

Qualification Pack



Rail Logistics Executive

QP Code: LSC/Q5101

Version: 1.0

NSQF Level: 4.5

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Qualification Pack

Contents

LSC/Q5101: Rail Logistics Executive	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
LSC/N5101: Management of railway freight terminals	5
LSC/N5102: Overseeing the operations and general maintenance/upkeep of the terminal	10
LSC/N5103: Commercial operations and coordination	15
LSC/N5104: Liabilities, claims, risk and insurance	22
LSC/N5105: Compliance with safety regulations	27
LSC/N9908: Maintain and monitor integrity and ethics in operations	31
LSC/N9910: Follow health, safety and security procedures at workplace	36
DGT/VSQ/N0102: Employability Skills (60 Hours)	41
Assessment Guidelines and Weightage	48
<i>Assessment Guidelines</i>	48
<i>Assessment Weightage</i>	49
Acronyms	50
Glossary	51

Qualification Pack

LSC/Q5101: Rail Logistics Executive

Brief Job Description

Rail Logistics Executive is responsible for managing the flow of goods and resources of the railway operations, overseeing every stage of the supply chain process - from procurement of goods to shipment and delivery. The individual must have effective communication skills and ensure a larger shift of freight on railways in accordance with the National Logistics Policy.

Personal Attributes

Rail Logistics Executives must have the following pre-requisites - Basic computer skills - SAP, MIS, MS Office, Data analysis, Leadership, Communication, Time management, Problem solving, Collaboration/Negotiation skills, Basic functioning of railway operations.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N5101: Management of railway freight terminals](#)
2. [LSC/N5102: Overseeing the operations and general maintenance/upkeep of the terminal](#)
3. [LSC/N5103: Commercial operations and coordination](#)
4. [LSC/N5104: Liabilities, claims, risk and insurance](#)
5. [LSC/N5105: Compliance with safety regulations](#)
6. [LSC/N9908: Maintain and monitor integrity and ethics in operations](#)
7. [LSC/N9910: Follow health, safety and security procedures at workplace](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Rail Logistics
Occupation	Private Freight Terminal Operations, Container Train Operations

Qualification Pack

Country	India
NSQF Level	4.5
Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4323
Minimum Educational Qualification & Experience	<p>Completed 1st year of UG (UG Certificate) (Completed 1st year of 3-year/ 4-years UG) OR Pursuing 3rd year of 3-year diploma after 10th (and continuing education) OR Completed 3-year diploma (after 10th) OR Completed 1st year of diploma (after 12th) (Completed 1st year of 2 year diploma after 12th) OR Pursuing 2nd year of 2-year diploma after 12th (and continuing education) OR 12th grade Pass with 1 Year of experience relevant experience</p>
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	19 Years
Last Reviewed On	NA
Next Review Date	30/11/2026
NSQF Approval Date	30/11/2023
Version	1.0
Reference code on NQR	QG-4.5-TW-01356-2023-V1-LSC
NQR Version	1.0

Qualification Pack

LSC/N5101: Management of railway freight terminals

Description

This unit is about understanding the working, layout and streamlining operations at any rail terminal for daily operations.

Scope

The scope covers the following :

- Preparation of plan
- Monitoring the intermodal functions
- Use of IT (FOIS) for efficient communication, asset utilization, routing and scheduling
- Resolve issues/disputes
- Upkeep of the terminal infrastructure

Elements and Performance Criteria

Preparation of plan

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

- PC1.** Undertake daily round of terminal for assessing demand, service planning and customer related operations.
- PC2.** Plan for optimal exchange of passenger and goods based on the layout to control train movement.
- PC3.** Prepare a plan to enable trains on a single track to cross from opposite directions.
- PC4.** Plan for detaching/attaching of engines, wagons, compartments and running staff.
- PC5.** Plan for sorting of bogies/wagons for new train/rake formations.
- PC6.** Plan for routine repair and maintenance work.
- PC7.** Plan for emergencies/exigencies in case of accidents or natural calamities.

Monitoring the intermodal functions

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

- PC8.** Plan for quick loading/unloading for more track side space to facilitate/ service maximum number of trains in the terminal and reduce turn around time.
- PC9.** Plan for handling of cargo in the terminal depending whether it is a port side terminal or inland terminal.
- PC10.** Plan for running of double stack trains depending on the type of cargo being handled at the terminal.
- PC11.** Plan for assembling, sorting and breaking of freight trains.

Use of IT (FOIS) for efficient communication, asset utilization, routing and scheduling

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

- PC12.** Update the FOIS with all the data on rolling stock, locos, wagon and other aspects.
- PC13.** Use the system for optimal utilization of assets – like rake scheduling, routing, maintenance to save time and cost of operation in the terminal.

Qualification Pack

PC14. Monitor the freight train and yard activities on RMS and TMS.

PC15. Use the crew management system for better utilization and scheduling of duty hours of running staff.

Resolve issues/disputes

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

PC16. Obtain the 'in principle' approval in case of yard remodeling, line capacity or any other future development of the terminal.

PC17. Resolve day to day operations exigencies and quick redressal of issues for faster and smoother movement of cargo in the terminal.

Upkeep of the terminal infrastructure

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

PC18. Perform the responsibilities related to terminal on private land which is exclusively for its own cargo.

PC19. Perform the responsibilities related to terminal which is on private land with common user facility.

PC20. Perform the responsibilities related to privately owned terminals set up in accordance with provisions of Model Concession Agreement (MCA).

PC21. Perform the responsibilities related to private terminals set up by Terminal Management Company (TMC) under PFT Policy.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.

- the characteristics of each type of cargo being handled -
- bulk cargo - agricultural, mining or timber. If say it is grain - then use of handling equipment as grain elevators for storage, mix, and loading to and from rail cars.
- roll on-roll off - In case of vehicles or construction equipments, the need for ramps, parking areas, storage and distribution for retail - need special planning and specialized wagons.
- break-bulk could be any cargo that is bagged, or in drums, crates or rolls.

KU2. type of MHE to be used for loading/unloading of containers/ rail cars.

KU3. the concept of double-stack freight trains .

KU4. the implications of rail siding policy and Rail transport Clearance (RTC).

KU5. the policies related to PFTs and types of PFTs - for own cargo, common user facility, under MCA or TMC.

Generic Skills (GS)

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

GS1. understand the concept of Engineering Scale Plan (ESP) and Detailed Project Report (DPR).

GS2. understand and have in-depth knowledge of the working and provisions of FOIS.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Preparation of plan</i>	11	21	-	4
PC1. Undertake daily round of terminal for assessing demand, service planning and customer related operations.	2	3	-	1
PC2. Plan for optimal exchange of passenger and goods based on the layout to control train movement.	1	3	-	-
PC3. Prepare a plan to enable trains on a single track to cross from opposite directions.	2	3	-	1
PC4. Plan for detaching/attaching of engines, wagons, compartments and running staff.	2	3	-	-
PC5. Plan for sorting of bogies/wagons for new train/rake formations.	1	3	-	1
PC6. Plan for routine repair and maintenance work.	2	3	-	-
PC7. Plan for emergencies/exigencies in case of accidents or natural calamities.	1	3	-	1
<i>Monitoring the intermodal functions</i>	8	12	-	2
PC8. Plan for quick loading/unloading for more track side space to facilitate/ service maximum number of trains in the terminal and reduce turn around time.	2	3	-	1
PC9. Plan for handling of cargo in the terminal depending whether it is a port side terminal or inland terminal.	2	3	-	-
PC10. Plan for running of double stack trains depending on the type of cargo being handled at the terminal.	2	3	-	1
PC11. Plan for assembling, sorting and breaking of freight trains.	2	3	-	-
<i>Use of IT (FOIS) for efficient communication, asset utilization, routing and scheduling</i>	5	12	-	2

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. Update the FOIS with all the data on rolling stock, locos, wagon and other aspects.	2	3	-	1
PC13. Use the system for optimal utilization of assets – like rake scheduling, routing, maintenance to save time and cost of operation in the terminal.	1	3	-	-
PC14. Monitor the freight train and yard activities on RMS and TMS.	1	3	-	1
PC15. Use the crew management system for better utilization and scheduling of duty hours of running staff.	1	3	-	-
<i>Resolve issues/disputes</i>	2	6	-	-
PC16. Obtain the 'in principle' approval in case of yard remodeling, line capacity or any other future development of the terminal.	1	3	-	-
PC17. Resolve day to day operations exigencies and quick redressal of issues for faster and smoother movement of cargo in the terminal.	1	3	-	-
<i>Upkeep of the terminal infrastructure</i>	4	9	-	2
PC18. Perform the responsibilities related to terminal on private land which is exclusively for its own cargo.	1	3	-	-
PC19. Perform the responsibilities related to terminal which is on private land with common user facility.	1	2	-	1
PC20. Perform the responsibilities related to privately owned terminals set up in accordance with provisions of Model Concession Agreement (MCA).	1	2	-	-
PC21. Perform the responsibilities related to private terminals set up by Terminal Management Company (TMC) under PFT Policy.	1	2	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N5101
NOS Name	Management of railway freight terminals
Sector	Logistics
Sub-Sector	Rail Logistics
Occupation	Private Freight Terminal Operations, Container Train Operations
NSQF Level	4.5
Credits	3
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQC Clearance Date	30/11/2023

Qualification Pack

LSC/N5102: Overseeing the operations and general maintenance/upkeep of the terminal

Description

This unit is about overseeing/supervising/coordinating all the activities related to day to day functioning and maintenance of the railway terminal.

Scope

The scope covers the following :

- Operations of different terminals
- Streamline operations
- Coordinate with the rake maintenance team for placement on line
- Oversee intermodal operations

Elements and Performance Criteria

Operations of different terminals

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

- PC1.** Create a maintenance checklist for smooth operations of the terminals at hand.
- PC2.** Oversee the day to day working of an Multi Modal Logistics Park (MMLPs) – coordinating with different modes for proper unloading, storage, loading and dispatch of cargo.
- PC3.** Ensure smooth movement of traffic and trains without unnecessary delays and keeping line clear at private sidings and railway goods sheds.
- PC4.** Plan for conversion and scope of extension of the existing facility at the terminal to meet incremental demand, according to laid down policies and procedures.

Streamline operations

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

- PC5.**
 - Streamline operations at MMLPs such as-
 - ensuring access to various types of trucks
 - providing mechanized warehouses
 - transfer of containers carrying both bulk as well as break-bulk cargo
 - hassle free custom clearances at bonded yards
 - proper functioning of quarantine zones
 - provision of testing facilities
 - other value-added activities like kitting, grading, sorting, labeling & packaging at the terminal
- PC6.**
 - Streamline the operations of an ICD by ensuring-
 - loading/unloading to and from ships without delays
 - proper storage of cargo with export/import clearances
 - provide facility for servicing and repair of containers and equipments
- PC7.** Ensure there are smooth rail linkages to a factory, quarry or warehouse with the siding.
- PC8.** Ensure there is proper marshalling, stabling, storing, loading, etc. to augment freight movement in the terminal.

Coordinate with the rake maintenance team for placement on line

Qualification Pack

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

- PC9.** Coordinate with rake maintenance team to ensure engine-on-load operations.
- PC10.** Update cargo status online on FOIS for single window clearance.
- PC11.** Maintain a day to day schedule and record of inspection of wagons and MHE.
- PC12.** Develop adequate facility (of rolling stock) to handle volume of traffic without causing undue detention to incoming trains or stabling of trains on IR network.

Oversee intermodal operations

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

- PC13.** Prepare a detailed workplan for the terminal including not just loading/unloading but also temporary storage facilities.
- PC14.** Plan operations to ensure least lead time for cargo in transit, to reduce cost.
- PC15.**
 - Plan for utilizing all modern techniques such as-
 - state-of-the-art MHE
 - lifting of trailers/containers directly on to the flatcar
 - double-stack loading
- PC16.** Provide basic amenities such as clean drinking water, rest areas, parking bays, loading platforms, for smooth intermodal operations.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.**
 - railway policies and procedures laid down by the government for creation and working of railway terminals such as -
 - policy initiatives regarding MMLPs
 - policy on private sidings - approvals and sanctions
 - the CTO policy of 2006
 - in case of ICDs - policies relating to export/import, custom clearances, repair of containers & other equipments
 - IR policy on development of goods sheds to augment terminal capacity
- KU2.** the eligibility rules and responsibilities of a Terminal Management Company (TMC)
- KU3.** the procedures of setting up greenfield and brownfield PFTs

Generic Skills (GS)

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

- GS1.** the technical specifications of all types of MHE used in the terminal
- GS2.** the specifications and usage of different types of wagons used on IR
- GS3.** the technicalities involved in forming a rake for freight movement
- GS4.** the concept of engine-on-load
- GS5.** innovations like RO-RO, double stack, piggy back, road-railer, etc.

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Operations of different terminals</i>	8	16	-	3
PC1. Create a maintenance checklist for smooth operations of the terminals at hand.	2	4	-	1
PC2. Oversee the day to day working of an Multi Modal Logistics Park (MMLPs) – coordinating with different modes for proper unloading, storage, loading and dispatch of cargo.	2	4	-	1
PC3. Ensure smooth movement of traffic and trains without unnecessary delays and keeping line clear at private sidings and railway goods sheds.	2	4	-	-
PC4. Plan for conversion and scope of extension of the existing facility at the terminal to meet incremental demand, according to laid down policies and procedures.	2	4	-	1
<i>Streamline operations</i>	8	16	-	3
PC5. <ul style="list-style-type: none"> • Streamline operations at MMLPs such as- • ensuring access to various types of trucks • providing mechanized warehouses • transfer of containers carrying both bulk as well as break-bulk cargo • hassle free custom clearances at bonded yards • proper functioning of quarantine zones • provision of testing facilities • other value-added activities like kitting, grading, sorting, labeling & packaging at the terminal 	2	4	-	1
PC6. <ul style="list-style-type: none"> • Streamline the operations of an ICD by ensuring- • loading/unloading to and from ships without delays • proper storage of cargo with export/import clearances • provide facility for servicing and repair of containers and equipments 	2	4	-	1
PC7. Ensure there are smooth rail linkages to a factory, quarry or warehouse with the siding.	2	4	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC8. Ensure there is proper marshalling, stabling, storing, loading, etc. to augment freight movement in the terminal.	2	4	-	-
<i>Coordinate with the rake maintenance team for placement on line</i>	8	12	-	2
PC9. Coordinate with rake maintenance team to ensure engine-on-load operations.	2	3	-	-
PC10. Update cargo status online on FOIS for single window clearance.	2	3	-	1
PC11. Maintain a day to day schedule and record of inspection of wagons and MHE.	2	3	-	-
PC12. Develop adequate facility (of rolling stock) to handle volume of traffic without causing undue detention to incoming trains or stabling of trains on IR network.	2	3	-	1
<i>Oversee intermodal operations</i>	6	16	-	2
PC13. Prepare a detailed workplan for the terminal including not just loading/unloading but also temporary storage facilities.	2	4	-	1
PC14. Plan operations to ensure least lead time for cargo in transit, to reduce cost.	2	4	-	-
PC15. <ul style="list-style-type: none"> • Plan for utilizing all modern techniques such as- • state-of-the-art MHE • lifting of trailers/containers directly on to the flatcar • double-stack loading 	1	4	-	1
PC16. Provide basic amenities such as clean drinking water, rest areas, parking bays, loading platforms, for smooth intermodal operations.	1	4	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N5102
NOS Name	Overseeing the operations and general maintenance/upkeep of the terminal
Sector	Logistics
Sub-Sector	Rail Logistics
Occupation	Private Freight Terminal Operations, Container Train Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQC Clearance Date	30/11/2023

Qualification Pack

LSC/N5103: Commercial operations and coordination

Description

This unit is about managing and understanding the financial aspects of coordinating activities in a rail terminal.

Scope

The scope covers the following :

- Management & coordination with various commercial departments at board, zonal and divisional levels
- Performing all commercial functions related to passenger business
- Performing all commercial functions/operations related to freight business
- Coordination with freight forwarders
- Coordination with customers and other agencies

Elements and Performance Criteria

Management & coordination with various commercial departments at board, zonal and divisional levels

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

- PC1.** Maintain good relations with additional member commercial (for rate and claims), additional member catering (for marketing) and additional member looking into computerization for I-ticketing, E-ticketing, E-booking, etc.
- PC2.** Coordinate with the chief commercial manager for resolving issues related to rates, claims and other grievances at the zonal level.
- PC3.** Coordinate on a daily basis with supervisors dealing with goods, parcels, catering and reservations.

Performing all commercial functions related to passenger business

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

- PC4.** Supervise the working of booking clerks.
- PC5.** Opening of enquiry & reservation offices.
- PC6.** Ensure proper provision of user amenities, upkeep of waiting rooms, drinking water at stations.
- PC7.** Ensure proper display of time tables and list of passenger fares between stations.
- PC8.** Plan to install 'universal terminals' for Self Printing Ticket Machines (SPTMs).
- PC9.** Plan for a regular analysis of demand to augment trains as per requirement.

Performing all commercial functions/operations related to freight business

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

- PC10.** Plan for a 'train load' or consignment based on weight and charges applicable.
- PC11.** Plan to assemble a freight train/full rake (loading of goods/containers) on the basis of classification of commodities – groups, divisions and classes as mentioned in the railway act.
- PC12.** Calculate train load rates from the base class.

Qualification Pack

PC13. Prepare the loading/unloading pattern so as to minimize loss and damage of cargo.

PC14. Streamline the process of issuing the railway receipt and eT-TRR.

PC15. Calculate the charges for movement of goods according to railway freight tariff.

Coordination with freight forwarders

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

PC16. Coordinate with freight forwarders to aggregate the loads of multiple customers for cost savings.

PC17. Execute the incentive schemes and concessions such as long term traffic contract (LTTC), STS, RTT, automatic freight rebate scheme for TEFD, etc.

PC18. Prepare to put to use the freight forwarder scheme - whether to load one or two commodities in a train load, applying restriction on certain commodities.

PC19. Operationalize the PFT policy or Own Your Wagon scheme for the benefit of the freight forwarders.

Coordination with customers and other agencies

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

PC20. Prepare plans to coordinate with various customers/agencies by providing them full information needed by them.

PC21. Prepare plans in advance about the problems frequently occurring so that decision making is quick.

PC22. Work towards integrating with all regulatory bodies to get faster clearances for the goods trains.

PC23. Coordinate effectively with logistics division, shipping lines, container train operators, exporters, Ministry of Commerce & Consumer Affairs and Public Distribution.

PC24. Facilitate movement of empty rakes, flats and containers.

PC25. Prepare plans for any exigency circumstances.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the hierarchy at the railway board level and their responsibilities

KU2. the responsibilities and activities of the commercial department at zonal and divisional levels

KU3. clearly that the station is the 'Retail Outlet of IR' where commercial business is actually transacted

KU4. the concept of standard rake, train load and consignment on IR

KU5. the knowledge of freight tariff charges for low value and high value commodities

KU6. the PFT policy

KU7. in-depth knowledge of the 'own your wagon scheme'

KU8. the railway rules for commercial department

KU9. knowledge of 18 groups, 4 divisions and 11 classes of commodities by IR

Generic Skills (GS)



Qualification Pack

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

- GS1.** knowledge of custom rules in india
- GS2.** knowledge of rules relating to movement of dangerous cargo
- GS3.** the charges for annual maintenance of assets
- GS4.** computer skills for data entry of all commercial transactions in the terminal on the FOIS

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Management & coordination with various commercial departments at board, zonal and divisional levels</i>	3	9	-	1
PC1. Maintain good relations with additional member commercial (for rate and claims), additional member catering (for marketing) and additional member looking into computerization for I-ticketing, E-ticketing, E-booking, etc.	1	3	-	-
PC2. Coordinate with the chief commercial manager for resolving issues related to rates, claims and other grievances at the zonal level.	1	3	-	-
PC3. Coordinate on a daily basis with supervisors dealing with goods, parcels, catering and reservations.	1	3	-	1
<i>Performing all commercial functions related to passenger business</i>	6	18	-	3
PC4. Supervise the working of booking clerks.	1	3	-	-
PC5. Opening of enquiry & reservation offices.	1	3	-	-
PC6. Ensure proper provision of user amenities, upkeep of waiting rooms, drinking water at stations.	1	3	-	1
PC7. Ensure proper display of time tables and list of passenger fares between stations.	1	3	-	1
PC8. Plan to install 'universal terminals' for Self Printing Ticket Machines (SPTMs).	1	3	-	1
PC9. Plan for a regular analysis of demand to augment trains as per requirement.	1	3	-	-
<i>Performing all commercial functions/operations related to freight business</i>	6	13	-	3
PC10. Plan for a 'train load' or consignment based on weight and charges applicable.	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Plan to assemble a freight train/full rake (loading of goods/containers) on the basis of classification of commodities – groups, divisions and classes as mentioned in the railway act.	1	2	-	1
PC12. Calculate train load rates from the base class.	1	2	-	1
PC13. Prepare the loading/unloading pattern so as to minimize loss and damage of cargo.	1	2	-	-
PC14. Streamline the process of issuing the railway receipt and eT-TRR.	1	2	-	-
PC15. Calculate the charges for movement of goods according to railway freight tariff.	1	2	-	1
<i>Coordination with freight forwarders</i>	4	8	-	2
PC16. Coordinate with freight forwarders to aggregate the loads of multiple customers for cost savings.	1	2	-	-
PC17. Execute the incentive schemes and concessions such as long term traffic contract (LTTC), STS, RTT, automatic freight rebate scheme for TEFD, etc.	1	2	-	1
PC18. Prepare to put to use the freight forwarder scheme - whether to load one or two commodities in a train load, applying restriction on certain commodities.	1	2	-	-
PC19. Operationalize the PFT policy or Own Your Wagon scheme for the benefit of the freight forwarders.	1	2	-	1
<i>Coordination with customers and other agencies</i>	11	12	-	1
PC20. Prepare plans to coordinate with various customers/agencies by providing them full information needed by them.	2	2	-	-
PC21. Prepare plans in advance about the problems frequently occurring so that decision making is quick.	2	2	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. Work towards integrating with all regulatory bodies to get faster clearances for the goods trains.	2	2	-	-
PC23. Coordinate effectively with logistics division, shipping lines, container train operators, exporters, Ministry of Commerce & Consumer Affairs and Public Distribution.	2	2	-	1
PC24. Facilitate movement of empty rakes, flats and containers.	2	2	-	-
PC25. Prepare plans for any exigency circumstances.	1	2	-	-
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N5103
NOS Name	Commercial operations and coordination
Sector	Logistics
Sub-Sector	Rail Logistics
Occupation	Private Freight Terminal Operations, Container Train Operations
NSQF Level	4.5
Credits	3
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQF Clearance Date	30/11/2023

Qualification Pack

LSC/N5104: Liabilities, claims, risk and insurance

Description

This unit is about acquiring knowledge and taking decisions in matters of disputes and grievances according to the provisions of the Railway Act, 1989 with respect to liabilities, claims, risks and insurance.

Scope

The scope covers the following :

- Payment of compensation in accordance with the liabilities borne by IR
- Management & mitigation of risk
- Disbursement of claims for freight
- Payment of passengers' insurance
- Coordination with the railway claims tribunal

Elements and Performance Criteria

Payment of compensation in accordance with the liabilities borne by IR

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

- PC1.** Ensure quick payment of compensation to passengers/customers in a systematic manner.
- PC2.** Plan for assessment and payment of compensation in case of loss, damage, or destruction of any consignment.
- PC3.** Oversee proper loading/unloading of cargo as bailee's liability applies on termination of transit of consignment.

Management & mitigation of risk

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

- PC4.** Create a team of junior staffs that can explain to the customers and contractors their problems and confusion about the rules regarding the carriage of goods by rail.
- PC5.** Prepare a detailed step by step methodology for risk mitigation for the benefit of all parties concerned.
- PC6.** Plan for mitigating the risk of labour.
- PC7.** Plan for quickly restoring normalcy in case of incidents such that there is least impact to environment, political and cultural areas.
- PC8.** Conduct inspection of the terminal to identify areas of risk and plan for early repair and maintenance.

Disbursement of claims for freight

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

- PC9.** Schedule for training of juniors on claim settlement procedures of railways as a common carrier.
- PC10.** Oversee the work of the staff servicing each train as it arrives at the terminal.

Payment of passengers' insurance

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

- PC11.** Monitor all measures being taken for the safety of passengers.

Qualification Pack

PC12. Make a check list of operations that need to be carried out at stations for the comfort and safety of passengers as travel insurance is a component of an E-ticket.

PC13. Make plan/ provision for timely payment of compensation to the passengers in case of any incident.

Coordination with the railway claims tribunal

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

PC14. Schedule meetings with the railway claims tribunal for quicker relief and early payment of compensation in different situations.

PC15. Provide training to a few staff members in legal affairs for proper justice.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the three types of liabilities of the railways as per the Railway Act,1989

KU2. the concept of common carrier

KU3. the objective and powers of railway claims tribunal

KU4. the process of e-filing of claims

Generic Skills (GS)

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

GS1. clear understanding of the Indian Contract Act, 1872

GS2. general knowledge about insurance and compensations

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Payment of compensation in accordance with the liabilities borne by IR</i>	6	12	-	2
PC1. Ensure quick payment of compensation to passengers/customers in a systematic manner.	2	4	-	1
PC2. Plan for assessment and payment of compensation in case of loss, damage, or destruction of any consignment.	2	4	-	-
PC3. Oversee proper loading/unloading of cargo as bailee's liability applies on termination of transit of consignment.	2	4	-	1
<i>Management & mitigation of risk</i>	10	20	-	1
PC4. Create a team of junior staffs that can explain to the customers and contractors their problems and confusion about the rules regarding the carriage of goods by rail.	2	4	-	-
PC5. Prepare a detailed step by step methodology for risk mitigation for the benefit of all parties concerned.	2	4	-	1
PC6. Plan for mitigating the risk of labour.	2	4	-	-
PC7. Plan for quickly restoring normalcy in case of incidents such that there is least impact to environment, political and cultural areas.	2	4	-	-
PC8. Conduct inspection of the terminal to identify areas of risk and plan for early repair and maintenance.	2	4	-	-
<i>Disbursement of claims for freight</i>	4	8	-	2
PC9. Schedule for training of juniors on claim settlement procedures of railways as a common carrier.	2	4	-	1
PC10. Oversee the work of the staff servicing each train as it arrives at the terminal.	2	4	-	1
<i>Payment of passengers' insurance</i>	6	12	-	3

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Monitor all measures being taken for the safety of passengers.	2	4	-	1
PC12. Make a check list of operations that need to be carried out at stations for the comfort and safety of passengers as travel insurance is a component of an E-ticket.	2	4	-	1
PC13. Make plan/ provision for timely payment of compensation to the passengers in case of any incident.	2	4	-	1
<i>Coordination with the railway claims tribunal</i>	4	8	-	2
PC14. Schedule meetings with the railway claims tribunal for quicker relief and early payment of compensation in different situations.	2	4	-	1
PC15. Provide training to a few staff members in legal affairs for proper justice.	2	4	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N5104
NOS Name	Liabilities, claims, risk and insurance
Sector	Logistics
Sub-Sector	Rail Logistics
Occupation	Private Freight Terminal Operations, Container Train Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQC Clearance Date	30/11/2023

Qualification Pack

LSC/N5105: Compliance with safety regulations

Description

This unit is about ensuring compliance with health, safety and security procedures.

Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure workplace compliance with health and safety regulations

Elements and Performance Criteria

Follow health, safety & security procedures

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

- PC1.** Make a note of all the safety processes of IR as applicable to the area of operation.
- PC2.** Prepare schedule of checks/ follow protocol that are necessary to prevent common accidents and breach of safety that take place in rail transportation.
- PC3.** Create a checklist of regular inspection of carriageway, rolling stock & manpower of IR.
- PC4.** Ensure safety and security of freight.
- PC5.** Follow necessary SOP and precautions while handling dangerous cargo in the area and instruct handlers to follow procedures.

Ensure compliance with health, safety & security procedures

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

- PC6.** Recognize unsafe conditions and safety practices of IR and report it to the safety department.
- PC7.** Inspect the activity area and rolling stock and other equipment for safe working.
- PC8.** Check if the terminal is clean for easy movement of passengers and cargo.
- PC9.** Ensure checking of MHE and other emergency equipments such as fire alarms, water sprinklers, smoke detectors, etc.
- PC10.** Participate in regular fire drills.
- PC11.** Report any violations in case of security checks of cargo- packaging, loading/unloading, weight or mis-declaration of cargo.
- PC12.** Comply with data safety regulations.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** be fully aware of the accident related provisions of the Indian Railway Act,1989
- KU2.** safe working rules (General Rules, 2002)
- KU3.** all the basic concepts and definitions given in the Railway Act



Qualification Pack

- KU4.** the roles and functions of the commission of railway safety
- KU5.** the roles and duties of railway staff at each level - station superintendent, pointsman, platform porter, cabin man, gateman, loco pilot, guard, chief controller
- KU6.** safety initiatives of IR

Generic Skills (GS)

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

- GS1.** understand the responsibility for safety, health and protection of life and property in his jurisdiction
- GS2.** understand the safety organization of IR to be able to discharge his duty well
- GS3.** have a deep understanding of the types of accidents or breaches that are likely to take place in rail transportation service
- GS4.** know about the working and safety procedures of all assets in the area such as- MHE, wagons, engines, safety equipments, alarms, safety gear, etc
- GS5.** knowledge of types of safety & security signage and their functions

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety & security procedures</i>	15	25	-	5
PC1. Make a note of all the safety processes of IR as applicable to the area of operation.	3	5	-	1
PC2. Prepare schedule of checks/ follow protocol that are necessary to prevent common accidents and breach of safety that take place in rail transportation.	3	5	-	1
PC3. Create a checklist of regular inspection of carriageway, rolling stock & manpower of IR.	3	5	-	1
PC4. Ensure safety and security of freight.	3	5	-	1
PC5. Follow necessary SOP and precautions while handling dangerous cargo in the area and instruct handlers to follow procedures.	3	5	-	1
<i>Ensure compliance with health, safety & security procedures</i>	15	35	-	5
PC6. Recognize unsafe conditions and safety practices of IR and report it to the safety department.	2	5	-	1
PC7. Inspect the activity area and rolling stock and other equipment for safe working.	2	5	-	-
PC8. Check if the terminal is clean for easy movement of passengers and cargo.	2	5	-	-
PC9. Ensure checking of MHE and other emergency equipments such as fire alarms, water sprinklers, smoke detectors, etc.	2	5	-	1
PC10. Participate in regular fire drills.	2	5	-	1
PC11. Report any violations in case of security checks of cargo- packaging, loading/unloading, weight or mis-declaration of cargo.	2	5	-	1
PC12. Comply with data safety regulations.	3	5	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N5105
NOS Name	Compliance with safety regulations
Sector	Logistics
Sub-Sector	Rail Logistics
Occupation	Private Freight Terminal Operations, Container Train Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQC Clearance Date	30/11/2023

Qualification Pack

LSC/N9908: Maintain and monitor integrity and ethics in operations

Description

This unit is about maintaining integrity, ensuring data security, and professional and ethical practice

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

Elements and Performance Criteria

Maintain integrity ensuring data security

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

- PC1.** refrain from indulging in corrupt practices
- PC2.** protect customers information and ensure acquired information is not used for personal advantage
- PC3.** 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:

- PC4.** sensitise the work force towards ethical behaviour in work place and performing job with integrity
- PC5.** conduct regular reviews and check reports for unethical behaviour and corrupt practices
- PC6.** consult senior management when in an ethical dilemma
- PC7.** report promptly all violations of code of ethics
- PC8.** dress up and conduct in a professional manner
- PC9.** communicate with clients and stakeholders in a soft and polite manner
- PC10.** follow etiquettes

Ensure regulatory compliance

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

- PC11.** check that that documentation with respect to operations is up to date and in accordance to the regulations
- PC12.** coordinate with regulatory authorities and assist in inspections and clearances
- PC13.** report any issues with regulatory compliance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language

Qualification Pack

- KU2.** companys Human Resources policies
- KU3.** companys code of ethics and business
- KU4.** companys whistle blower policy
- KU5.** companys rules related to sexual harassment
- KU6.** companys reporting structure
- KU7.** companys documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU10.** understand the documentary compliance required for different type of products

Generic Skills (GS)

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

- GS1.** read policy documents and work related documents
- GS2.** read emails letters and communications
- GS3.** read acts and regulations
- GS4.** write instructions, communications to internal staff
- GS5.** write emails and letters
- GS6.** write reports
- GS7.** interact with internal and external stakeholders
- GS8.** communicate with peers and subordinates
- GS9.** take appropriate action in a vulnerable situation
- GS10.** identify breaches and take necessary actions
- GS11.** identify documentary requirement for a specific product or regulation and take necessary action
- GS12.** plan and organise steps/ actions as per companys guidelines, if any violation of code of ethics is noticed in the company
- GS13.** plan and organise training sessions, sensitization sessions for work force
- GS14.** plan review meetings to monitor compliance with ethics and regulations
- GS15.** prevent company and customer information leakage
- GS16.** provide proper advice or guidance to colleagues to deal with sensitive issue
- GS17.** suggest solutions to managers and workers when in an ethical dilemma
- GS18.** identify conflict of interests and take necessary actions
- GS19.** review reports to identify common trends of defaults
- GS20.** conduct review to analyse the reasons for default
- GS21.** check that all regulatory compliances are adhered to
- GS22.** check that any unethical behaviour gets captured before a damage or negative impact happens

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	7	16	-	-
PC1. refrain from indulging in corrupt practices	2	5	-	-
PC2. protect customers information and ensure acquired information is not used for personal advantage	3	6	-	-
PC3. protect data and information related to business or commercial decisions	2	5	-	-
<i>Professional and ethical practice</i>	16	38	-	-
PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity	3	6	-	-
PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices	2	5	-	-
PC6. consult senior management when in an ethical dilemma	2	6	-	-
PC7. report promptly all violations of code of ethics	2	5	-	-
PC8. dress up and conduct in a professional manner	2	5	-	-
PC9. communicate with clients and stakeholders in a soft and polite manner	3	6	-	-
PC10. follow etiquettes	2	5	-	-
<i>Ensure regulatory compliance</i>	7	16	-	-
PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations	2	5	-	-
PC12. coordinate with regulatory authorities and assist in inspections and clearances	3	6	-	-
PC13. report any issues with regulatory compliance	2	5	-	-



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9908
NOS Name	Maintain and monitor integrity and ethics in operations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQC Clearance Date	30/11/2023

Qualification Pack

LSC/N9910: Follow health, safety and security procedures at workplace

Description

This unit deals in detail with application of health, safety and security procedures in the workplace

Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations

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., at relevant bay areas.
- PC3.** Follow organization procedures with respect to documentation.
- PC4.** Recognise unsafe conditions and safety practices at the workplace and report it to concerned authority.

Maintain a healthy and hygienic workplace

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

- PC5.** Keep the workplace organized.
- PC6.** Ensure that the work area and supplies are cleaned regularly.
- PC7.** Comply with data safety regulations of the organisation.
- PC8.** Maintain clear worktable area.
- PC9.** Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitiser.
- PC10.** Undertake periodical preventive health check ups.
- PC11.** Participate in fire drills.
- PC12.** Follow 5S at workplace.

Handle emergency situations

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

- PC13.** Act immediately during emergency situations and move to safety.
- PC14.** Perform rescue activity according to instructions received and assist those in need.
- PC15.** Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC16.** In case of fire, follow fire safety practices
- PC17.** Perform the steps involved in fire safety drill.
- PC18.** Follow procedures to rescue victim of fire without endangering self.

Qualification Pack

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Health Safety and Environment (HSE) practices
- KU2.** Relevant Occupational Health and Safety (OHS) regulations
- KU3.** Enterprise /site emergency procedures and techniques
- KU4.** Procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU5.** Meaning of hazards and risks
- KU6.** Health and safety hazards commonly present in the work environment and related precautions
- KU7.** Possible causes of risk, hazard or accident in the workplace
- KU8.** Where to find all the general health and safety equipment in the workplace
- KU9.** Various dangers associated with the use of electrical equipment
- KU10.** Preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU11.** Importance of using protective clothing/equipment while working
- KU12.** Precautionary activities to prevent the fire accident
- KU13.** Various causes of fire
- KU14.** Techniques of using the different fire extinguishers
- KU15.** Different methods of extinguishing fire
- KU16.** Different materials used for extinguishing fire
- KU17.** Rescue techniques applied during a fire hazard
- KU18.** Various types of safety signs and their meaning
- KU19.** Appropriate basic first aid treatment relevant to the condition e.g. shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries
- KU20.** Safe lifting and carrying practices

Generic Skills (GS)

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

- GS1.** Write Health and safety compliance report
- GS2.** Interpret general health and safety guidelines
- GS3.** Communicate general health and safety guidelines to co workers
- GS4.** Take decision about 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>	8	15	-	-
PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	2	4	-	-
PC2. Wear all safety equipment including protective gear, helmets etc., at relevant bay areas.	2	4	-	-
PC3. Follow organization procedures with respect to documentation.	2	3	-	-
PC4. Recognise unsafe conditions and safety practices at the workplace and report it to concerned authority.	2	4	-	-
<i>Maintain a healthy and hygienic workplace</i>	12	33	-	-
PC5. Keep the workplace organized.	1	4	-	-
PC6. Ensure that the work area and supplies are cleaned regularly.	2	4	-	-
PC7. Comply with data safety regulations of the organisation.	2	4	-	-
PC8. Maintain clear worktable area.	1	4	-	-
PC9. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitiser.	2	5	-	-
PC10. Undertake periodical preventive health check ups.	1	4	-	-
PC11. Participate in fire drills.	2	4	-	-
PC12. Follow 5S at workplace.	1	4	-	-
<i>Handle emergency situations</i>	10	22	-	-
PC13. Act immediately during emergency situations and move to safety.	2	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. Perform rescue activity according to instructions received and assist those in need.	2	4	-	-
PC15. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	2	4	-	-
PC16. In case of fire, follow fire safety practices	1	3	-	-
PC17. Perform the steps involved in fire safety drill.	2	4	-	-
PC18. Follow procedures to rescue victim of fire without endangering self.	1	4	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9910
NOS Name	Follow health, safety and security procedures at workplace
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	2
Version	1.0
Last Reviewed Date	30/11/2023
Next Review Date	30/11/2026
NSQF Clearance Date	30/11/2023

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values - Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

Qualification Pack

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

Career Development & Goal Setting

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

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

Communication Skills

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

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

Diversity & Inclusion

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

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

Financial and Legal Literacy

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

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

Essential Digital Skills

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

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

Entrepreneurship

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

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

Customer Service

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

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

Qualification Pack

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

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

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

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. how to compute income and expenditure

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

KU13. different legal rights and laws

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

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

KU16. how to identify business opportunities

KU17. types and needs of customers

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

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

Generic Skills (GS)

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

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

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



Qualification Pack

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

Qualification Pack

Assessment Criteria

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

Qualification Pack

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

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

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 centre (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre 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: 70

(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/N5101.Management of railway freight terminals	30	60	-	10	100	20
LSC/N5102.Overseeing the operations and general maintenance/upkeep of the terminal	30	60	-	10	100	10
LSC/N5103.Commercial operations and coordination	30	60	-	10	100	20
LSC/N5104.Liabilities, claims, risk and insurance	30	60	-	10	100	10
LSC/N5105.Compliance with safety regulations	30	60	-	10	100	10
LSC/N9908.Maintain and monitor integrity and ethics in operations	30	70	-	-	100	10
LSC/N9910.Follow health, safety and security procedures at workplace	30	70	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	230	470	-	50	750	100



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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.