

Qualification Pack



Supply Chain Executive

Options: ODC and Project Cargo Transportation/ Customs Clearance

QP Code: LSC/Q3302

Version: 2.0

NSQF Level: 4

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Qualification Pack

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LSC/Q3302: Supply Chain Executive

Brief Job Description

The individual is responsible for managing and optimising the flow of materials, components, and products through the plant to ensure that production runs smoothly and efficiently. The Executive works closely with other teams, such as production, inventory management, procurement, and logistics, to contribute to the day-to-day supply chain activities within the plant. The individual is responsible for performing all tactical procurement functions, inventory analysis, and transportation management, including transportation of ODC and project cargo.

Personal Attributes

A supply chain executive should be proactive, organised, and have an eye for detail. S/he should be able to draw key findings based on data analysis. S/he should have good computer and numerical skills. The individual should also have good interpersonal skills and be able to work with various stakeholders.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N3301: Conduct day to day procurement activities](#)
2. [LSC/N3302: Perform basic inventory analysis and forecasting](#)
3. [LSC/N3303: Perform basic data analysis and report generation using ERP](#)
4. [LSC/N3304: Undertake basic Negotiation and Vendor Selection](#)
5. [LSC/N3305: Monitor Vendor Performance](#)
6. [LSC/N6503: Transportation and Route Optimization through all modes of transport](#)
7. [LSC/N3321: Perform EDI filing](#)
8. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
9. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Options(Not mandatory):

Option 1: ODC and Project Cargo Transportation

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

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1. [LSC/N3306: Plan and Coordinate for transportation of project cargo and ODC](#)

Option 2: Customs Clearance

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

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

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
Country	India
NSQF Level	4
Credits	21
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3323.0401, 3323.0301
Minimum Educational Qualification & Experience	12th grade Pass (Or Equivalent) with 1 Year of experience Relevant experience in supply chain OR 10th grade pass (Or Equivalent) with 3 Years of experience Relevant experience in supply chain OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience Relevant experience in supply chain OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience Relevant experience in supply chain
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years



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Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	2.0
Reference code on NQR	QG-03-TW-046082025-V2-LSC
NQR Version	2.0

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LSC/N3301: Conduct day to day procurement activities

Description

This unit involves performing day-to-day procurement activities to ensure the timely delivery of raw materials to the factory, allowing uninterrupted production.

Scope

The scope covers the following :

- Order planning
- Purchase Order placement
- Goods receipts processing
- Invoice processing
- Compliance with the regulatory framework

Elements and Performance Criteria

Order Planning

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

- PC1.** Coordinate with the Production/ Product development department to identify the demand for different time frames (1 month, 3 months, 6 months, etc.)
- PC2.** Run MRP (Material Requirements Planning) using ERP software and identify the quantity of raw material, components, and semi- finished goods to be procured as per the Bill of Material (BOM) of the products being planned.
- PC3.** Compute the quantum of purchase for different categories of items to be purchased based on priority, lead time and unexpected spikes in demand.
- PC4.** Coordinate with the manager to select the right supplier from the existing pool based on product specifications, quality, cost, and timeline requirements.
- PC5.** Contact the selected suppliers to check on the quantity of orders and their capability to supply.
- PC6.** Contact alternate suppliers in case of inability to make the first selection.
- PC7.** For emergency material requirements, plan the mode of transport and agree on the cost of transport with the supplier.

Purchase Order Placement

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

- PC8.** Prepare the purchase order/indent with all the essential details such as PO numbers, customer contact information, payment information, description, quantity of goods, etc.
- PC9.** Liaise with managers to review and clarify queries about purchase orders/indents.
- PC10.** Send purchase orders to suppliers electronically or via mail after approval from the manager.
- PC11.** Communicate with the supplier and confirm receipt of the PO/indent if an automatic PO is issued using ERP.
- PC12.** Record purchase order details upon approval of the supplier's purchase order.

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PC13. Clarify suppliers' queries on the PO and make necessary changes, if necessary, with the manager's approval.

PC14. Document and maintain purchase reports for different items.

Goods receipts processing

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

PC15. Track the status of requisitions, contracts and orders and follow up with suppliers to ensure timely delivery of goods.

PC16. Coordinate with the quality department to inspect the received goods.

PC17. Receive a report on the quantity received and quality approved by the supervisor.

PC18. Cross-check the order quantity, lot size, packaging and other order parameters as per PO/indent before generating goods receipt notes for material received from suppliers.

PC19. Prepare material return notes for quality rejected items and process returns and claims.

PC20. Coordinate with quality, engineering, production, and other teams to resolve material shortages, quality issues, and other discrepancies.

PC21. Use ERP for processing Goods Receipt Note (GRN) and Material Return Note (MRN).

PC22. Trigger emergency purchases in case of shortage and stop orders for non-moving products or components.

Invoice Processing

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

PC23. Process invoices by matching them with purchase orders, quantities received and packaging slips to ensure accuracy.

PC24. Resolve discrepancies, and ensure that transactions are accurate.

PC25. Calculate the amount to be paid based on the terms of payment.

PC26. Send invoices along with status reports on the quantity and quality of material received for the manager's approval.

PC27. Forward approved invoices to accounts for payment processing.

PC28. Communicate invoice processing status and amount to the supplier.

PC29. Ensure payments are made within the specific time frame; if not, follow up with the accounts department.

PC30. Ensure that all compliance requirements and regulations, such as GST, hazardous goods handling, customs, air and ocean transport requirements, and documentation compliance, are met as per company policy.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organisational procedures, documentation and policy on procurement.

KU2. Company's reporting structure to support and expedite project activities.

KU3. Company's policy and work instructions on quality standards.

KU4. Policy on the return of goods and customs compliance.

KU5. Importance of the individual's role in the workflow.

KU6. Occupational health and safety standards and security procedures to be followed.

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- KU7.** Procedures for dealing with loss or damaged goods.
- KU8.** Risk and impact of not following defined work, safety and security procedures.
- KU9.** The coding system followed for the ordering of parts.
- KU10.** Enterprise Resource Planning (ERP) system, route simulation software and Warehouse Management System of the organisation.
- KU11.** Handling quality issues, rejects, and escalations with ways of resolving them.
- KU12.** Usage of computer, data handling devices, basic troubleshooting regarding network connections, telephones and computers.
- KU13.** Overall procurement process and procure-to-pay cycle.
- KU14.** Technical specification of products handled.
- KU15.** INCOTERMS and GST documentation.
- KU16.** Packaging for different types of products handled and compliance.
- KU17.** Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.
- KU18.** Hazardous goods handling compliance while packaging and shipment of goods.
- KU19.** Different geographical locations and Customs, air, ocean, and land transport requirements.
- KU20.** Documentation compliance as per company policy.
- KU21.** The overall process in inventory operations; Types of inventory and metrics (inventory turns, day's inventory, etc.)
- KU22.** Inventory management and financials involved in inventory.
- KU23.** Numerical estimation and forecasting techniques (Delphi method, historical life cycle analogue).
- KU24.** The overall process, from receiving materials to line feeding and liaising with different departments engaged in the process.
- KU25.** Analyse key performance criteria.
- KU26.** The overall process of handling and transporting ODC/ project cargo.
- KU27.** Budgeting, Mathematical calculations, Engineering/lashing calculations.
- KU28.** Generate daily reports from the Management Information System (MIS) and ERP.
- KU29.** Designing bypass.
- KU30.** Local market pricing, pricing customs and practices.

Generic Skills (GS)

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

- GS1.** Ability to interpret order requirements, invoices, engineering drawings and product specifications.
- GS2.** Ability to write reports, orders, indent and MRN.
- GS3.** Ability to efficiently communicate with supervisors, co-workers and suppliers.
- GS4.** Negotiation skills and mathematical reasoning.
- GS5.** Inductive and deductive reasoning.
- GS6.** Decide if a problem can be resolved quickly internally or needs to be escalated.

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- GS7.** Identify activities or orders that need to be prioritised as per instructions.
- GS8.** Decide as per the organisation's guiding policies and criteria regarding procurement.
- GS9.** Decide, keeping the market, economic, social and political environment in account.
- GS10.** Plan, estimate the time for each activity and Prioritise, execute tasks based on instructions
- GS11.** Develop presentations on operational trends.
- GS12.** Be a team player and achieve joint goals.
- GS13.** Value the importance of customer timelines.
- GS14.** Suggest improvement in procurement practices to increase efficiency.
- GS15.** Inform the supervisor regarding delays, issues with doing an activity, etc.
- GS16.** Coordinate and ensure timeliness in receipt and delivery of completed items.
- GS17.** Verify the authenticity of suppliers and identify defaulting suppliers.
- GS18.** Check compliance with materials received as per purchase orders.
- GS19.** Focus on the task at hand and complete it without errors and delays.
- GS20.** Identify errors in data reporting in ERP and resolve the same or escalate if required.
- GS21.** Maintain punctuality and respond to the supervisor in a timely manner.
- GS22.** Identify common trends as per analysis and report them to management.
- GS23.** Suggest possible solutions for the common issues in daily operations identified based on information.
- GS24.** Verify the accuracy of the data and apply filters before updating it into ERP.
- GS25.** Verify the authenticity of the data and apply filters to remove aberrations in the data.
- GS26.** Analyse trends to identify defaults for corrective action as needed.
- GS27.** Observe the data to identify any aberrations.
- GS28.** Cross-check data to check for data gaps and mistakes in reporting.
- GS29.** Provide corrective actions for escalated issues with suppliers and other departments.
- GS30.** Coordinate and ensure timeliness in receipt of raw materials.
- GS31.** Verify the authenticity of the suppliers and identify faulty suppliers.
- GS32.** Check compliance of materials received as per purchase order.
- GS33.** Suggest improvement in the RFP process to increase efficiency.
- GS34.** Focus on the task at hand and complete it without errors and delays.
- GS35.** Address issues related to non-delivery of packages, pilferage and damage.
- GS36.** Handle emergencies, resolve issues and obstacles on the route.
- GS37.** Suggest the most optimal route for transporting ODC safely, effectively and with reduced transit time.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Order Planning</i>	7	14	-	2
PC1. Coordinate with the Production/ Product development department to identify the demand for different time frames (1 month, 3 months, 6 months, etc.)	1	2	-	0.5
PC2. Run MRP (Material Requirements Planning) using ERP software and identify the quantity of raw material, components, and semi- finished goods to be procured as per the Bill of Material (BOM) of the products being planned.	1	2	-	-
PC3. Compute the quantum of purchase for different categories of items to be purchased based on priority, lead time and unexpected spikes in demand.	1	2	-	0.5
PC4. Coordinate with the manager to select the right supplier from the existing pool based on product specifications, quality, cost, and timeline requirements.	1	2	-	-
PC5. Contact the selected suppliers to check on the quantity of orders and their capability to supply.	1	2	-	0.5
PC6. Contact alternate suppliers in case of inability to make the first selection.	1	2	-	-
PC7. For emergency material requirements, plan the mode of transport and agree on the cost of transport with the supplier.	1	2	-	0.5
<i>Purchase Order Placement</i>	7	14	-	2
PC8. Prepare the purchase order/indent with all the essential details such as PO numbers, customer contact information, payment information, description, quantity of goods, etc.	1	2	-	0.5
PC9. Liaise with managers to review and clarify queries about purchase orders/indents.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Send purchase orders to suppliers electronically or via mail after approval from the manager.	1	2	-	0.5
PC11. Communicate with the supplier and confirm receipt of the PO/indent if an automatic PO is issued using ERP.	1	2	-	-
PC12. Record purchase order details upon approval of the supplier's purchase order.	1	2	-	0.5
PC13. Clarify suppliers' queries on the PO and make necessary changes, if necessary, with the manager's approval.	1	2	-	-
PC14. Document and maintain purchase reports for different items.	1	2	-	0.5
<i>Goods receipts processing</i>	8	16	-	2
PC15. Track the status of requisitions, contracts and orders and follow up with suppliers to ensure timely delivery of goods.	1	2	-	0.5
PC16. Coordinate with the quality department to inspect the received goods.	1	2	-	-
PC17. Receive a report on the quantity received and quality approved by the supervisor.	1	2	-	0.5
PC18. Cross-check the order quantity, lot size, packaging and other order parameters as per PO/indent before generating goods receipt notes for material received from suppliers.	1	2	-	-
PC19. Prepare material return notes for quality rejected items and process returns and claims.	1	2	-	0.5
PC20. Coordinate with quality, engineering, production, and other teams to resolve material shortages, quality issues, and other discrepancies.	1	2	-	-
PC21. Use ERP for processing Goods Receipt Note (GRN) and Material Return Note (MRN).	1	2	-	0.5
PC22. Trigger emergency purchases in case of shortage and stop orders for non-moving products or components.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Invoice Processing</i>	8	16	-	4
PC23. Process invoices by matching them with purchase orders, quantities received and packaging slips to ensure accuracy.	1	2	-	0.5
PC24. Resolve discrepancies, and ensure that transactions are accurate.	1	2	-	0.5
PC25. Calculate the amount to be paid based on the terms of payment.	1	2	-	0.5
PC26. Send invoices along with status reports on the quantity and quality of material received for the manager's approval.	1	2	-	0.5
PC27. Forward approved invoices to accounts for payment processing.	1	2	-	0.5
PC28. Communicate invoice processing status and amount to the supplier.	1	2	-	0.5
PC29. Ensure payments are made within the specific time frame; if not, follow up with the accounts department.	1	2	-	0.5
PC30. Ensure that all compliance requirements and regulations, such as GST, hazardous goods handling, customs, air and ocean transport requirements, and documentation compliance, are met as per company policy.	1	2	-	0.5
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3301
NOS Name	Conduct day to day procurement activities
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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LSC/N3302: Perform basic inventory analysis and forecasting

Description

This unit is about performing inventory analysis.

Scope

The scope covers the following :

- Maintain Store-wise inventory data
- Inventory analysis
- Inventory forecasting

Elements and Performance Criteria

Maintain Store wise inventory data

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

- PC1.** Feed and append inventory data received from respective departments into the ERP system.
- PC2.** Make a list of all the inventory with clear details, including item code, item name, unit name, product description, purchase price, sales price, tax code, tracking code, etc.
- PC3.** Prepare MIS report containing Current stock levels, Safety Stock, Inventory Turnover, etc.
- PC4.** Recheck the inventory data to identify any unusual information and take corrective action.
- PC5.** Update inventory items as and when there are changes and Ensure discrepancies between physical and system records are identified and resolved.

Inventory analysis

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

- PC6.** Ensure that the inventory is classified as per the type, function and requirements, e.g. Raw Materials, Work-in-Progress (WIP), Finished Goods, Maintenance, Repair, and Overhaul (MRO) Supplies, etc.
- PC7.** Review the current stock levels of each category and check the reorder point (ROP) for each inventory item based on historical demand and lead times.
- PC8.** Using various inventory analysis methods, such as ABC, VED, and FSN analysis, determine the optimum amount of inventory (Economic Order Quantity (EOQ)) to be kept on hand.
- PC9.** Review the inventory on a continuous or periodic basis as pre-decided by the manager.
- PC10.** Submit the analysis to the manager for further review.

Inventory forecasting

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

- PC11.** Review historical usage, recent stockouts and demand patterns for materials and components.
- PC12.** Determine the period of forecasting based on the manufacturing production cycle, inventory turnover rate, etc., and collect all past demand data.
- PC13.** Choose the right forecasting method, such as qualitative forecasting (Delphi method, historical life cycle analogy) or quantitative forecasting (time series models, exponential smoothing, seasonal indexes), according to business needs and suitability.

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- PC14.** Use forecasting models (e.g., moving averages, exponential smoothing) to predict future demand.
- PC15.** Consider factors like production schedules, seasonal variations, and potential supply chain disruptions.
- PC16.** Evaluate both long-term and short-term influencers and outside variables for forecasting.
- PC17.** Perform inventory forecasting techniques as per standard operating procedures, considering both long-term, short-term, and outside variables such as economic growth, seasonality, lifestyle changes, etc.
- PC18.** Compare actual demand against forecasts from multiple angles to identify the variances.
- PC19.** Diagnose the cause of forecast variances, such as inaccurate inventory data, poor forecasting, variability in demand, swings in the economy, etc. and take corrective actions.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures, documentation and policy on procurement.
- KU2.** Company's reporting structure to support and expedite project activities.
- KU3.** Company's policy and work instructions on quality standards.
- KU4.** Policy on the return of goods and customs compliance.
- KU5.** Importance of the individual's role in the workflow.
- KU6.** Occupational health and safety standards and security procedures to be followed.
- KU7.** Procedures for dealing with loss or damaged goods.
- KU8.** Risk and impact of not following defined work, safety and security procedures.
- KU9.** The coding system followed for the ordering of parts.
- KU10.** Enterprise Resource Planning (ERP) system, route simulation software and Warehouse Management System of the organisation.
- KU11.** Handling quality issues, rejects, and escalations with ways of resolving them.
- KU12.** Usage of computer, data handling devices, basic troubleshooting regarding network connections, telephones and computers.
- KU13.** Overall procurement process and procure-to-pay cycle.
- KU14.** Technical specification of products handled.
- KU15.** INCOTERMS and GST documentation.
- KU16.** Packaging for different types of products handled and compliance.
- KU17.** Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.
- KU18.** Hazardous goods handling compliance while packaging and shipment of goods.
- KU19.** Different geographical locations and Customs, air, ocean, and land transport requirements.
- KU20.** Documentation compliance as per company policy.
- KU21.** The overall process in inventory operations; Types of inventory and metrics (inventory turns, day's inventory, etc.)
- KU22.** Inventory management and financials involved in inventory.

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

Generic Skills (GS)

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

- GS1.** Ability to interpret order requirements, invoices, engineering drawings and product specifications.
- GS2.** Ability to write reports, orders, indent and MRN.
- GS3.** Ability to efficiently communicate with supervisors, co-workers and suppliers.
- GS4.** Negotiation skills and mathematical reasoning.
- GS5.** Inductive and deductive reasoning.
- GS6.** Decide if a problem can be resolved quickly internally or needs to be escalated.
- GS7.** Identify activities or orders that need to be prioritised as per instructions.
- GS8.** Decide as per the organisation's guiding policies and criteria regarding procurement.
- GS9.** Decide, keeping the market, economic, social and political environment in account.
- GS10.** Plan, estimate the time for each activity and Prioritise, execute tasks based on instructions.
- GS11.** Develop presentations on operational trends.
- GS12.** Be a team player and achieve joint goals.
- GS13.** Value the importance of customer timelines.
- GS14.** Suggest improvement in procurement practices to increase efficiency.
- GS15.** Inform the supervisor regarding delays, issues with doing an activity, etc.
- GS16.** Coordinate and ensure timeliness in receipt and delivery of completed items.
- GS17.** Verify the authenticity of suppliers and identify defaulting suppliers.
- GS18.** Check compliance with materials received as per purchase orders.
- GS19.** Focus on the task at hand and complete it without errors and delays.
- GS20.** Identify errors in data reporting in ERP and resolve the same or escalate if required.
- GS21.** Maintain punctuality and respond to the supervisor in a timely manner.
- GS22.** Identify common trends as per analysis and report them to management.
- GS23.** Suggest possible solutions for the common issues in daily operations identified based on information.
- GS24.** Verify the accuracy of the data and apply filters before updating it into ERP.
- GS25.** Verify the authenticity of the data and apply filters to remove aberrations in the data.

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain Store wise inventory data</i>	10	18	-	2.5
PC1. Feed and append inventory data received from respective departments into the ERP system.	2	4	-	0.5
PC2. Make a list of all the inventory with clear details, including item code, item name, unit name, product description, purchase price, sales price, tax code, tracking code, etc.	2	4	-	0.5
PC3. Prepare MIS report containing Current stock levels, Safety Stock, Inventory Turnover, etc.	2	4	-	0.5
PC4. Recheck the inventory data to identify any unusual information and take corrective action.	2	3	-	0.5
PC5. Update inventory items as and when there are changes and Ensure discrepancies between physical and system records are identified and resolved.	2	3	-	0.5
<i>Inventory analysis</i>	10	15	-	2.5
PC6. Ensure that the inventory is classified as per the type, function and requirements, e.g. Raw Materials, Work-in-Progress (WIP), Finished Goods, Maintenance, Repair, and Overhaul (MRO) Supplies, etc.	2	3	-	0.5
PC7. Review the current stock levels of each category and check the reorder point (ROP) for each inventory item based on historical demand and lead times.	2	3	-	0.5
PC8. Using various inventory analysis methods, such as ABC, VED, and FSN analysis, determine the optimum amount of inventory (Economic Order Quantity (EOQ)) to be kept on hand.	2	3	-	0.5
PC9. Review the inventory on a continuous or periodic basis as pre-decided by the manager.	2	3	-	0.5
PC10. Submit the analysis to the manager for further review.	2	3	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Inventory forecasting</i>	10	27	-	5
PC11. Review historical usage, recent stockouts and demand patterns for materials and components.	2	3	-	0.5
PC12. Determine the period of forecasting based on the manufacturing production cycle, inventory turnover rate, etc., and collect all past demand data.	1	3	-	0.5
PC13. Choose the right forecasting method, such as qualitative forecasting (Delphi method, historical life cycle analogy) or quantitative forecasting (time series models, exponential smoothing, seasonal indexes), according to business needs and suitability.	1	3	-	0.5
PC14. Use forecasting models (e.g., moving averages, exponential smoothing) to predict future demand.	1	3	-	0.5
PC15. Consider factors like production schedules, seasonal variations, and potential supply chain disruptions.	1	3	-	0.5
PC16. Evaluate both long-term and short-term influencers and outside variables for forecasting.	1	3	-	0.5
PC17. Perform inventory forecasting techniques as per standard operating procedures, considering both long-term, short-term, and outside variables such as economic growth, seasonality, lifestyle changes, etc.	1	3	-	0.5
PC18. Compare actual demand against forecasts from multiple angles to identify the variances.	1	3	-	0.5
PC19. Diagnose the cause of forecast variances, such as inaccurate inventory data, poor forecasting, variability in demand, swings in the economy, etc. and take corrective actions.	1	3	-	1
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3302
NOS Name	Perform basic inventory analysis and forecasting
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

LSC/N3303: Perform basic data analysis and report generation using ERP

Description

This unit is about making data entries and updations in ERP as well as analysing data to draw inferences and ensuring information flow

Scope

The scope covers the following :

- Data Collection and ERP entry
- Analyse and prepare reports
- Vendor Information Management in ERP
- Vendor performance data analysis

Elements and Performance Criteria

Data Collection and ERP entry

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

- PC1.** Collect information from associates and supervisors regarding loading, unloading, picking, kitting, binning, line feeding, etc., and feed into ERP.
- PC2.** Issue material requests for line usage using ERP.
- PC3.** Obtain information from supervisors and managers regarding priorities, complaints/delays, escalations, supplier complaints, feedback, etc., and feed it into ERP.
- PC4.** Obtain information regarding changes in inventory and feed into ERP.
- PC5.** Review entries made into the ERP with respect to daily plant warehouse operations.

Analyse and prepare reports

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

- PC6.** Confirm the Key Metrics and KPIs for Analysis with management, such as Inventory Turnover, Order Fulfillment Lead Time, Stockouts, Backorder Rate, Order Cycle Time, On-Time Delivery (OTD), Production Efficiency, Supplier Performance, etc.
- PC7.** Extract data from the ERP system according to the set KPIs. For example, query the inventory management module in ERP to get data on stock levels and reorder points to calculate inventory turnover rates.
- PC8.** Generate various data such as line stops and rejection data reports, operational complaints related to internal and external stakeholders, etc.
- PC9.** Perform various analyses such as Lead Time Analysis, variance analysis, Backorder and Fulfillment Analysis, etc., as per requirements and present them to management.
- PC10.** Generate various reports, such as Inventory Reports, Procurement Reports, Production Reports, Order Fulfillment Reports, etc., using ERP.
- PC11.** Provide daily reports and periodic reports to management and relevant stakeholders regarding different activities.
- PC12.** Interpret Results and Generate Insights from reports for optimisation and Continuous Improvement.

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Vendor Information Management in ERP

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

PC13. Update the ERP system with vendor details such as Company name, Address, GST code and information, PAN details, Technical capability, Financial capability, Component/ Part/ Material/Service assigned with (with material/service code), Delivery/INCOTERMS and timeline, Payment terms and timeline, KPI attached with various data and field evaluation, Frequency of vendor performance review, Any other pertinent information.

PC14. Cross-check information for data accuracy.

PC15. Periodically update the supplier data as per the requirement.

Vendor performance data analysis

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

PC16. Use manual methods or ERP data analysis to assess vendor performance based on various parameters and the corresponding KPI assigned.

PC17. Verify supplier's conformance to organisation's requirements.

PC18. Verify supplier's quality management system's conformance to internationally recognised quality management system standards.

PC19. Prepare performance rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organisational procedures, documentation and policy on procurement.

KU2. Company's reporting structure to support and expedite project activities.

KU3. Company's policy and work instructions on quality standards.

KU4. Policy on the return of goods and customs compliance.

KU5. Importance of the individual's role in the workflow.

KU6. Occupational health and safety standards and security procedures to be followed.

KU7. Procedures for dealing with loss or damaged goods.

KU8. Risk and impact of not following defined work, safety and security procedures.

KU9. The coding system followed for the ordering of parts.

KU10. Enterprise Resource Planning (ERP) system, route simulation software and Warehouse Management System of the organisation.

KU11. Handling quality issues, rejects, and escalations with ways of resolving them.

KU12. Usage of computer, data handling devices, basic troubleshooting regarding network connections, telephones and computers.

KU13. Overall procurement process and procure-to-pay cycle.

KU14. Technical specification of products handled.

KU15. INCOTERMS and GST documentation.

KU16. Packaging for different types of products handled and compliance.

KU17. Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.

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- KU18.** Hazardous goods handling compliance while packaging and shipment of goods.
- KU19.** Different geographical locations and Customs, air, ocean, and land transport requirements.
- KU20.** Documentation compliance as per company policy.
- KU21.** The overall process in inventory operations, types of inventory and metrics (inventory turns, day's inventory, etc.)
- KU22.** Inventory management and financials involved in inventory.
- KU23.** Numerical estimation and forecasting techniques (Delphi method, historical life cycle analogue).
- KU24.** The overall process, from receiving materials to line feeding and liaising with different departments engaged in the process.
- KU25.** Analyse key performance criteria.
- KU26.** The overall process of handling and transporting ODC/ project cargo.
- KU27.** Budgeting, Mathematical calculations, Engineering/lashing calculations.
- KU28.** Generate daily reports from the Management Information System (MIS) and ERP.
- KU29.** Designing bypass.
- KU30.** Local market pricing, pricing customs and practices.

Generic Skills (GS)

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

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

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- GS21.** Maintain punctuality and respond to the supervisor in a timely manner.
- GS22.** Identify common trends as per analysis and report them to management.
- GS23.** Suggest possible solutions for the common issues in daily operations identified based on information.
- GS24.** Verify the accuracy of the data and apply filters before updating it into ERP.
- GS25.** Verify the authenticity of the data and apply filters to remove aberrations in the data.
- GS26.** Analyse trends to identify defaults for corrective action as needed.
- GS27.** Observe the data to identify any aberrations.
- GS28.** Cross-check data to check for data gaps and mistakes in reporting.
- GS29.** Provide corrective actions for escalated issues with suppliers and other departments.
- GS30.** Coordinate and ensure timeliness in receipt of raw materials.
- GS31.** Verify the authenticity of the suppliers and identify faulty suppliers.
- GS32.** Check compliance of materials received as per purchase order.
- GS33.** Suggest improvement in the RFP process to increase efficiency.
- GS34.** Focus on the task at hand and complete it without errors and delays.
- GS35.** Address issues related to non-delivery of packages, pilferage and damage.
- GS36.** Handle emergencies, resolve issues and obstacles on the route.
- GS37.** Suggest the most optimal route for transporting ODC safely, effectively and with reduce transit time.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Data Collection and ERP entry</i>	10	20	-	3
PC1. Collect information from associates and supervisors regarding loading, unloading, picking, kitting, binning, line feeding, etc., and feed into ERP.	2	4	-	1
PC2. Issue material requests for line usage using ERP.	2	4	-	-
PC3. Obtain information from supervisors and managers regarding priorities, complaints/delays, escalations, supplier complaints, feedback, etc., and feed it into ERP.	2	4	-	1
PC4. Obtain information regarding changes in inventory and feed into ERP.	2	4	-	-
PC5. Review entries made into the ERP with respect to daily plant warehouse operations.	2	4	-	1
<i>Analyse and prepare reports</i>	13	26	-	4
PC6. Confirm the Key Metrics and KPIs for Analysis with management, such as Inventory Turnover, Order Fulfillment Lead Time, Stockouts, Backorder Rate, Order Cycle Time, On-Time Delivery (OTD), Production Efficiency, Supplier Performance, etc.	2	4	-	1
PC7. Extract data from the ERP system according to the set KPIs. For example, query the inventory management module in ERP to get data on stock levels and reorder points to calculate inventory turnover rates.	2	4	-	-
PC8. Generate various data such as line stops and rejection data reports, operational complaints related to internal and external stakeholders, etc.	2	4	-	1
PC9. Perform various analyses such as Lead Time Analysis, variance analysis, Backorder and Fulfillment Analysis, etc., as per requirements and present them to management.	2	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Generate various reports, such as Inventory Reports, Procurement Reports, Production Reports, Order Fulfillment Reports, etc., using ERP.	2	4	-	1
PC11. Provide daily reports and periodic reports to management and relevant stakeholders regarding different activities.	2	4	-	-
PC12. Interpret Results and Generate Insights from reports for optimisation and Continuous Improvement.	1	2	-	1
<i>Vendor Information Management in ERP</i>	3	6	-	2
PC13. Update the ERP system with vendor details such as Company name, Address, GST code and information, PAN details, Technical capability, Financial capability, Component/ Part/ Material/Service assigned with (with material/service code), Delivery/INCOTERMS and timeline, Payment terms and timeline, KPI attached with various data and field evaluation, Frequency of vendor performance review, Any other pertinent information.	1	2	-	1
PC14. Cross-check information for data accuracy.	1	2	-	-
PC15. Periodically update the supplier data as per the requirement.	1	2	-	1
<i>Vendor performance data analysis</i>	4	8	-	1
PC16. Use manual methods or ERP data analysis to assess vendor performance based on various parameters and the corresponding KPI assigned.	1	2	-	1
PC17. Verify supplier's conformance to organisation's requirements.	1	2	-	-
PC18. Verify supplier's quality management system's conformance to internationally recognised quality management system standards.	1	2	-	-
PC19. Prepare performance rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP.	1	2	-	-
NOS Total	30	60	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3303
NOS Name	Perform basic data analysis and report generation using ERP
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

LSC/N3304: Undertake basic Negotiation and Vendor Selection

Description

This unit is about developing new vendors.

Scope

The scope covers the following :

- Requirement Identification
- Vendor identification & basic evaluation
- Technical evaluation
- Support costing, negotiation, and contract drafting

Elements and Performance Criteria

Requirement Identification

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

- PC1.** Coordinate with the production/product development department to identify the product/ component/ service needs and specific requirement.
- PC2.** Clarify the terms of reference, technical specifications, estimate of budget, volume requirement, planning lead time, and safety stock requirements from the user department.
- PC3.** Prepare purchase specification document indicating the technical, packaging, delivery, performance, safety, handling and commercial specifications required and get it approved by the Manager.

Vendor identification & basic evaluation

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

- PC4.** Identify new suppliers based on information from references, online marketplaces, trade magazines, trade fairs, catalogues, referrals, industry events etc.
- PC5.** Solicit information from new and existing vendors on their capability, experience, capacity and technical experience.
- PC6.** Perform an initial evaluation to shortlist suppliers based on basic criteria such as product offerings, quality control/assurance manual, liquidity, capacity, etc. and get it approved by the Manager.
- PC7.** Collect the required information from the user department to draft the RFP (Request for Proposal) or Request for Quotation (RFQ).
- PC8.** Draft the RFP/ RFQ to document the company's needs and the information required from suppliers, such as pricing, delivery schedules, quality guarantees, technical capabilities, prior experience, existing client information, references, financials, etc.
- PC9.** Incorporate details on Product specifications, Order volume estimates, Expected lead times, Quality requirements, Payment terms, Delivery and shipping conditions, commercial requirements, and legal requirements in the RFP.
- PC10.** Discuss the RFP with the user, legal, finance and any other related department and append as per the company's requirements.

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- PC11.** Discuss the RFP with the Manager/ Senior Management and get it approved for soliciting bids.
- PC12.** Release RFP to the selected suppliers through hard copy/ email, if required, publish it in technical journals and newspapers to invite bids.
- PC13.** Clarify the queries of interested suppliers during pre-bid meetings and append the RFP if required; publish the changes/ updates to the RFP to all interested suppliers.
- PC14.** Collect proposals from interested suppliers based on the pre-determined proposal deadline.

Technical evaluation

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

- PC15.** Perform a technical review of the proposals received in terms of manufacturing/service capability, equipment capacity, technical know-how, prior experience, workforce strength, process capability, quality systems availability, financial capability, track record, etc. to ensure potential suppliers meet the criteria specified in the RFP.
- PC16.** Communicate with suppliers to clarify any information that is missing or unclear in the proposal.
- PC17.** Shortlist potential suppliers based on meeting RFP criteria and disqualify suppliers if they do not meet the specified criteria such as quality specifications, capacity, financial health, etc.
- PC18.** Provide appropriate weightage to various technical parameters, score the technical proposals as per the scoring methodology defined in the RFP.
- PC19.** Submit the proposals to the senior team (manager) for further discussion and shortlisting of suppliers.
- PC20.** Communicate with the shortlisted vendors and invite them for presentation/meeting as per the company's specifications.
- PC21.** Request vendors to submit their best and final price with the corresponding technical workings.

Support negotiation, costing and contract drafting

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

- PC22.** Provide appropriate weightage to technical and financial parameters and score the proposals as per the scoring methodology defined in the RFP.
- PC23.** Prepare comparative reports and submit them to the Manager/ Senior Management and clarify their queries during the discussion.
- PC24.** Coordinate proposal reviews and assist in shortlisting suppliers for negotiation of factors such as price, Quality, timelines and volume.
- PC25.** Invite the selected suppliers for negotiation.
- PC26.** Provide supporting Quantitative data, which is especially useful for negotiating prices, delivery schedules, or service levels to management, such as market data, historical purchase orders, and forecasts, to demonstrate why the terms are fair.
- PC27.** Support senior management during the negotiation process and final selection of supplier.
- PC28.** Have a clear idea of alternatives (BATNA – Best Alternative to a Negotiated Agreement) if the negotiation doesn't go in favour, including sourcing from another supplier, adjusting production plans, or using alternative materials.
- PC29.** Support in the drafting of the contract for the product/component/service with the inputs from user, finance, legal departments and as per company's specifications.
- PC30.** Review the contract document with the Manager/ Senior team, append the contract as per inputs, and get it approved for further processing.

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- PC31.** Communicate the contract document with the user, finance, legal and other departments and get it approved.
- PC32.** Facilitate contract signing between the selected supplier and the company representative.
- PC33.** Prepare a work order/ service order after the contract has been awarded to the selected supplier.
- PC34.** Notify other suppliers of the status of the RFP award.
- PC35.** Notify the suppliers on the performance data specification, field evaluation parameters, related KPIs, frequency of measurement and resultant action.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures, documentation and policy on procurement.
- KU2.** Company's reporting structure to support and expedite project activities.
- KU3.** Company's policy and work instructions on quality standards.
- KU4.** Policy on the return of goods and customs compliance.
- KU5.** Importance of the individual's role in the workflow.
- KU6.** Occupational health and safety standards and security procedures to be followed.
- KU7.** Procedures for dealing with loss or damaged goods.
- KU8.** Risk and impact of not following defined work, safety and security procedures.
- KU9.** The coding system followed for the ordering of parts.
- KU10.** Enterprise Resource Planning (ERP) system, route simulation software and Warehouse Management System of the organisation.
- KU11.** Handling quality issues, rejects, and escalations with ways of resolving them.
- KU12.** Usage of computer, data handling devices, basic troubleshooting regarding network connections, telephones and computers.
- KU13.** Overall procurement process and procure-to-pay cycle.
- KU14.** Technical specification of products handled.
- KU15.** INCOTERMS and GST documentation.
- KU16.** Packaging for different types of products handled and compliance.
- KU17.** Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.
- KU18.** Hazardous goods handling compliance while packaging and shipment of goods.
- KU19.** Different geographical locations and Customs, air, ocean, and land transport requirements.
- KU20.** Documentation compliance as per company policy.
- KU21.** The overall process in inventory operations; Types of inventory and metrics (inventory turns, day's inventory, etc.)
- KU22.** Inventory management and financials involved in inventory.
- KU23.** Numerical estimation and forecasting techniques (Delphi method, historical life cycle analogue).
- KU24.** The overall process, from receiving materials to line feeding and liaising with different departments engaged in the process.

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- KU25.** Analyse key performance criteria.
- KU26.** The overall process of handling and transporting ODC/ project cargo.
- KU27.** Budgeting, Mathematical calculations, Engineering/lashing calculations.
- KU28.** Generate daily reports from the Management Information System (MIS) and ERP.
- KU29.** Designing bypass.
- KU30.** Local market pricing, pricing customs and practices.

Generic Skills (GS)

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

- GS1.** Ability to interpret order requirements, invoices, engineering drawings and product specifications.
- GS2.** Ability to write reports, orders, indent and MRN.
- GS3.** Ability to efficiently communicate with supervisors, co-workers and suppliers.
- GS4.** Negotiation skills and mathematical reasoning.
- GS5.** Inductive and deductive reasoning.
- GS6.** Decide if a problem can be resolved quickly internally or needs to be escalated.
- GS7.** Identify activities or orders that need to be prioritised as per instructions.
- GS8.** Decide as per the organisation's guiding policies and criteria regarding procurement.
- GS9.** Decide, keeping the market, economic, social and political environment in account.
- GS10.** Plan, estimate the time for each activity and Prioritise, execute tasks based on instructions.
- GS11.** Develop presentations on operational trends.
- GS12.** Be a team player and achieve joint goals.
- GS13.** Value the importance of customer timelines.
- GS14.** Suggest improvement in procurement practices to increase efficiency.
- GS15.** Inform the supervisor regarding delays, issues with doing an activity, etc.
- GS16.** Coordinate and ensure timeliness in receipt and delivery of completed items.
- GS17.** Verify the authenticity of suppliers and identify defaulting suppliers.
- GS18.** Check compliance with materials received as per purchase orders.
- GS19.** Focus on the task at hand and complete it without errors and delays.
- GS20.** Identify errors in data reporting in ERP and resolve the same or escalate if required.
- GS21.** Maintain punctuality and respond to the supervisor in a timely manner.
- GS22.** Identify common trends as per analysis and report them to management.
- GS23.** Suggest possible solutions for the common issues in daily operations identified based on information.
- GS24.** Verify the accuracy of the data and apply filters before updating it into ERP.
- GS25.** Verify the authenticity of the data and apply filters to remove aberrations in the data.
- GS26.** Analyse trends to identify defaults for corrective action as needed.
- GS27.** Observe the data to identify any aberrations.
- GS28.** Cross-check data to check for data gaps and mistakes in reporting.

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- GS29.** Provide corrective actions for escalated issues with suppliers and other departments.
- GS30.** Coordinate and ensure timeliness in receipt of raw materials.
- GS31.** Verify the authenticity of the suppliers and identify faulty suppliers.
- GS32.** Check compliance of materials received as per purchase order.
- GS33.** Suggest improvement in the RFP process to increase efficiency.
- GS34.** Focus on the task at hand and complete it without errors and delays.
- GS35.** Address issues related to non-delivery of packages, pilferage and damage.
- GS36.** Handle emergencies, resolve issues and obstacles on the route.
- GS37.** Suggest the most optimal route for transporting ODC safely, effectively and with reduced transit time.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Requirement Identification</i>	3	6	-	1
PC1. Coordinate with the production/product development department to identify the product/ component/ service needs and specific requirement.	1	2	-	0.5
PC2. Clarify the terms of reference, technical specifications, estimate of budget, volume requirement, planning lead time, and safety stock requirements from the user department.	1	2	-	-
PC3. Prepare purchase specification document indicating the technical, packaging, delivery, performance, safety, handling and commercial specifications required and get it approved by the Manager.	1	2	-	0.5
<i>Vendor identification & basic evaluation</i>	11	22	-	3
PC4. Identify new suppliers based on information from references, online marketplaces, trade magazines, trade fairs, catalogues, referrals, industry events etc.	1	2	-	0.5
PC5. Solicit information from new and existing vendors on their capability, experience, capacity and technical experience.	1	2	-	-
PC6. Perform an initial evaluation to shortlist suppliers based on basic criteria such as product offerings, quality control/assurance manual, liquidity, capacity, etc. and get it approved by the Manager.	1	2	-	0.5
PC7. Collect the required information from the user department to draft the RFP (Request for Proposal) or Request for Quotation (RFQ).	1	2	-	-
PC8. Draft the RFP/ RFQ to document the company's needs and the information required from suppliers, such as pricing, delivery schedules, quality guarantees, technical capabilities, prior experience, existing client information, references, financials, etc.	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. Incorporate details on Product specifications, Order volume estimates, Expected lead times, Quality requirements, Payment terms, Delivery and shipping conditions, commercial requirements, and legal requirements in the RFP.	1	2	-	-
PC10. Discuss the RFP with the user, legal, finance and any other related department and append as per the company's requirements.	1	2	-	0.5
PC11. Discuss the RFP with the Manager/ Senior Management and get it approved for soliciting bids.	1	2	-	-
PC12. Release RFP to the selected suppliers through hard copy/ email, if required, publish it in technical journals and newspapers to invite bids.	1	2	-	0.5
PC13. Clarify the queries of interested suppliers during pre-bid meetings and append the RFP if required; publish the changes/ updates to the RFP to all interested suppliers.	1	2	-	-
PC14. Collect proposals from interested suppliers based on the pre-determined proposal deadline.	1	2	-	0.5
<i>Technical evaluation</i>	7	13	-	2
PC15. Perform a technical review of the proposals received in terms of manufacturing/service capability, equipment capacity, technical know-how, prior experience, workforce strength, process capability, quality systems availability, financial capability, track record, etc. to ensure potential suppliers meet the criteria specified in the RFP.	1	2	-	0.5
PC16. Communicate with suppliers to clarify any information that is missing or unclear in the proposal.	1	2	-	-
PC17. Shortlist potential suppliers based on meeting RFP criteria and disqualify suppliers if they do not meet the specified criteria such as quality specifications, capacity, financial health, etc.	1	2	-	0.5
PC18. Provide appropriate weightage to various technical parameters, score the technical proposals as per the scoring methodology defined in the RFP.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC19. Submit the proposals to the senior team (manager) for further discussion and shortlisting of suppliers.	1	2	-	0.5
PC20. Communicate with the shortlisted vendors and invite them for presentation/meeting as per the company's specifications.	1	2	-	-
PC21. Request vendors to submit their best and final price with the corresponding technical workings.	1	1	-	0.5
<i>Support negotiation, costing and contract drafting</i>	9	19	-	4
PC22. Provide appropriate weightage to technical and financial parameters and score the proposals as per the scoring methodology defined in the RFP.	1	2	-	0.5
PC23. Prepare comparative reports and submit them to the Manager/ Senior Management and clarify their queries during the discussion.	1	2	-	0.5
PC24. Coordinate proposal reviews and assist in shortlisting suppliers for negotiation of factors such as price, Quality, timelines and volume.	1	2	-	0.5
PC25. Invite the selected suppliers for negotiation.	1	1	-	-
PC26. Provide supporting Quantitative data, which is especially useful for negotiating prices, delivery schedules, or service levels to management, such as market data, historical purchase orders, and forecasts, to demonstrate why the terms are fair.	-	2	-	0.5
PC27. Support senior management during the negotiation process and final selection of supplier.	1	2	-	-
PC28. Have a clear idea of alternatives (BATNA – Best Alternative to a Negotiated Agreement) if the negotiation doesn't go in favour, including sourcing from another supplier, adjusting production plans, or using alternative materials.	-	1	-	0.5
PC29. Support in the drafting of the contract for the product/component/service with the inputs from user, finance, legal departments and as per company's specifications.	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC30. Review the contract document with the Manager/ Senior team, append the contract as per inputs, and get it approved for further processing.	-	1	-	0.5
PC31. Communicate the contract document with the user, finance, legal and other departments and get it approved.	1	1	-	-
PC32. Facilitate contract signing between the selected supplier and the company representative.	-	1	-	0.5
PC33. Prepare a work order/ service order after the contract has been awarded to the selected supplier.	1	1	-	-
PC34. Notify other suppliers of the status of the RFP award.	-	1	-	0.5
PC35. Notify the suppliers on the performance data specification, field evaluation parameters, related KPIs, frequency of measurement and resultant action.	1	1	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3304
NOS Name	Undertake basic Negotiation and Vendor Selection
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

LSC/N3305: Monitor Vendor Performance

Description

This unit is about managing vendors.

Scope

The scope covers the following :

- Vendor KPI development
- Vendor evaluation at field
- Comparative vendor analysis
- Reporting and communication

Elements and Performance Criteria

Vendor KPI development

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

- PC1.** Prepare the vendor performance data KPIs based on adherence to delivery timelines, adherence to quality requirements, timely submission of delivery challans, invoices and other documents, number of user department/ customer complaints, product/ service performance, etc.
- PC2.** Prepare the vendor field evaluation KPIs based on quality management systems, equipment allocated for the process, adherence to process parameters, quality and quantity of workforce deployed, material handling techniques, pest control and material storage training, adherence to safety standards, sustainability, continuous improvement, etc.
- PC3.** Review the KPIs with the manager and get it approved.
- PC4.** Periodically assess the KPIs and its targets as per the company's objectives, vendor's inputs, market trends, and competitor performance and update the same with the approval of the Manager and Senior Management.
- PC5.** Communicate the KPIs with the suppliers periodically and take their concurrence.

Vendor evaluation at field

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

- PC6.** Communicate the performance KPIs, planned and unplanned field evaluation methodologies undertaken by the organisation to the suppliers.
- PC7.** Conduct pre-audit research based on inputs of past audit reports, the company's history with the supplier and their products, current product specifications, capacity assigned for the company, quality parameters, contractual requirements, etc.
- PC8.** Collect the necessary quality inspection tools as per the evaluation requirements.
- PC9.** Wear appropriate PPE as per the site to be inspected.
- PC10.** Visit the supplier site and perform a stand-alone analysis of each supplier based on the pre-determined checklist.
- PC11.** Analyse adherence to performance standards as per the requirements of various KPI requirements.

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- PC12.** Prepare field evaluation reports as per company standards with the appropriate comments for each KPI.
- PC13.** Prepare field evaluation rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP.
- PC14.** Prepare field evaluation rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP

Comparative vendor analysis

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

- PC15.** Classify suppliers into similar groups, e.g. by product supplied, industry group, geography of supply, etc.
- PC16.** Establish vendor comparison matrix based on the company's goals and objectives such as quality of supply, cost structure, capabilities, financial health, customer complaints, adherence to timelines, compliance to documentation requirements, process improvement.
- PC17.** Draft the KPI metrics for the above parameters as per the company's requirements, market trends, competitor performance, etc., and get the Manager's inputs and approval.
- PC18.** Prepare a comparative evaluation of suppliers of similar groups as per KPI assigned and rank them in order of performance.
- PC19.** Update vendor performance in ERP with necessary data and analysis.

Reporting and communication

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

- PC20.** Communicate the performance rating on a periodic basis to the suppliers.
- PC21.** Provide feedback to suppliers based on the result of the evaluation.
- PC22.** Communicate the results to various internal teams such as product/service, design and development/ engineering, user department, finance, legal, etc.
- PC23.** Provide inputs on supplier management, price negotiation, quality control, commercial terms, vendor continuation/ warning/ termination, etc. based on the reports prepared.
- PC24.** Coordinate with internal teams and suppliers to ensure suppliers undertake corrective mechanisms to improve performance.
- PC25.** Track improvements and update the same in files/ ERP.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organisational procedures, documentation and policy on procurement.
- KU2.** Company's reporting structure to support and expedite project activities.
- KU3.** Company's policy and work instructions on quality standards.
- KU4.** Policy on the return of goods and customs compliance.
- KU5.** Importance of the individual's role in the workflow.
- KU6.** Occupational health and safety standards and security procedures to be followed.
- KU7.** Procedures for dealing with loss or damaged goods.
- KU8.** Risk and impact of not following defined work, safety and security procedures.
- KU9.** The coding system followed for the ordering of parts.

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- KU10.** Enterprise Resource Planning (ERP) system, route simulation software and Warehouse Management System of the organisation.
- KU11.** Handling quality issues, rejects, and escalations with ways of resolving them.
- KU12.** Usage of computer, data handling devices, basic troubleshooting regarding network connections, telephones and computers.
- KU13.** Overall procurement process and procure-to-pay cycle.
- KU14.** Technical specification of products handled.
- KU15.** INCOTERMS and GST documentation.
- KU16.** Packaging for different types of products handled and compliance.
- KU17.** Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.
- KU18.** Hazardous goods handling compliance while packaging and shipment of goods.
- KU19.** Different geographical locations and Customs, air, ocean, and land transport requirements.
- KU20.** Documentation compliance as per company policy.
- KU21.** The overall process in inventory operations; Types of inventory and metrics (inventory turns, day's inventory, etc.)
- KU22.** Inventory management and financials involved in inventory.
- KU23.** Numerical estimation and forecasting techniques (Delphi method, historical life cycle analogue).
- KU24.** The overall process, from receiving materials to line feeding and liaising with different departments engaged in the process.
- KU25.** Analyse key performance criteria.
- KU26.** The overall process of handling and transporting ODC/ project cargo.
- KU27.** Budgeting, Mathematical calculations, Engineering/lashing calculations.
- KU28.** Generate daily reports from the Management Information System (MIS) and ERP.
- KU29.** Designing bypass.
- KU30.** Local market pricing, pricing customs and practices.

Generic Skills (GS)

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

- GS1.** Ability to interpret order requirements, invoices, engineering drawings and product specifications.
- GS2.** Ability to write reports, orders, indent and MRN.
- GS3.** Ability to efficiently communicate with supervisors, co-workers and suppliers.
- GS4.** Negotiation skills and mathematical reasoning.
- GS5.** Inductive and deductive reasoning.
- GS6.** Decide if a problem can be resolved quickly internally or needs to be escalated.
- GS7.** Identify activities or orders that need to be prioritised as per instructions.
- GS8.** Decide as per the organisation's guiding policies and criteria regarding procurement.
- GS9.** Decide, keeping the market, economic, social and political environment in account.

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- GS10.** Plan, estimate the time for each activity and Prioritise, execute tasks based on instructions.
- GS11.** Develop presentations on operational trends.
- GS12.** Be a team player and achieve joint goals.
- GS13.** Value the importance of customer timelines.
- GS14.** Suggest improvement in procurement practices to increase efficiency.
- GS15.** Inform the supervisor regarding delays, issues with doing an activity, etc.
- GS16.** Coordinate and ensure timeliness in receipt and delivery of completed items.
- GS17.** Verify the authenticity of suppliers and identify defaulting suppliers.
- GS18.** Check compliance with materials received as per purchase orders.
- GS19.** Focus on the task at hand and complete it without errors and delays.
- GS20.** Identify errors in data reporting in ERP and resolve the same or escalate if required.
- GS21.** Maintain punctuality and respond to the supervisor in a timely manner.
- GS22.** Identify common trends as per analysis and report them to management.
- GS23.** Suggest possible solutions for the common issues in daily operations identified based on information.
- GS24.** Verify the accuracy of the data and apply filters before updating it into ERP.
- GS25.** Verify the authenticity of the data and apply filters to remove aberrations in the data.
- GS26.** Analyse trends to identify defaults for corrective action as needed.
- GS27.** Observe the data to identify any aberrations.
- GS28.** Cross-check data to check for data gaps and mistakes in reporting.
- GS29.** Provide corrective actions for escalated issues with suppliers and other departments.
- GS30.** Coordinate and ensure timeliness in receipt of raw materials.
- GS31.** Verify the authenticity of the suppliers and identify faulty suppliers.
- GS32.** Check compliance of materials received as per purchase order.
- GS33.** Suggest improvement in the RFP process to increase efficiency.
- GS34.** Focus on the task at hand and complete it without errors and delays.
- GS35.** Address issues related to non-delivery of packages, pilferage and damage.
- GS36.** Handle emergencies, resolve issues and obstacles on the route.
- GS37.** Suggest the most optimal route for transporting ODC safely, effectively and with reduced transit time.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Vendor KPI development</i>	10	20	-	2.5
PC1. Prepare the vendor performance data KPIs based on adherence to delivery timelines, adherence to quality requirements, timely submission of delivery challans, invoices and other documents, number of user department/ customer complaints, product/ service performance, etc.	2	4	-	0.5
PC2. Prepare the vendor field evaluation KPIs based on quality management systems, equipment allocated for the process, adherence to process parameters, quality and quantity of workforce deployed, material handling techniques, pest control and material storage training, adherence to safety standards, sustainability, continuous improvement, etc.	2	4	-	0.5
PC3. Review the KPIs with the manager and get it approved.	2	4	-	0.5
PC4. Periodically assess the KPIs and its targets as per the company's objectives, vendor's inputs, market trends, and competitor performance and update the same with the approval of the Manager and Senior Management.	2	4	-	0.5
PC5. Communicate the KPIs with the suppliers periodically and take their concurrence.	2	4	-	0.5
<i>Vendor evaluation at field</i>	9	18	-	4
PC6. Communicate the performance KPIs, planned and unplanned field evaluation methodologies undertaken by the organisation to the suppliers.	1	2	-	0.5
PC7. Conduct pre-audit research based on inputs of past audit reports, the company's history with the supplier and their products, current product specifications, capacity assigned for the company, quality parameters, contractual requirements, etc.	1	2	-	0.5
PC8. Collect the necessary quality inspection tools as per the evaluation requirements.	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. Wear appropriate PPE as per the site to be inspected.	1	2	-	0.5
PC10. Visit the supplier site and perform a stand-alone analysis of each supplier based on the pre-determined checklist.	1	2	-	0.5
PC11. Analyse adherence to performance standards as per the requirements of various KPI requirements.	1	2	-	0.5
PC12. Prepare field evaluation reports as per company standards with the appropriate comments for each KPI.	1	2	-	0.5
PC13. Prepare field evaluation rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP.	1	2	-	0.5
PC14. Prepare field evaluation rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP	1	2	-	-
<i>Comparative vendor analysis</i>	5	10	-	2
PC15. Classify suppliers into similar groups, e.g. by product supplied, industry group, geography of supply, etc.	1	2	-	0.5
PC16. Establish vendor comparison matrix based on the company's goals and objectives such as quality of supply, cost structure, capabilities, financial health, customer complaints, adherence to timelines, compliance to documentation requirements, process improvement.	1	2	-	0.5
PC17. Draft the KPI metrics for the above parameters as per the company's requirements, market trends, competitor performance, etc., and get the Manager's inputs and approval.	1	2	-	0.5
PC18. Prepare a comparative evaluation of suppliers of similar groups as per KPI assigned and rank them in order of performance.	1	2	-	-
PC19. Update vendor performance in ERP with necessary data and analysis.	1	2	-	0.5

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Reporting and communication</i>	6	12	-	1.5
PC20. Communicate the performance rating on a periodic basis to the suppliers.	1	2	-	0.5
PC21. Provide feedback to suppliers based on the result of the evaluation.	1	2	-	-
PC22. Communicate the results to various internal teams such as product/service, design and development/ engineering, user department, finance, legal, etc.	1	2	-	0.5
PC23. Provide inputs on supplier management, price negotiation, quality control, commercial terms, vendor continuation/ warning/ termination, etc. based on the reports prepared.	1	2	-	-
PC24. Coordinate with internal teams and suppliers to ensure suppliers undertake corrective mechanisms to improve performance.	1	2	-	0.5
PC25. Track improvements and update the same in files/ ERP.	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3305
NOS Name	Monitor Vendor Performance
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

Qualification Pack

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

Description

This OS is about Routing a shipment through Multimodal transportation

Scope

The scope covers the following :

- Booking and transportation
- Route optimization

Elements and Performance Criteria

Booking and transportation

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

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

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

Route optimization

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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



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

Qualification Pack

Assessment Criteria

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

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



Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

LSC/N3321: Perform EDI filing

Description

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

Scope

The scope covers the following :

- Prepare mandatory documents
- Perform EDI filing

Elements and Performance Criteria

Prepare mandatory documents

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

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

Perform EDI filing

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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



Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

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Maintain integrity and ensure data security

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

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

Professional and ethical practice

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

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

Ensure regulatory compliance

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

DGT/VSQ/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.

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PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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



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- 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

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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	-	-

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Transportation requirement analysis

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

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

Route surveying

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

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

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

Transport Planning & Budgeting

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

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

Documents/permits/escorts

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

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

Qualification Pack

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

Transport Supervision

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

PC36. Instruct drivers and trailer operators on routes to be taken, safety precautions to be undertaken, and emergency contacts along the route and provide them with necessary documentation.

PC37. Track the progress of the vehicle using GPS and Update relevant stakeholders on daily vehicle movement progress.

PC38. Perform periodic coordination for the supply of consumables/money for drivers.

PC39. Prepare for rescue operations if any consignment topples during transit.

PC40. Ensure the project cargo/ ODC is transported in compliance with ISO-14001 and ISO-18001 for environmental safety and occupational health safety.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organisational procedures, documentation and policy on procurement.

KU2. Company's reporting structure to support and expedite project activities.

KU3. Company's policy and work instructions on quality standards.

KU4. Policy on the return of goods and customs compliance.

KU5. Importance of the individual's role in the workflow.

KU6. Occupational health and safety standards and security procedures to be followed.

KU7. Procedures for dealing with loss or damaged goods.

KU8. Risk and impact of not following defined work, safety and security procedures.

KU9. The coding system followed for the ordering of parts.

KU10. Enterprise Resource Planning (ERP) system, route simulation software and Warehouse Management System of the organisation.

KU11. Handling quality issues, rejects, and escalations with ways of resolving them.

KU12. Usage of computer, data handling devices, basic troubleshooting regarding network connections, telephones and computers.

KU13. Overall procurement process and procure-to-pay cycle.

KU14. Technical specification of products handled.

KU15. INCOTERMS and GST documentation.

KU16. Packaging for different types of products handled and compliance.

KU17. Root cause analysis, inventory analysis techniques (ABC analysis, FSN analysis), feasibility analysis and various data analyses.

KU18. Hazardous goods handling compliance while packaging and shipment of goods.

KU19. Different geographical locations and Customs, air, ocean, and land transport requirements.

KU20. Documentation compliance as per company policy.

KU21. The overall process in inventory operations, types of inventory and metrics (inventory turns, day's inventory, etc.)

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

Generic Skills (GS)

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

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

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

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Qualification Pack

LSC/N2146: Perform Customs Clearance Activities

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Perform customs clearance field activities

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

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

Perform customs clearance office activities

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

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

Generic Skills (GS)

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

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

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

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

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 PC
2. The assessment for the theory part will be based on knowledge bank of questions created 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 this criterion
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 re-assessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

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

Minimum Passing % at NOS Level: 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3301. Conduct day to day procurement activities	30	60	0	10	100	15
LSC/N3302. Perform basic inventory analysis and forecasting	30	60	0	10	100	15
LSC/N3303. Perform basic data analysis and report generation using ERP	30	60	0	10	100	15
LSC/N3304. Undertake basic Negotiation and Vendor Selection	30	60	0	10	100	10
LSC/N3305. Monitor Vendor Performance	30	60	0	10	100	10
LSC/N6503. Transportation and Route Optimization through all modes of transport	30	60	0	10	100	10
LSC/N3321. Perform EDI filing	30	60	0	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	5
Total	260	510	-	80	850	100

Qualification Pack

Optional: 1 ODC and Project Cargo Transportation

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3306.Plan and Coordinate for transportation of project cargo and ODC	30	60	0	10	100	10
Total	30	60	-	10	100	10

Optional: 2 Customs Clearance

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2146.Perform Customs Clearance Activities	30	60	0	10	100	10
Total	30	60	-	10	100	10



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

Qualification Pack

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