Qualification Pack

Land Transportation Associate

Options: Transport consolidation/ Customs Clearance

QP Code: LSC/Q1001

Version: 2.0

NSQF Level: 3

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Qualification Pack

LSC/Q1001: Land Transportation Associate

Brief Job Description

The role holder is responsible for overall vehicle movement and ground operations. The individual receives order details, processes mandatory documents, conducts route survey, coordinates with supervisor for loader requirement and garage supervisor for fleet maintenance, arranges for consignment pick-up, issues In-Gate and Gate Exit pass and monitor and updates status of each consignment.

Personal Attributes

The individual should be self-starter, eye for details, good analytical skills and ability to work with varied stakeholders. S/he should be observant, diligent, have basic mathematical ability. She/he should communicate effectively in vernacular language.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N1201: Book and process consignments

2. LSC/N1004: Route planning and vendor coordination

3. LSC/N1001: Undertake gate operations

4. LSC/N1132: Arrange and track the movement of consignments

5. LSC/N9904: Maintain integrity and ethics in operation

6. LSC/N9905: Follow health, safety and security procedures.

7. LSC/N9906: Verify GST invoices

8. DGT/VSQ/N0101: Employability Skills (30 Hours)

Options(Not mandatory):

Option 1: Transport consolidation

The unit is about undertaking transport consolidation activities in a warehouse or loading hub

1. LSC/N1135: Perform transport consolidation

Option 2: Customs Clearance

The unit is about meeting customs inspection requirements such as packaging, scanning, loading and

transport arrangement

1. LSC/N2341: Perform customs clearance field activities

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations
Country	India
NSQF Level	3
Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221/4323 and ISCO-08/4323
Minimum Educational Qualification & Experience	10th grade pass OR 8th grade pass with 2 Years of experience relevant experience in transportation OR 5th grade pass with 5 Years of experience relevant experience in transportation OR Previous relevant Qualification of NSQF Level (2 (Loader/ Unloader) with 1 Year of experience relevant experience in transportation
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	25/08/2025
NSQC Approval Date	25/08/2022
Version	2.0

Reference code on NQR	QG-03-TW-00349-2023-V1.1-LSC
NQR Version	1.0

LSC/N1201: Book and process consignments

Description

This unit is about obtaining, preparing and updating consignment booking details

Scope

The scope covers the following :

- Receive order details from customers and plan for vehicle
- Process mandatory documents

Elements and Performance Criteria

Receive order details from customers and plan for vehicle

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

PC1. obtain order requirement from customer through email or telephone calls

PC2. determine the type of vehicle required and check for loading arrangements in the vehicle based on the nature of the goods, space required, etc. and update details in system

PC3. finalise the loading of goods to be a part of Full Truck Load (FTL) or Less than Truck Load (LTL) based on goods type and clients requirement

PC4. find out the market rates depending on the destination and the load for a competitive pricing

PC5. suggest to transport the goods using companys fleet or to tie up with other transporters

PC6. post confirmation of order by the customer, print proforma invoices with consignment details and communicate the same

Process mandatory documents

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

PC7. check if the vehicle meets the regulatory requirement in terms of width, height and length of the vehicle with respect to number of axles

PC8. fill Lorry Receipt (LR), hand over one copy to the customer, one copy to the truck driver and retain copy for records

PC9. prepare transit insurance forms and Goods and Services Tax (GST) permits for dispatching vehicles and agreement sheet to be given at destination along with consignment

PC10. check papers like road permit are available with the transporter and coordinate with the customer

PC11. facilitate advance payment to transporter as per agreement

PC12. update periodically in the system till dispatch of goods if there are any changes in the quantity, packaging, destination etc.

PC13. update information on vehicle movement for ease of tracking

PC14. on delivery of goods and receipt of acknowledgement, close the order in the system and raise invoice

PC15. receive the signed agreement sheet and inbound documentation from the incoming transport and fill all the required forms for inbound transports

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.   organizational procedures

KU2.   companys customer accounts

KU3.   organization fee and charges structure

KU4.   types of documentation in organization

KU5.   organization policy of data maintenance, recording and handling

KU6.   relevant safety and security procedures

KU7.   different transport companies the organization works with and their processes

KU8.   procedure followed while booking trucks to pick up and transport consignments

KU9.   processes involved in inbound and outbound transport

KU10. use of computer for electronic documentation of information

KU11. different geographies and distances to different destination

KU12. functioning of ERP systems and their operations

KU13. possible difficulties in booking customer orders

KU14. possible common challenges and solutions for booking orders (delays, low capacity utilization etc.)

Generic Skills (GS)

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

GS1.   schedule and plan for cargo transport

GS2.   an instruction in the checklists, order lists etc.

GS3.   instructions from email queries/ written queries/ work orders

GS4.   respond to email/ written queries of customers

GS5.   fill forms related to customer consignments

GS6.   maintain the record as per companys policies

GS7.   communicate clearly with managers, peers and other staff at the hub/station

GS8.   communicate with reporting officer and contractual workers to ensure activities are running smoothly

GS9.   follow up on trucking companies and customers

GS10. make a judgment as to whether a customer order can be taken up or needs to be dropped

GS11. make an estimate of the associated costs with respect to the transport order

GS12. prioritize and execute tasks in within the scheduled time limits

GS13. maintain schedules and punctuality

GS14. attend customer requirements and update the same in ERP

GS15. identify and correct errors in documents

GS16. handle day to day problems like delays, staffing shortage, etc.

GS17. organise the documents with attention to detail

GS18. estimate the price to be billed to the customer for transporting the consignment to a destination

GS19. assess the type of truck required and whether FTL or LTL is to be used

GS20. concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Receive order details from customers and plan for vehicle	**12**	**34**	**-**	**-**
PC1. obtain order requirement from customer through email or telephone calls	2	6	-	-
PC2. determine the type of vehicle required and check for loading arrangements in the vehicle based on the nature of the goods, space required, etc. and update details in system	2	6	-	-
PC3. finalise the loading of goods to be a part of Full Truck Load (FTL) or Less than Truck Load (LTL) based on goods type and clients requirement	2	6	-	-
PC4. find out the market rates depending on the destination and the load for a competitive pricing	2	6	-	-
PC5. suggest to transport the goods using companys fleet or to tie up with other transporters	2	6	-	-
PC6. post confirmation of order by the customer, print proforma invoices with consignment details and communicate the same	2	4	-	-
Process mandatory documents	**18**	**36**	**-**	**-**
PC7. check if the vehicle meets the regulatory requirement in terms of width, height and length of the vehicle with respect to number of axles	2	4	-	-
PC8. fill Lorry Receipt (LR), hand over one copy to the customer, one copy to the truck driver and retain copy for records	2	4	-	-
PC9. prepare transit insurance forms and Goods and Services Tax (GST) permits for dispatching vehicles and agreement sheet to be given at destination along with consignment	2	4	-	-
PC10. check papers like road permit are available with the transporter and coordinate with the customer	2	4	-	-
PC11. facilitate advance payment to transporter as per agreement	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. update periodically in the system till dispatch of goods if there are any changes in the quantity, packaging, destination etc.	2	4	-	-
PC13. update information on vehicle movement for ease of tracking	2	4	-	-
PC14. on delivery of goods and receipt of acknowledgement, close the order in the system and raise invoice	2	4	-	-
PC15. receive the signed agreement sheet and inbound documentation from the incoming transport and fill all the required forms for inbound transports	2	4	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1201
NOS Name	Book and process consignments
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N1004: Route planning and vendor coordination

Description

This unit is about conducting route survey, preparing route plan and coordinating with vendors

Scope

The scope covers the following :

- Collect primary data and route planning
- Coordinate with internal and external stakeholders

Elements and Performance Criteria

Receive order details from customers and plan for vehicleCollect primary data and route planning

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

PC1. collect details on point of origin, point of destination, type of goods, pickup date and time, delivery date and time, volume of goods, vehicle capacity, vehicle traffic constraint and transporter details

PC2. calculate the pickup and delivery sequence for optimal time, allocation of loads, vehicle capacity by entering the details in route planning software

PC3. plan optimised routes for multiple depots ensuring cost efficiency across the whole operation

PC4. identify the various tolls, rest stops, driver shift change, vehicle relay, re-fueling of vehicle etc.

PC5. plan daily truck coverage, driver and trip assignment

PC6. communicate route information with staff

PC7. identify alternate routes to maintain service standards in case of contingency reqirements like inclement weather, natural calamities etc.

PC8. communicate to the customer on the finalised route plan

Coordinate with internal and external stakeholders

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

PC9. coordinate with other internal departments regarding the route plan for consignment schedule

PC10. make necessary arrangements for consignment pickup/ delivery with the assigned vehicle driver or transporter

PC11. ensure the assigned vehicle is in good condition to operate as per the planned schedule, if not coordinate with maintenance department or transporter

PC12. coordinate with transportation supervisor for required drivers and cleaners allocation for the planned schedule

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures

KU2. documentation and reporting as per organization's mandate

KU3. security procedures to be followed

KU4. escalation matrix for reporting identified problems

KU5. risk and impact of not following defined procedures/work instructions

KU6. use of computer and associated equipment like scanner

KU7. geographical spread of states and cities

KU8. planning w.r.t routes and network

KU9. types of goods being handled

KU10. federal and state laws pertaining to transportation

KU11. route optimization software

KU12. loading/unloading and transports that can be used for different types of shipments

KU13. different cargo arrangements to maximize space utilization

Generic Skills (GS)

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

GS1. written instructions

GS2. route network

GS3. write shipment details in the software

GS4. write report regarding damages, mismatch, etc

GS5. communicate clearly in local language with team members and vendors

GS6. provide guidance to peers & juniors

GS7. communicate with workers for delays and updates in schedules

GS8. identify the space required for loading and unloading based on shipment and trucking details

GS9. identify the optimal route for efficient fleet utilization

GS10. estimate time required for each activity and make realistic plans

GS11. maintain schedules and punctuality

GS12. prioritize and execute tasks within the scheduled time limits

GS13. flexibility to re-assess schedule in case of delays/additional orders

GS14. importance of customer timelines

GS15. identify trends/common causes for errors and suggest possible solutions to the supervisor

GS16. handle day to day problems like delays, staffing shortage, etc.

GS17. suggest methods to minimise errors

GS18. analyse breakdown to determine most cost effective and timely course of action

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Receive order details from customers and plan for vehicleCollect primary data and route planning	**22**	**46**	**-**	**-**
PC1. collect details on point of origin, point of destination, type of goods, pickup date and time, delivery date and time, volume of goods, vehicle capacity, vehicle traffic constraint and transporter details	3	6	-	-
PC2. calculate the pickup and delivery sequence for optimal time, allocation of loads, vehicle capacity by entering the details in route planning software	3	6	-	-
PC3. plan optimised routes for multiple depots ensuring cost efficiency across the whole operation	3	5	-	-
PC4. identify the various tolls, rest stops, driver shift change, vehicle relay, re-fueling of vehicle etc.	3	5	-	-
PC5. plan daily truck coverage, driver and trip assignment	3	6	-	-
PC6. communicate route information with staff	3	6	-	-
PC7. identify alternate routes to maintain service standards in case of contingency reqirements like inclement weather, natural calamities etc.	2	6	-	-
PC8. communicate to the customer on the finalised route plan	2	6	-	-
Coordinate with internal and external stakeholders	**8**	**24**	**-**	**-**
PC9. coordinate with other internal departments regarding the route plan for consignment schedule	2	6	-	-
PC10. make necessary arrangements for consignment pickup/ delivery with the assigned vehicle driver or transporter	2	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. ensure the assigned vehicle is in good condition to operate as per the planned schedule, if not coordinate with maintenance department or transporter	2	6	-	-
PC12. coordinate with transportation supervisor for required drivers and cleaners allocation for the planned schedule	2	6	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1004
NOS Name	Route planning and vendor coordination
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N1001: Undertake gate operations

Description

This unit is about performing Gate in and Gate out activities

Scope

The scope covers the following :

- Issue gate entry pass
- Issue gate exit pass

Elements and Performance Criteria

Issue gate entry pass

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

PC1. based on daily plan for loading or unloading assign the timing for loading/ unloading for the vehicle

PC2. plan for the bay based on priority and type of goods to be loaded/ unloaded to get the internal approval on the availability of bay

PC3. create entry in the Enterprise Resource Planning (ERP)/ Transport Management System (TMS) based on the planned bay and timing of the vehicle

PC4. communicate the same to the transporter or internal department for their vehicle planning

PC5. collect details about vehicle, driver, vehicle registration number, vehicle insurance number, container number, release container PIN, equipment delivery order (EDO), goods to be loaded/ unloaded, Delivery Challan (DC) to prepare the entry pass

PC6. obtain vehicle permit from the transporter to carry non-normative goods in case of oversized cargo, Dangerous Goods Declaration/ Certificate in case of hazardous material

PC7. communicate the collected details to the gate supervisor

PC8. coordinate with the security to instruct the driver on the bay number

Issue gate exit pass

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

PC9. verify vehicle registration number, container number, container seal number, contents of the vehicle, goods insurance etc. against the DC

PC10. ensure that customs verification procedures are completed, and the goods/containers are sealed, if required

PC11. enter the vehicle details, loaded goods information and other information in ERP to generate gate exit pass

PC12. communicate the gate exit pass details to security through ERP/TMS

PC13. check that all containers are gated out after completion of necessary customs and legal procedures against gate entry

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures
KU2. different freight forwarding companies
KU3. documentation and reporting as per organization's mandate
KU4. security procedures to be followed
KU5. escalation matrix for reporting identified problems
KU6. risk and impact of not following defined procedures/work instructions
KU7. use of computer and associated equipment like scanner
KU8. various documents for export and import
KU9. special documents for dangerous and hazardous goods
KU10. different types of goods being handled
KU11. special characteristics and handling requirements of goods

Generic Skills (GS)

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

GS1. written instructions
GS2. documents
GS3. management directions in English
GS4. write details of the documents in the systems
GS5. write report regarding damages, mismatch, etc
GS6. write and issue Gate-In and Gate-Exit pass
GS7. communicate clearly in local language or English with team members and drivers, warehouse supervisors
GS8. decide on action to be taken for missing documents
GS9. decide on alloting bay to the driver
GS10. organize documents for easy assessment and inspection
GS11. importance of customer timelines
GS12. identify trends/common causes for errors and suggest possible solutions to the supervisor
GS13. suggest and implement methods to optimise utilization of free bay
GS14. focus on task at hand and complete it without errors and delays

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Issue gate entry pass	**20**	**45**	**-**	**-**
PC1. based on daily plan for loading or unloading assign the timing for loading/ unloading for the vehicle	3	6	-	-
PC2. plan for the bay based on priority and type of goods to be loaded/ unloaded to get the internal approval on the availability of bay	3	6	-	-
PC3. create entry in the Enterprise Resource Planning (ERP)/ Transport Management System (TMS) based on the planned bay and timing of the vehicle	2	6	-	-
PC4. communicate the same to the transporter or internal department for their vehicle planning	2	6	-	-
PC5. collect details about vehicle, driver, vehicle registration number, vehicle insurance number, container number, release container PIN, equipment delivery order (EDO), goods to be loaded/ unloaded, Delivery Challan (DC) to prepare the entry pass	2	6	-	-
PC6. obtain vehicle permit from the transporter to carry non-normative goods in case of oversized cargo, Dangerous Goods Declaration/ Certificate in case of hazardous material	3	5	-	-
PC7. communicate the collected details to the gate supervisor	3	5	-	-
PC8. coordinate with the security to instruct the driver on the bay number	2	5	-	-
Issue gate exit pass	**10**	**25**	**-**	**-**
PC9. verify vehicle registration number, container number, container seal number, contents of the vehicle, goods insurance etc. against the DC	2	5	-	-
PC10. ensure that customs verification procedures are completed, and the goods/containers are sealed, if required	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. enter the vehicle details, loaded goods information and other information in ERP to generate gate exit pass	2	5	-	-
PC12. communicate the gate exit pass details to security through ERP/TMS	2	5	-	-
PC13. check that all containers are gated out after completion of necessary customs and legal procedures against gate entry	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1001
NOS Name	Undertake gate operations
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N1132: Arrange and track the movement of consignments

Description

This unit is about arranging for the pickup, monitoring and updating the status of consignment

Scope

The scope covers the following :

- Arrange for consignment pick up
- Monitor and update status of each consignment
- Report to the management

Elements and Performance Criteria

Arrange for consignment pick up

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

PC1. contact the transport companies, check for availability and book vehicle as per requirement

PC2. follow up on existing truck bookings that have already been scheduled

PC3. in case of non-availability of trucks planned as per clients requirement, escalate to the executive to alter the plan in terms of pricing or vehicle type without any deviation in terms of safety and delivery timelines

PC4. keep the customer posted on the developments on periodical basis

PC5. liaise between the customer and the transporter for consignment pick up schedule

Monitor and update status of each consignment

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

PC6. in case of perishable goods, check for regulatory compliance of the vehicle in terms of hygiene, functionality of the refrigerated vehicle, etc.

PC7. countercheck if the consignments are loaded/unloaded against the Lorry Receipt (LR) details in the ERP and in-case of discrepancy interact with customer and transporter to receive clarification

PC8. update the transporter on any changes in route or consignment paperwork

PC9. track the movement of vehicles through GPS

PC10. identify and note down if any truck that has been reported with any issues/ delays in the system and communicate to the supervisor for alternative arrangements

PC11. coordinate with driver on a periodic basis to ensure adherence to transportation schedule and provide any support if required

PC12. escalate to the executive or the transport coordinator in case of documentation problems, accidents, GPS failure, or any other exigency

PC13. remind drivers of route changes/special weather conditions if any

PC14. input the location of each consignment, reasons for delays if any and update the information in the system at regular intervals

PC15. update in the ERP system in case of delays

PC16. generate reports for each consignment on delivery, reasons for delays if any, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures
KU2. types of documentation and importance of the same
KU3. organization fee and charges structure
KU4. organization policy of data maintenance, recording and handling
KU5. companys material movement policy
KU6. implications of poor performance such as delayed pick-up, improper documentation and high error rate
KU7. reporting structure
KU8. department hierarchy
KU9. relevant safety and security procedures
KU10. detailed understanding of the tracking systems
KU11. accurately estimate travel time required
KU12. how to maintain communication and control through all phases of the cargo transit
KU13. usage of computer for electronic documentation of information
KU14. usage of GPS to track the consignment
KU15. different transport available for different routes
KU16. nature of the products transported and the variances in their characteristics
KU17. special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous goods, material handling procedure, etc.

Generic Skills (GS)

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

GS1. schedule and plan for cargo movement
GS2. instructions and conditions during cargo movement
GS3. instructions on how to use the tracking systems
GS4. fill out forms, inspection checklists pertaining to the customer consignments
GS5. prepare detailed reports for management
GS6. listen to the issues of the drivers
GS7. communicate with regularly with the customer at every stage of the process
GS8. communicate effectively with supervisory and operational staff at all levels
GS9. speak politely and build relationship with the transporters, customers, etc.
GS10. make a judgment on the appropriate choice of transport, route for export of cargo
GS11. make a judgment as to whether an issue is serious enough to be escalated or not

GS12. plan the sequence of work

GS13. prioritize and execute tasks within the scheduled time limits

GS14. flexibility to re-assess schedule in case of delays/additional orders

GS15. communicate with customers and share all relevant information

GS16. customer timelines and ensure that they are met

GS17. dentify trends/common causes for errors and suggest possible solutions to the transport supervisor

GS18. handle day to day problems like delays, staffing shortage, etc.

GS19. keep track of the progress of each truck in real time

GS20. suggest methods to streamline the tracking process

GS21. identify strengths and weaknesses of alternative route for transportation

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Arrange for consignment pick up	**10**	**24**	**-**	**-**
PC1. contact the transport companies, check for availability and book vehicle as per requirement	2	6	-	-
PC2. follow up on existing truck bookings that have already been scheduled	2	6	-	-
PC3. in case of non-availability of trucks planned as per clients requirement, escalate to the executive to alter the plan in terms of pricing or vehicle type without any deviation in terms of safety and delivery timelines	2	4	-	-
PC4. keep the customer posted on the developments on periodical basis	2	4	-	-
PC5. liaise between the customer and the transporter for consignment pick up schedule	2	4	-	-
Monitor and update status of each consignment	**22**	**44**	**-**	**-**
PC6. in case of perishable goods, check for regulatory compliance of the vehicle in terms of hygiene, functionality of the refrigerated vehicle, etc.	2	4	-	-
PC7. countercheck if the consignments are loaded/unloaded against the Lorry Receipt (LR) details in the ERP and in-case of discrepancy interact with customer and transporter to receive clarification	2	4	-	-
PC8. update the transporter on any changes in route or consignment paperwork	2	4	-	-
PC9. track the movement of vehicles through GPS	2	4	-	-
PC10. identify and note down if any truck that has been reported with any issues/ delays in the system and communicate to the supervisor for alternative arrangements	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. coordinate with driver on a periodic basis to ensure adherence to transportation schedule and provide any support if required	2	4	-	-
PC12. escalate to the executive or the transport coordinator in case of documentation problems, accidents, GPS failure, or any other exigency	2	4	-	-
PC13. remind drivers of route changes/special weather conditions if any	2	4	-	-
PC14. input the location of each consignment, reasons for delays if any and update the information in the system at regular intervals	2	4	-	-
PC15. update in the ERP system in case of delays	2	4	-	-
PC16. generate reports for each consignment on delivery, reasons for delays if any, etc.	2	4	-	-
NOS Total	**32**	**68**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1132
NOS Name	Arrange and track the movement of consignments
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N9904: Maintain integrity and ethics in operation

Description

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

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practices
- 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. avoid using company's funds, property or resources for undertaking personal activities

PC3. protect customer's information and ensure it is not misused

PC4. protect data and information related to business or commercial decisions

PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations

PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues

PC7. avoid nepotism

PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical

PC9. report promptly all violations of code of ethics

PC10. dress up and conduct in a professional manner

PC11. communicate with clients and stakeholders in a soft and polite manner

PC12. follow etiquettes in accordance to the place

PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor

PC14. perform activities considering the regulatory requirements

PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements

PC16. identify the different types of dangerous goods and handling methodologies

PC17. follow the SOP for handling of different types of dangerous goods

PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical

PC19. promptly report all regulatory violations

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. company's policies on use of language
KU2. company's Human Resources policies
KU3. company's code of ethics
KU4. company's whistle blower policy
KU5. company's rules related to sexual harassment
KU6. company's reporting structure
KU7. company's documentation policy
KU8. principles of code of ethics and business ethics
KU9. various regulatory requirements
KU10. documentary compliance for various regulations
KU11. different dangerous shipment
KU12. regulations with regard to w.r.t dangerous shipment

Generic Skills (GS)

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

GS1. read company policy documents and work related documents
GS2. read emails and written instructions
GS3. fill documentation pertaining to ethics and regulatory requirement
GS4. communicate with team members to work efficiently
GS5. communicate with peers and subordinates about information security and building trust
GS6. identify a shipment as dangerous goods
GS7. assess if the situation needs to be reported regarding regulations
GS8. plan and organise actions as per companys guidelines
GS9. prevent company and customer information leakage
GS10. advise colleagues regarding sensitive issues pertaining to conduct and regulations
GS11. provide professional services diligently and with integrity
GS12. avoid defaming companys name by indulging into pilferage or fiddling with quality or quantity of shipment
GS13. be fair and reasonable in profession and disclose conflict of interests

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain integrity ensuring data security	**40**	**60**	**-**	**-**
PC1. refrain from indulging in corrupt practices.	3	3	-	-
PC2. avoid using company's funds, property or resources for undertaking personal activities	3	3	-	-
PC3. protect customer's information and ensure it is not misused	2	4	-	-
PC4. protect data and information related to business or commercial decisions	2	4	-	-
PC5. avoid acceptance of cash or kind from vendors for support or contract negotiations	2	4	-	-
PC6. demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues	2	3	-	-
PC7. avoid nepotism	2	3	-	-
PC8. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC9. report promptly all violations of code of ethics	2	3	-	-
PC10. dress up and conduct in a professional manner	2	3	-	-
PC11. communicate with clients and stakeholders in a soft and polite manner	2	3	-	-
PC12. follow etiquettes in accordance to the place	2	3	-	-
PC13. check for regulatory documentation and compliances for the shop floor as per information from the supervisor	2	3	-	-
PC14. perform activities considering the regulatory requirements	2	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. use Personal Protective Equipment (PPEs) in accordance to regulatory requirements	2	3	-	-
PC16. identify the different types of dangerous goods and handling methodologies	2	3	-	-
PC17. follow the SOP for handling of different types of dangerous goods	2	3	-	-
PC18. consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
PC19. promptly report all regulatory violations	2	3	-	-
NOS Total	**40**	**60**	**-**	**-**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9904
NOS Name	Maintain integrity and ethics in operation
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N9905: Follow health, safety and security procedures.

Description

This unit is about ensuring compliance with health, safety and security procedures at the workplace

Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security

Elements and Performance Criteria

Follow health, safety and security procedures

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

PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation

PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area

PC3. follow standard driving practice to ensure safety of life and material

PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety

PC5. undertake periodical preventive health check ups

PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods

PC7. follow security procedures like green gate in port, customs area, factory security, etc.

PC8. comply with data safety regulations of the organisation

PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway

Ensure compliance to health, safety and security

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

PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority

PC11. inspect the activity area and equipment for appropriate and safe condition

PC12. check if stacking is done at defined height and is not on the walk way

PC13. check if walk way is free from grease/ oil

PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places

PC15. participate in fire drills

PC16. check if standard material handling procedure are being followed

PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition

PC18. check if all the safety and security related tags, labels and signage are placed in the cargo

PC19. check if loading instrument is certified and operational

PC20. implement 5S at workplace

PC21. check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. health, safety and security policies and procedures

KU2. special instructions for hazardous cargo handling

KU3. defined standard operating procedures

KU4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations

KU5. escalation matrix for reporting identified problem

KU6. basics of Occupational Safety and Health Administration (OSHA)

KU7. 5S implementation and practice

KU8. necessary security procedures for airport, customs area, etc.

KU9. tools and equipment for material handling

KU10. standard material handling procedures while handling cargo

KU11. safety and security signage and their functions

KU12. different security tags, labels and signage

KU13. handling procedure for hazardous / fragile cargo

KU14. security procedures for dangerous / hazardous shipment

KU15. different PPE, their usage and purpose

KU16. safe driving techniques

Generic Skills (GS)

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

GS1. read SOP's and safety precautions for different ground operations and handling cargo

GS2. read different documents related to security and movement of cargo

GS3. fill forms related to health, safety and security procedures

GS4. communicate clearly with colleagues regarding safety procedures

GS5. share experience and guide peers

GS6. decide how to avoid any damage / accident to personal health / cargo handled, whenever required

GS7. act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS8. plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader

GS9. prioritize and execute tasks within the schedule time limits

GS10. plan and drive based on traffic and road condition using radio links/navigation aids wherever available

GS11. ensure safe and secure movement of shipments, cargos etc.

GS12. identify any threats on personal health, safety, security, etc. and take appropriate actions

GS13. identify risks at the workplace and address them

GS14. analyse past mistakes and address them to avoid mishap in the future

GS15. check that right safety measures and procedures are in place

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow health, safety and security procedures	**19**	**33**	**-**	**-**
PC1. make note of all safety processes in different location (cargo loading area, ramp operation area, etc.) with reference to area of operation	3	4	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable in the cargo movement area	3	4	-	-
PC3. follow standard driving practice to ensure safety of life and material	3	4	-	-
PC4. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	4	-	-
PC5. undertake periodical preventive health check ups	2	4	-	-
PC6. follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods	2	4	-	-
PC7. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC8. comply with data safety regulations of the organisation	1	3	-	-
PC9. follow standard safety procedures while handling hazardous / fragile cargo and walk only on the designated pathway	1	3	-	-
Ensure compliance to health, safety and security	**21**	**27**	**-**	**-**
PC10. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. check if stacking is done at defined height and is not on the walk way	1	3	-	-
PC13. check if walk way is free from grease/ oil	2	2	-	-
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	2	-	-
PC15. participate in fire drills	2	2	-	-
PC16. check if standard material handling procedure are being followed	2	2	-	-
PC17. check if hold ladders, platforms and hand rails to be in a sound and safe condition	2	2	-	-
PC18. check if all the safety and security related tags, labels and signage are placed in the cargo	2	2	-	-
PC19. check if loading instrument is certified and operational	2	2	-	-
PC20. implement 5S at workplace	2	2	-	-
PC21. check if cargo has passed security checks and report in case of any violation	2	2	-	-
NOS Total	**40**	**60**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9905
NOS Name	Follow health, safety and security procedures.
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N9906: Verify GST invoices

Description

This unit is about checking applicability of GST and verifying invoice.

Scope

The scope covers the following :

- Check applicability of GST
- Verify invoice

Elements and Performance Criteria

Check applicability of GST

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

PC1. identify location of service recipient and place of supply of services

PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)

PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party

Verify invoice

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

PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient

PC5. obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code

PC6. receive unique identification number (UIN) for multilateral entity

PC7. check for relevant notification in case of exempt clients

PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN

PC9. check for vendor invoices for all mandatory particulars and applicable GST

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. reporting structure to support and expedite project acivities

KU2. company's policy and work instructions on quality standards

KU3. company's products and services

KU4. organisational guidelines for dealing with receipts and payments

KU5. company's policy on mode of receipts

KU6. company's policy on processes and methods of collection and payments

KU7. financial concepts such as calculation of interest and taxes

KU8. Concept and applicability of GST

KU9. bifurcation of taxes

KU10. reverse charge mechanism

KU11. exemptions under GST

KU12. refund process

KU13. use of MS office (Excel, Word)

KU14. CGST Act, 2017 (preferable not mandatory)

Generic Skills (GS)

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

GS1. read various accounting procedures and updates

GS2. read forms and policy directives

GS3. read vendor invoices

GS4. maintain record of invoices verified

GS5. coordinate with colleagues and seniors

GS6. decide on applicability of tax rates

GS7. plan and organise information for verifying invoice

GS8. ensure tax indicated is correct

GS9. inform about any errors or refunds to be sought and extra taxes to be paid

GS10. resolve tax related issues with accounts department and vendors

GS11. analyse invoices for tax calculation

GS12. check for error in invoice

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Check applicability of GST	**10**	**23**	-	-
PC1. identify location of service recipient and place of supply of services	4	7	-	-
PC2. identify proper classification of the transaction (i.e. Intra-State or Inter-state) and determine the applicable GST: Central Goods and Services Tax (CGST), Integrated Goods and Services Tax (IGST), State Goods and Services Tax (SGST)	3	8	-	-
PC3. identify if GST is payable under reverse charge in case the Service provider is unregistered party	3	8	-	-
Verify invoice	**20**	**47**	-	-
PC4. obtain name, address, GST Identification Number (GSTIN), Permanent account number (PAN), email id of service/shipment provider and recipient	3	8	-	-
PC5. obtain description of service, Service accounting code (SAC)/Harmonized System of Nomenclature (HSN) code	3	8	-	-
PC6. receive unique identification number (UIN) for multilateral entity	3	8	-	-
PC7. check for relevant notification in case of exempt clients	3	8	-	-
PC8. calculate taxable value considering applicable rate of GST based on SAC/HSN	5	7	-	-
PC9. check for vendor invoices for all mandatory particulars and applicable GST	3	8	-	-
NOS Total	**30**	**70**	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9906
NOS Name	Verify GST invoices
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

DGT/VSQ/N0101: Employability Skills (30 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
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1.   understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

PC2.   identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3.   explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4.   speak with others using some basic English phrases or sentences

Communication Skills

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

PC5.   follow good manners while communicating with others
PC6.   work with others in a team

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

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 basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

KU12. different legal rights and laws

KU13. how to operate digital devices and applications safely and securely

KU14. ways to identify business opportunities

KU15. types of customers and their needs

KU16. how to apply for a job and prepare for an interview

KU17. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. communicate effectively using appropriate language

GS2. behave politely and appropriately with all

GS3. perform basic calculations

GS4. solve problems effectively

GS5. be careful and attentive at work

GS6. use time effectively

GS7. maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	**4**	**6**	**-**	**-**
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	**3**	**5**	**-**	**-**
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	**-**	**-**
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**1**	**3**	**-**	**-**
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	NA
Next Review Date	24/06/2026
NSQC Clearance Date	24/06/2021

LSC/N1135: Perform transport consolidation

Description

This unit is about performing transport consolidation

Scope

The scope covers the following :

- Collect dispatch plan and consolidate goods

Elements and Performance Criteria

Collect the dispatch plan and consolidate goods

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

PC1. obtain the truck schedule and goods dispatch schedule planned for the day

PC2. prepare consolidation plan for goods based ona. nature of goodsb. volume of goods by its dimensions (width, breadth and height)c. Full Truck Load (FTL)/ Less than Truck Load (LTL) requirementsd. destination locationse. delivery priorityf. route of truckg. type of truck number of axles, load bearing capacity, physical dimensions of carriage

PC3. prepare loading plan to make sure that the goods are arranged in the demarcated space based on weight bearing capacity of bin/crate/pallet and order of delivery priority

PC4. coordinate with transport coordinator and warehouse in-charge to ensure truck consolidation plan is as per original shipment plan

PC5. coordinate with dispatch supervisor to arrange for appropriate Material Handling Equipment (MHE) to load the goods in the vehicle as per loading plan

PC6. post arrangement of goods at loading bay, inspect that the goods are arranged as per loading plan

PC7. inspect the loaded goods in the vehicle for compliance to loading plan

PC8. arrange for replacement or quarantine of any damaged goods during loading or arrangement of goods in the demarcated area and inform the supervisor accordingly

PC9. make sure that the goods are lashed appropriately, and cushioning are provided to avoid damage during transit

PC10. update ERP with respect to goods that have been successfully dispatched

PC11. record reasons for delay or pending dispatch

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures

KU2. types of documentation in organization

KU3. organization policy of data maintenance, recording and handling

KU4. companys material movement policy

KU5. relevant safety and security procedures

KU6. different transport companies the organization works with and their processes

KU7. procedure followed while booking trucks to pick up and transport consignments

KU8. processes involved in inbound and outbound transport

KU9. details and document required while consolidating orders

KU10. basic norms regarding packing of items like food items should be separate from toiletries, etc.

KU11. understanding of various dangerous goods

KU12. usage of computer for electronic documentation of information

KU13. distances to different destination

KU14. different types of truck loads

KU15. operating systems related to MIS transports

KU16. methods for consolidating orders based on type, size, destination etc.

Generic Skills (GS)

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

GS1. schedule and plan for cargo transport

GS2. consolidation charts

GS3. various permits, transport documents, etc.

GS4. an instruction in the checklists, order lists etc.

GS5. instructions from the Standard Operating Procedure (SOP), drivers' documentation

GS6. prepare written delivery schedule and charts

GS7. maintain the record as per companys policies

GS8. make entries into the Management Information System (MIS)

GS9. fill out forms, inspection checklists pertaining to the customer consignments

GS10. communicate clearly with staff at the hub/station

GS11. communicate with warehouse manager, supervisors, drivers, trucking companies and head office

GS12. make a judgment as to how utilize the space while consolidating

GS13. estimate time required for consolidation and make schedules

GS14. decide optimal pricing, routes and capacity for outbound trucks and determine consolidation schedule accordingly

GS15. prioritize and execute tasks in within the scheduled time limits

GS16. adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS17. maintain schedules and punctuality

GS18. adhere to customer requirements and timelines

GS19. prepare schedules and consolidation plans keeping in mind customer's time lines and any special instructions from the head office

GS20. identify and correct errors in schedule plan

GS21. handle day to day problems like delays, staffing shortage, etc.

GS22. analyze costs (delivery, truck, time bound) to determine optimum costing for final deliveries

GS23. assess the type of truck required for a particular load/ destination

GS24. suggest methods to streamline consolidation of orders

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Collect the dispatch plan and consolidate goods	**30**	**70**	-	-
PC1. obtain the truck schedule and goods dispatch schedule planned for the day	3	6	-	-
PC2. prepare consolidation plan for goods based ona. nature of goodsb. volume of goods by its dimensions (width, breadth and height)c. Full Truck Load (FTL)/ Less than Truck Load (LTL) requirementsd. destination locationse. delivery priorityf. route of truckg. type of truck number of axles, load bearing capacity, physical dimensions of carriage	2	8	-	-
PC3. prepare loading plan to make sure that the goods are arranged in the demarcated space based on weight bearing capacity of bin/crate/pallet and order of delivery priority	2	7	-	-
PC4. coordinate with transport coordinator and warehouse in-charge to ensure truck consolidation plan is as per original shipment plan	2	7	-	-
PC5. coordinate with dispatch supervisor to arrange for appropriate Material Handling Equipment (MHE) to load the goods in the vehicle as per loading plan	3	6	-	-
PC6. post arrangement of goods at loading bay, inspect that the goods are arranged as per loading plan	3	6	-	-
PC7. inspect the loaded goods in the vehicle for compliance to loading plan	3	6	-	-
PC8. arrange for replacement or quarantine of any damaged goods during loading or arrangement of goods in the demarcated area and inform the supervisor accordingly	3	6	-	-
PC9. make sure that the goods are lashed appropriately, and cushioning are provided to avoid damage during transit	3	6	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. update ERP with respect to goods that have been successfully dispatched	3	6	-	-
PC11. record reasons for delay or pending dispatch	3	6	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1135
NOS Name	Perform transport consolidation
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N2341: Perform customs clearance field activities

Description

This unit is about meeting post customs inspection requirements such as packing, scanning, loading and transport arrangement, etc.

Scope

The scope covers the following :

- Liaise with the officials to clear the assessment of shipment
- Check packaging and movement of customs cleared goods
- Record and document for further reference
- Range: MS office, Enterprise Resource Planning (ERP),computer, Standard Operating Procedure (SOP), worksheets, projector, stationery etc.

Elements and Performance Criteria

Liaise with the officials to clear the assessment of shipment

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

Check packaging and movement of customs cleared goods

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

PC4. check packaging and material used is as per clients requirement and regulatory compliance

PC5. assist customs officer in conducting 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 manpower and material handling equipment for movement of goods

Record and document for further reference

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

PC8. keep record of shipment in form of daily status report & update the same to customer & EXIM supervisor

PC9. collect, transmit and maintain records like photograph of seals and container number, cargo stuffing, etc. as record 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 supervisor

PC13. share a copy of the custom clearance documents with the shipper/customs agents for further actions

PC14. collect feedback from customs officer and report it to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures

KU2. companys customer accounts

KU3. organizations fee and charges structure

KU4. paperwork required before handling cargo

KU5. organizations contact with customs office

KU6. organizations policy of data maintenance, recording and handling

KU7. companys material movement policy

KU8. reporting structure

KU9. department hierarchy

KU10. relevant safety and security procedures

KU11. details of the transport availability in different routes

KU12. charges and cost aspects of different transportation methods

KU13. how to provide shipment status notification to exporters, consignees, or insurers

KU14. usage of computer for electronic documentation of information

KU15. different types of cargo exported, their eligibility of duty free and documentation requirement

KU16. different airline/ shipping line available for different routes

KU17. transit rules and regulations

KU18. nature of the products transported and the variances in their characteristics

KU19. packaging methods and procedures for gate passes

KU20. special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous and special goods, material handling procedure, etc.

Generic Skills (GS)

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

GS1. schedule and plan for cargo movement

GS2. regulatory requirement for gate pass, goods handling, cargo transport, etc.

GS3. instructions and conditions during cargo movement

GS4. regulatory requirement associated with customs clearance

GS5. make daily gate passes and entry passes

GS6. make daily reporting regarding different transports

GS7. maintain the record of cargo movement as per companys policies

GS8. listen to the requirements of the supervisor, customs officials and other related stakeholders

GS9. communicate regularly with all stakeholders at every stage of the process as and when required

GS10. communicate effectively with supervisory and operational staff at all levels

GS11. speak politely and build relationship with the transporters, customs agents, airline agents, etc.

GS12. make a judgment on the appropriate choice of transport, route for export of cargo

GS13. identify the appropriate equipment for loading and unloading of goods from freight transport

GS14. identify dangerous goods and take due precautions

GS15. plan the sequence of work

GS16. plan for transportation, customs clearance and other arrangement for cargo

GS17. prioritize and execute tasks in within the scheduled time limits

GS18. represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.

GS19. communicate with customers and share all relevant information

GS20. identify cases where customs documentation is incomplete and highlight cases to supervisor

GS21. identify transporters with inadequate information and guide them on the required documentation

GS22. analyse on best possible solutions (cost, time, effort, etc.) suited for customer requirement

GS23. identify strengths and weaknesses of alternative route for transportation

GS24. check the type of packaging, approx. weight and measurement as well as marking and labelling for different types of cargoes to assess if it is in order with the widely accepted norms

GS25. assess if all the required precaution and documentation is present with respect to the transporter

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Liaise with the officials to clear the assessment of shipment	**8**	**15**	**-**	**-**
PC1. submit documents required for customs clearance to customs officials as per requirements	3	5	-	-
PC2. respond to any queries and make note of any objections raised by customs officials on the cargo	3	5	-	-
PC3. escalate objections and remarks of customs officials to the (EXIM) supervisor and the customer as required	2	5	-	-
Check packaging and movement of customs cleared goods	**8**	**20**	**-**	**-**
PC4. check packaging and material used is as per clients requirement and regulatory compliance	2	5	-	-
PC5. assist customs officer in conducting inspection, and post inspection witness sealing of the container	2	5	-	-
PC6. coordinate with the custodian officials on receipt of goods for loading in the vessel	2	5	-	-
PC7. arrange for manpower and material handling equipment for movement of goods	2	5	-	-
Record and document for further reference	**14**	**35**	**-**	**-**
PC8. keep record of shipment in form of daily status report & update the same to customer & EXIM supervisor	2	5	-	-
PC9. collect, transmit and maintain records like photograph of seals and container number, cargo stuffing, etc. as record using data management devices	2	5	-	-
PC10. submit all signed hard copies and soft data for record filling	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. share a copy of the customs clearance documents with the shipper/ customs agents for further actions	2	5	-	-
PC12. collect feedback from customs officer and report it to supervisor	2	5	-	-
PC13. share a copy of the custom clearance documents with the shipper/customs agents for further actions	2	5	-	-
PC14. collect feedback from customs officer and report it to supervisor	2	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2341
NOS Name	Perform customs clearance field activities
Sector	Logistics
Sub-Sector	EXIM Logistics - Freight Forwarding and Customs clearance
Occupation	Freight Forwarding Operations, Customs Clearance Operation
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

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

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

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

5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.

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

Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1201.Book and process consignments	30	70	-	-	100	20
LSC/N1004.Route planning and vendor coordination	30	70	-	-	100	20
LSC/N1001.Undertake gate operations	30	70	-	-	100	10
LSC/N1132.Arrange and track the movement of consignments	32	68	-	-	100	10
LSC/N9904.Maintain integrity and ethics in operation	40	60	-	-	100	10
LSC/N9905.Follow health, safety and security procedures.	40	60	-	-	100	10
LSC/N9906.Verify GST invoices	30	70	-	-	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**252**	**498**	**-**	**-**	**750**	**100**

Optional: 1 Transport consolidation

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1135.Perform transport consolidation	30	70	-	-	100	10
Total	**30**	**70**	**-**	**-**	**100**	**10**

Optional: 2 Customs Clearance

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2341.Perform customs clearance field activities	30	70	0	0	100	10
Total	**30**	**70**	**0**	**0**	**100**	**10**

Acronyms

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

Glossary

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

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