreements.

KU5. IATA Regulations for the handling of Special Cargo and Carrier regulations for Special Products.

KU6. Organizational escalation process.

KU7. Procedures for dealing with documentary discrepancies including packing list, permits, appropriate acceptance checklists.

KU8. Basic office-related Security/safety procedures and requirements.

KU9. Customs regulations pertaining to export of shipments, such as shipping bill.

KU10. Advanced cargo booking reservation systems functions.

KU11. Emergency contact points in case of unforeseen delays or incidents.

KU12. Emergency protocols for handling situations such as rough weather, mechanical failures, or accidents.

KU13. Usage of advanced technologies such as IoT sensors, blockchain and other automated systems for tracking and coordination.

KU14. Legal requirements and liabilities related to the handling and transport of special cargo.

Generic Skills (GS)

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

GS1. Documentation needed to guide personnel when required.

GS2. Prepare required high level reports for management as required.

GS3. Interpret details of the permits, packing lists, commercial invoice, certificate of origin, etc.

GS4. Communicate clearly with peers, subordinates, and seniors.

GS5. Communicate with cargo customers (shippers/forwarders).

GS6. Regularly communicate with all peers in the chain of activities to ensure activities are running smoothly.

GS7. Communicate with customers in a courteous manner.

GS8. Maintain effective customer relationship.

GS9. Review identified trends/common causes for errors and suggest possible solutions to the management.

GS10. Guide the team to identify and correct errors.

GS11. Guide and assist the team to identify and resolve issues with documents and systems.

GS12. Prioritize team tasks and monitor towards reprioritisation where necessary.

GS13. Check compliance for escalation to senior management where appropriate.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow health and safety practices	**26**	**52**	**-**	**6**
PC1. Adhere to safety processes according to the different locations (cargo loading area, ramp operation area, etc.) in the area of operation.	2	4	-	1
PC2. Wear appropriate PPE specific to the area of operations and consider the goods being handled, such as goggles, earplugs, helmets, masks, shoes, etc.	2	4	-	1
PC3. Adhere to hazard communication protocols and infer safety data sheets (SDS) and warning signs.	2	4	-	1
PC4. Maintain a clean and organised work environment free of clutter and potential hazards.	2	4	-	1
PC5. Report any unsafe work conditions or practices immediately to DG Experts or safety personnel.	2	4	-	-
PC6. Follow emergency response plans and procedures for various scenarios (e.g., leaks, fires, equipment failures).	2	4	-	-
PC7. Assist colleagues during emergency evacuations, ensuring everyone follows established routes and assembly points.	2	4	-	-
PC8. Participate in regular emergency response drills and training, demonstrating competence and composure in simulated scenarios.	2	4	-	-
PC9. Undertake periodical preventive health check ups.	2	4	-	-
PC10. Follow security procedures like green gate in port, customs area, factory security, etc.	2	4	-	-
PC11. Adhere to standard safety procedures while handling hazardous/fragile cargo and walk only on the designated pathway.	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Check if material handling procedures are being followed according to special cargo being handled and stacking is done accordingly.	2	4	-	1
PC13. Verify if all the safety and security-related tags, labels and signage are placed in the cargo.	2	4	-	1
Handle emergency situations	**4**	**8**	**-**	**4**
PC14. Act immediately during emergencies and move to safety.	1	4	-	1
PC15. Provide first aid to affected victims, e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	1
PC16. In case of fire, follow fire safety practices taught during fire drills.	1	1	-	1
PC17. Follow procedures to rescue victims of fire without endangering themselves.	1	1	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2153
NOS Name	Follow health, safety and security procedures at cargo operational area
Sector	Logistics
Sub-Sector	
Occupation	Freight Forwarding Operations, Customs Clearance Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

DGT/VSQ/N0103: Employability Skills (90 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. understand the significance of employability skills in meeting the current job market requirement and future of work

PC2. identify and explore learning and employability relevant portals

PC3. research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

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

PC4. 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.

PC5. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC6. recognize the significance of 21st Century Skills for employment

PC7. 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

PC8. adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

PC9. use basic English for everyday conversation in different contexts, in person and over the telephone

PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC11. 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:

PC12. identify career goals based on the skills, interests, knowledge, and personal attributes

PC13. prepare a career development plan with short- and long-term goals

Communication Skills

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

PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC15. use active listening techniques for effective communication

PC16. communicate in writing using appropriate style and format based on formal or informal requirements

PC17. work collaboratively with others in a team

Diversity & Inclusion

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

PC18. communicate and behave appropriately with all genders and PwD

PC19. 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:

PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

PC22. identify common components of salary and compute income, expenses, taxes, investments etc

PC23. 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:

PC24. operate digital devices and use their features and applications securely and safely

PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

PC26. display responsible online behaviour while using various social media platforms

PC27. create a personal email account, send and process received messages as per requirement

PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

PC29. utilize virtual collaboration tools to work effectively

Entrepreneurship

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

PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC32. 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:

PC33. identify different types of customers and ways to communicate with them

PC34. identify and respond to customer requests and needs in a professional manner

PC35. use appropriate tools to collect customer feedback

PC36. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC37. create a professional Curriculum vitae (Résumé)

PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC39. apply to identified job openings using offline /online methods as per requirement

PC40. answer questions politely, with clarity and confidence, during recruitment and selection

PC41. 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. components of salary and 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

KU16. use applications such as word processors, spreadsheets etc.

KU17. how to identify business opportunities

KU18. types and needs of customers

KU19. how to apply for a job and prepare for an interview

KU20. 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 in English and other languages

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

GS3. behave politely and appropriately with all to maintain effective work relationship

GS4. how to work in a virtual mode, using various technological platforms

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC4. 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.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**1**	**3**	**-**	**-**
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. 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	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
Basic English Skills	**3**	**4**	**-**	**-**
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**1**	**-**	**-**
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**5**	**-**	**-**
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
Entrepreneurship	**2**	**3**	**-**	**-**
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	18/12/2025
Next Review Date	18/12/2028
NSQC Clearance Date	18/12/2025

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.

2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.

3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.

4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).

5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

6. To pass the Qualification Pack assessment, every trainee should score a minimum of 70% of % aggregate marks to successfully clear the assessment.

7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**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/N2148.Perform reservations for special cargo	30	60	-	10	100	10
LSC/N2149.Track and coordinate the transit of special cargo	30	60	-	10	100	20
LSC/N2150.Manage special cargo movement through various modes of transport	30	60	-	10	100	20
LSC/N2151.Resolve exceptions during special cargo operations	30	60	-	10	100	20
LSC/N2152.Ensure regulatory compliance and Risk Management	30	60	-	10	100	10
LSC/N2153.Follow health, safety and security procedures at cargo operational area	30	60	-	10	100	10
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
Total	**200**	**390**	**-**	**60**	**650**	**100**

Acronyms

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

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.

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.