

Qualification Pack



Land Transportation Executive

Electives: Transport Coordination/ Feasibility Assessment

Options: Telematics/ EXIM Documentation

QP Code: LSC/Q1002

Version: 2.0

NSQF Level: 4

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam
Chennai - 600035 || email:ravikanth.yamarthy@lsc-india.com



Qualification Pack

Contents

LSC/Q1002: Land Transportation Executive	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Elective 1: Transport Coordination</i>	3
<i>Elective 2: Feasibility Assessment</i>	3
<i>Option 1: Telematics</i>	3
<i>Option 2: EXIM Documentation</i>	4
<i>Qualification Pack (QP) Parameters</i>	4
LSC/N1002: Transport data processing and analysis	6
LSC/N1003: Coordinate with internal team and external vendors	12
LSC/N0302: Perform inbound and outbound documentation	18
LSC/N9904: Maintain integrity and ethics in operation	24
LSC/N9905: Follow health, safety and security procedures.	29
LSC/N9906: Verify GST invoices	35
LSC/N1005: Transport consolidation and consignment tracking	39
LSC/N1006: Conduct feasibility assessment and route optimization	45
LSC/N1138: Use telematics to drive efficiency	51
LSC/N2131: Prepare documents for Export and Import processing including EDI filing	57
Assessment Guidelines and Weightage	64
<i>Assessment Guidelines</i>	64
<i>Assessment Weightage</i>	65
Acronyms	68
Glossary	69

Qualification Pack

LSC/Q1002: Land Transportation Executive

Brief Job Description

The individual will collect order information, conduct analysis of past trends; follow-up with trucking companies, coordinate with client; consolidate orders according to destination and monitor all consignments in real time.

Personal Attributes

The individual must be able to prioritize and execute tasks within scheduled time limits, good eyesight, work for long hours in sitting and standing position, communication skills, logical thinking and attention to detail. The individual should have good interpersonal skills and ability to work with various stakeholders.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N1002: Transport data processing and analysis](#)
2. [LSC/N1003: Coordinate with internal team and external vendors](#)
3. [LSC/N0302: Perform inbound and outbound documentation](#)
4. [LSC/N9904: Maintain integrity and ethics in operation](#)
5. [LSC/N9905: Follow health, safety and security procedures.](#)
6. [LSC/N9906: Verify GST invoices](#)

Electives (mandatory to select at least one):

Elective 1: Transport Coordination

The unit is about performing transport consolidation and tracking of consignments enroute

1. [LSC/N1005: Transport consolidation and consignment tracking](#)

Elective 2: Feasibility Assessment

The unit is about conducting feasibility assessment and route planning and optimisation for transport networks

1. [LSC/N1006: Conduct feasibility assessment and route optimization](#)

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Options(Not mandatory):

Option 1: Telematics

The unit is about using Telematics for tracking of consignment and shipments as well as coordinating between drivers and different stakeholders for smoother operations

1. [LSC/N1138: Use telematics to drive efficiency](#)

Option 2: EXIM Documentation

The unit is about undertaking Export and import processing and documentation and arranging related clearances

1. [LSC/N2131: Prepare documents for Export and Import processing including EDI filing](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
Country	India
NSQF Level	4
Credits	23
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221/4323 and ISCO-08/4323
Minimum Educational Qualification & Experience	<p>12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience in Land transportation OR Previous relevant Qualification of NSQF Level (3.0 (Land Transportation Associate) with 3 Years of experience relevant experience in Land transportation</p>



Qualification Pack

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	25/08/2025
NSQC Approval Date	25/08/2022
Version	2.0
Reference code on NQR	QG-04-TW-00350-2023-V1.1-LSC
NQR Version	1.0

Qualification Pack

LSC/N1002: Transport data processing and analysis

Description

This unit is about applying data filters, consolidating data and conducting analysis

Scope

The scope covers the following :

- Analyse transport data and report
- Conduct trends analysis

Elements and Performance Criteria

Analyse transport data and report

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

- PC1.** collect information regarding consignments movement from ERP
- PC2.** analyse delivery performance of consignments based on a) consignment type b) geography of movement c) inhouse or outsourced vehicle d) client wise performance
- PC3.** identify reasons for dispatch delay and prepare reports
- PC4.** analyse damages during loading/unloading/ transit and prepare documentation for claims from transporter/ insurer
- PC5.** process damage claims submitted by client and prepare the necessary documentation
- PC6.** prepare vehicle capacity utilization rates for different types of vehicles and geographies and identify root cause of under-utilization if any
- PC7.** compute workforce capacity utilization and productivity rates and identify reasons for under-utilization if any
- PC8.** check route variations during trips and report impact on cost, delivery timeline and reasons
- PC9.** check fuel consumption rates for vehicles and trips against the distance travelled and report any deviation from normal usage
- PC10.** check the repair and maintenance of vehicles and report vehicles which are incurring maintenance cost beyond acceptable limits
- PC11.** provide a daily report to management regarding end of the day status of different activities

Conduct trend analysis

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

- PC12.** perform trend analysis of delivery timelines, dispatch delays, product damages, insurance claims, vehicle utilisation, workforce utilisation, fuel consumption, vehicle maintenance etc.
- PC13.** analyse areas of concern and non-compliance based on past trends

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures

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- 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.** use of computer and associated equipment like scanner
- KU10.** geographical spread of states and cities
- KU11.** planning w.r.t routes and network
- KU12.** types of goods being handled
- KU13.** federal and state laws pertaining to transportation
- KU14.** route optimization software
- KU15.** loading/unloading and transports that can be used for different types of shipments
- KU16.** Global Positioning System (GPS) and tracking devices
- KU17.** different cargo arrangements to maximize space utilization

Generic Skills (GS)

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

- GS1.** written instructions
- GS2.** product information from ERP and tracking softwares
- GS3.** management directions in English and Hindi and/or local language
- GS4.** damage reports and daily status reports
- GS5.** end of the day reports
- GS6.** communicate clearly in local language or English with supervisors and co-workers
- GS7.** communicate and collect information from supervisors
- GS8.** communicate and resolve queries with supervisors
- GS9.** identify if there is an aberration in the data
- GS10.** decide on possible reasons for the aberration
- GS11.** identify activities or orders that need to be prioritised as per instructions
- GS12.** plan and estimate the time for each activity
- GS13.** maintain punctuality and avoid absenteeism
- GS14.** respond to the supervisor in a timely manner
- GS15.** prioritize and execute tasks based on instructions
- GS16.** importance of customer and internal timelines
- GS17.** identify trends/common causes for delays and resolve the same with supervisor and manager
- GS18.** co-ordinate internally to identify reasons for delays, etc.
- GS19.** review analysis and data processes to minimise errors and enhance accuracy



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- GS20.** focus on task at hand and complete it without errors and delays
- GS21.** draw inferences for delays, etc. by factoring in macro environmental factors like traffic, weather, holidays, etc.

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Analyse transport data and report</i>	26	60	-	-
PC1. collect information regarding consignments movement from ERP	3	6	-	-
PC2. analyse delivery performance of consignments based on a) consignment type b) geography of movement c) inhouse or outsourced vehicle d) client wise performance	3	7	-	-
PC3. identify reasons for dispatch delay and prepare reports	3	7	-	-
PC4. analyse damages during loading/unloading/transit and prepare documentation for claims from transporter/ insurer	3	5	-	-
PC5. process damage claims submitted by client and prepare the necessary documentation	2	5	-	-
PC6. prepare vehicle capacity utilization rates for different types of vehicles and geographies and identify root cause of under-utilization if any	2	5	-	-
PC7. compute workforce capacity utilization and productivity rates and identify reasons for under-utilization if any	2	5	-	-
PC8. check route variations during trips and report impact on cost, delivery timeline and reasons	2	5	-	-
PC9. check fuel consumption rates for vehicles and trips against the distance travelled and report any deviation from normal usage	2	5	-	-
PC10. check the repair and maintenance of vehicles and report vehicles which are incurring maintenance cost beyond acceptable limits	2	5	-	-
PC11. provide a daily report to management regarding end of the day status of different activities	2	5	-	-
<i>Conduct trend analysis</i>	4	10	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. perform trend analysis of delivery timelines, dispatch delays, product damages, insurance claims, vehicle utilisation, workforce utilisation, fuel consumption, vehicle maintenance etc.	2	5	-	-
PC13. analyse areas of concern and non-compliance based on past trends	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1002
NOS Name	Transport data processing and analysis
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N1003: Coordinate with internal team and external vendors

Description

This unit is about coordinating and conducting follow up with transport agents and clients in order to ensure smooth transportation

Scope

The scope covers the following :

- Follow-up with internal team and external vendors
- Coordinate with the client/shipper

Elements and Performance Criteria

Follow-up with internal team and external vendors

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

- PC1.** coordinate with internal departments to ensure the planned transportation activities are executed without any hassles
- PC2.** communicate with transporters for timely arrangement of vehicles for pick-up and delivery of consignment
- PC3.** provide required information to the transporters for disbursement of payment and to collect the required documentations on consignments
- PC4.** liaise with transporter, in case of any issues or emergencies
- PC5.** track the consignments on daily basis and report on missed deliveries, route changes, delayed pick-up etc.

Coordinate with the client

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

- PC6.** coordinate with customer right from the pick-up, transit and till delivery of consignment as per plan
- PC7.** communicate to the point of contact from customer side in case of any mismatch/ deficiency in documentation & any other update regarding shipments
- PC8.** liaise with customer for damaged goods during handling/ transit for claims processing and replacement
- PC9.** escalate to customer in case if the transporter is nominated from the customer side on delayed pickups, lack of coordination etc.
- PC10.** attend to clients escalations on priority basis by coordinating with the concerned stakeholders
- PC11.** make note of any special cargo movement / packaging requirement
- PC12.** provide shipment status notification to consignor/ consignee
- PC13.** communicate to the customer on delivery and submit invoice

Knowledge and Understanding (KU)

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The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** companys customers, suppliers and their requirements
- KU3.** organization fee and charges structure
- KU4.** reporting structure
- KU5.** escalation matrix for reporting identified problems
- KU6.** how to maintain communication and control through all phases of the cargo transit
- KU7.** usage of computer for electronic documentation of information
- KU8.** usage of Enterprise Resource Planning (ERP), Global Positioning System (GPS) and tracking software
- KU9.** details of different routes and estimate travel time required
- KU10.** types of goods being handled
- KU11.** federal and state laws pertaining to transportation
- KU12.** route optimization software
- KU13.** loading/unloading and transports that can be used for different types of shipments
- KU14.** different cargo arrangements to maximize space utilization

Generic Skills (GS)

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

- GS1.** instructions and customer requirement
- GS2.** regulatory requirement associated with land transport
- GS3.** text contained in notes, letters, memos, e-mails, specifications, books, reports, charts, tables and graphs, etc.
- GS4.** prepare daily status report
- GS5.** write e-mail, notes and letters as follow-up to trucking supervisor and consignor/ consignee
- GS6.** maintain records as per companys policies
- GS7.** listen to the requirements of the consignee
- GS8.** communicate effectively with the drivers to ensure smooth shipment
- GS9.** decide on actions to be taken on escalation raised by the shipper
- GS10.** liaison with trucking agents to ensure smooth clearance process
- GS11.** monitor smooth functioning of all transportation activities
- GS12.** escalate client concerns that are beyond the scope of handling
- GS13.** communicate with customers and share all relevant information
- GS14.** respond to customer and subordinates complaints
- GS15.** address the queries of the driver in a calm and collected manner
- GS16.** provide the best possible solution to client queries
- GS17.** analyse communication patterns with colleagues and customers to improve outcomes and deal with situations
- GS18.** follow-up with external stakeholders to avoid delays or any breach in agreement



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- GS19.** act upon constructively on any problems as pointed by customers or superiors
- GS20.** improve work processes by interacting with others and adopting best practices

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow-up with internal team and external vendors</i>	14	30	-	-
PC1. coordinate with internal departments to ensure the planned transportation activities are executed without any hassles	3	7	-	-
PC2. communicate with transporters for timely arrangement of vehicles for pick-up and delivery of consignment	3	6	-	-
PC3. provide required information to the transporters for disbursement of payment and to collect the required documentations on consignments	3	6	-	-
PC4. liaise with transporter, in case of any issues or emergencies	3	6	-	-
PC5. track the consignments on daily basis and report on missed deliveries, route changes, delayed pick-up etc.	2	5	-	-
<i>Coordinate with the client</i>	16	40	-	-
PC6. coordinate with customer right from the pick-up, transit and till delivery of consignment as per plan	2	5	-	-
PC7. communicate to the point of contact from customer side in case of any mismatch/ deficiency in documentation & any other update regarding shipments	2	5	-	-
PC8. liaise with customer for damaged goods during handling/ transit for claims processing and replacement	2	5	-	-
PC9. escalate to customer in case if the transporter is nominated from the customer side on delayed pickups, lack of coordination etc.	2	5	-	-
PC10. attend to clients escalations on priority basis by coordinating with the concerned stakeholders	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. make note of any special cargo movement / packaging requirement	2	5	-	-
PC12. provide shipment status notification to consignor/ consignee	2	5	-	-
PC13. communicate to the customer on delivery and submit invoice	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1003
NOS Name	Coordinate with internal team and external vendors
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N0302: Perform inbound and outbound documentation

Description

This unit is about performing documentation of inbound and outbound consignments

Scope

The scope covers the following :

- Receive and verify documents for inbound consignments
- Prepare documents for outbound consignments

Elements and Performance Criteria

Receive and verify documents for inbound consignments

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

- PC1.** receive the signed agreement sheet for the inbound consignment
- PC2.** prepare an arrival report based on the agreement sheet
- PC3.** receive accounts of the journey from the driver and prepare the cost sheets
- PC4.** review and verify all the documents such as insurance forms, Goods and Services Tax (GST) forms from the inbound trucks
- PC5.** verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist
- PC6.** check that the truck has been unloaded and goods are in good condition
- PC7.** prepare the goods received document and hand it over to the driver
- PC8.** receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing
- PC9.** prepare the invoices and send to accounts payable section based on the information entered in the system

Prepare documents for outbound consignments

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

- PC10.** check and approve the Lorry Receipt (LR) or Goods Consignment Note, prepared by the associate
- PC11.** update details regarding the load and the destination into the computer based on the information contained in the LR
- PC12.** prepare an agreement sheet to be given at the destination along with the consignment
- PC13.** check and verify that all the transit insurance forms and tax permits for each truck are filled correctly and is valid for the identified route of the truck
- PC14.** verify that all the required forms have been filled out and approve the documents as per the outbound documentation checklist
- PC15.** confirm with the dispatcher that the truck's destination and goods loaded have been verified
- PC16.** brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts and handover the cash and required documents

Qualification Pack

- PC17.** get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** companys customers, suppliers and their requirements
- KU3.** types of documentation in organization
- KU4.** organization policy of data maintenance, recording and handling
- KU5.** relevant safety and security procedures
- KU6.** procedures for dealing with loss or damage to goods
- KU7.** details of transport companies the organization works with and their processes
- KU8.** procedure followed while booking trucks
- KU9.** reporting structure
- KU10.** escalation matrix for reporting identified problems
- KU11.** processes involved in inbound and outbound transport
- KU12.** use of computer for electronic documentation of information
- KU13.** use of GPS and tracking software
- KU14.** geographical destinations and transport routes
- KU15.** ERP system and its functioning
- KU16.** legal requirements, rules and regulations to be followed while preparing forms and documents for transports
- KU17.** forms required for inbound/outbound transport
- KU18.** possible difficulties and errors in documentation

Generic Skills (GS)

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

- GS1.** instructions in the checklists
- GS2.** inbound agreements, client queries, documents
- GS3.** details required in the forms
- GS4.** write details regarding inspection of each inbound consignment
- GS5.** prepare invoices and agreements
- GS6.** maintain the record as per companys policies
- GS7.** fill out forms and inspection checklist
- GS8.** communicate with all employees to ensure activities are running smoothly
- GS9.** communicate clearly with customers
- GS10.** communicate with drivers, trucking agents, other stakeholders as and when required



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- GS11.** decide if a certain document would suffice the requirement of permits, agreements or any additional document would be required
- GS12.** decide on alternate routes and transports in case a shipment is stuck
- GS13.** prioritize and execute tasks within the scheduled time limits
- GS14.** adhere to the customer requirements
- GS15.** identify and correct errors in consignment documents
- GS16.** resolve any documentation issues faced by the truck drivers en-route
- GS17.** check that all the forms required in the checklist have been filled out and are ready
- GS18.** suggest methods to streamline the documentation process

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive and verify documents for inbound consignments</i>	22	46	-	-
PC1. receive the signed agreement sheet for the inbound consignment	3	7	-	-
PC2. prepare an arrival report based on the agreement sheet	3	7	-	-
PC3. receive accounts of the journey from the driver and prepare the cost sheets	3	7	-	-
PC4. review and verify all the documents such as insurance forms, Goods and Services Tax (GST) forms from the inbound trucks	4	6	-	-
PC5. verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist	2	4	-	-
PC6. check that the truck has been unloaded and goods are in good condition	2	4	-	-
PC7. prepare the goods received document and hand it over to the driver	2	4	-	-
PC8. receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing	2	4	-	-
PC9. prepare the invoices and send to accounts payable section based on the information entered in the system	1	3	-	-
<i>Prepare documents for outbound consignments</i>	8	24	-	-
PC10. check and approve the Lorry Receipt (LR) or Goods Consignment Note, prepared by the associate	1	3	-	-
PC11. update details regarding the load and the destination into the computer based on the information contained in the LR	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. prepare an agreement sheet to be given at the destination along with the consignment	1	3	-	-
PC13. check and verify that all the transit insurance forms and tax permits for each truck are filled correctly and is valid for the identified route of the truck	1	3	-	-
PC14. verify that all the required forms have been filled out and approve the documents as per the outbound documentation checklist	1	3	-	-
PC15. confirm with the dispatcher that the truck's destination and goods loaded have been verified	1	3	-	-
PC16. brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts and handover the cash and required documents	1	3	-	-
PC17. get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received	1	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0302
NOS Name	Perform inbound and outbound documentation
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

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)

Qualification Pack

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	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
NSQF Clearance Date	25/08/2022

Qualification Pack

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

Qualification Pack

- 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



Qualification Pack

- 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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	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	-	-
<i>Ensure compliance to health, safety and security</i>	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	-	-

Qualification Pack

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	-	-

Qualification Pack

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
NSQF Clearance Date	25/08/2022

Qualification Pack

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 activities
- 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

Qualification Pack

- 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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check applicability of GST</i>	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	-	-
<i>Verify invoice</i>	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

Qualification Pack

LSC/N1005: Transport consolidation and consignment tracking

Description

This unit is about consolidating the shipment and conducting follow up

Scope

The scope covers the following :

- Collect dispatch plan and consolidate goods
- Consignment tracking

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 despatch schedule planned for the day
- PC2.** prepare consolidation plan for goods based on a. nature of goods b. volume of goods by its dimensions (width, breadth and height) c. Full Truck Load (FTL)/ Less than Truck Load (LTL) requirements d. destination location e. delivery priority f. route of truck g. 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.** Collect dispatch plan and consolidate goods Consignment tracking
- 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

Consignment tracking

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

- PC12.** review the position of consignments in transit and coordinate with driver or transporter in case of delays or defaults
- PC13.** update tracking information for each order in ERP/ Transport Management System (TMS) to provide real time information to client
- PC14.** based on the incident log of the respective vehicle, proactively plan for preventive measures and necessary arrangements if the issue occurs during transit

Qualification Pack

- PC15.** coordinate with regional office/ branches and local authorities to resolve during exigencies during transit
- PC16.** record the incident and coordinate with the driver till the vehicle resumes for delivery
- PC17.** update estimated delivery time of the consignment in the ERP and communicate to client

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 customers, suppliers and their requirements
- KU5.** organization fee and charges structure
- KU6.** records and log books to be maintained and the importance of the same
- KU7.** companys material movement policy
- KU8.** relevant safety and security procedures
- KU9.** details of transport companies the organization works with and their processes
- KU10.** procedure followed while booking trucks to pick up and transport consignments
- KU11.** details required while consolidating orders
- KU12.** various documentation associated with transport
- KU13.** basic norms regarding packing of items like food items should be separate from toiletries, etc.
- KU14.** dangerous goods and their handling and movement procedures
- KU15.** use of computer for electronic documentation of information
- KU16.** use of GPS and tracking software
- KU17.** distances to different destination and estimate travel time required
- KU18.** different types of truck loads
- KU19.** methods for consolidating orders based on type, size, destination etc.
- KU20.** possible common challenges and errors in consolidation
- KU21.** ERP system and extracting information from it
- KU22.** how to maintain communication and control through all phases of the cargo transit

Generic Skills (GS)

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

- GS1.** schedule and plan for cargo transport
- GS2.** consolidation charts
- GS3.** instructions and conditions during cargo movement
- GS4.** instructions on how to use the tracking systems
- GS5.** prepare written delivery schedule and charts

Qualification Pack

- GS6.** maintain the record as per company's policies
- GS7.** make entries into the ERP
- GS8.** fill out forms, inspection checklists pertaining to the customer consignments
- GS9.** regularly communicate with all employees to ensure activities are running smoothly
- GS10.** listen to the issues of the drivers
- GS11.** communicate with warehouse manager, supervisors, drivers, trucking companies and head office
- GS12.** make a judgment as to how to utilize the space while consolidating
- GS13.** decide the estimated time required for consolidation and making schedules
- GS14.** make a judgment as to whether a route change is required or not
- GS15.** prioritize and execute tasks within the scheduled time limits
- GS16.** adjust resource according to volume and capacity needs during peak and non-peak hours
- GS17.** maintain schedules and punctuality
- GS18.** flexibility to re-assess schedule in case of delays/additional orders
- GS19.** understand the customer requirements and ensure that they are met
- GS20.** prepare schedules and consolidation plans keeping in mind customer's time lines and any special instructions from the head office
- GS21.** communicate with customers and share all relevant information
- GS22.** identify and correct errors in schedule plan
- GS23.** handle day to day problems like delays, staffing shortage, etc.
- GS24.** analyze costs to determine optimum costing for final deliveries
- GS25.** assess the type of truck required and whether FTL or LTL is to be used
- GS26.** keep track of the progress of each truck in real time
- GS27.** suggest methods to streamline consolidation of orders
- GS28.** identify strengths and weaknesses of alternative route for transportation

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Collect the dispatch plan and consolidate goods</i>	24	52	-	-
PC1. obtain the truck schedule and goods despatch schedule planned for the day	3	7	-	-
PC2. prepare consolidation plan for goods based on a. nature of goods b. volume of goods by its dimensions (width, breadth and height) c. Full Truck Load (FTL)/ Less than Truck Load (LTL) requirements d. destination location e. delivery priority f. route of truck g. type of truck number of axles, load bearing capacity, physical dimensions of carriage	3	7	-	-
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	3	7	-	-
PC4. coordinate with transport coordinator and warehouse in-charge to ensure truck consolidation plan is as per original shipment plan	3	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	3	-	-
PC6. post arrangement of goods at loading bay, inspect that the goods are arranged as per loading plan	2	4	-	-
PC7. Collect dispatch plan and consolidate goods Consignment tracking	2	4	-	-
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	2	4	-	-
PC9. make sure that the goods are lashed appropriately, and cushioning are provided to avoid damage during transit	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. update ERP with respect to goods that have been successfully dispatched	1	3	-	-
PC11. record reasons for delay or pending dispatch	1	3	-	-
<i>Consignment tracking</i>	6	18	-	-
PC12. review the position of consignments in transit and coordinate with driver or transporter in case of delays or defaults	1	3	-	-
PC13. update tracking information for each order in ERP/ Transport Management System (TMS) to provide real time information to client	1	3	-	-
PC14. based on the incident log of the respective vehicle, proactively plan for preventive measures and necessary arrangements if the issue occurs during transit	1	3	-	-
PC15. coordinate with regional office/ branches and local authorities to resolve during exigencies during transit	1	3	-	-
PC16. record the incident and coordinate with the driver till the vehicle resumes for delivery	1	3	-	-
PC17. update estimated delivery time of the consignment in the ERP and communicate to client	1	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1005
NOS Name	Transport consolidation and consignment tracking
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport operations, Vehicle operations, Documentation & Reporting
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N1006: Conduct feasibility assessment and route optimization

Description

This unit is about conducting feasibility assessment of route planning and route optimization to leverage logistical efficiencies

Scope

The scope covers the following :

- Conduct feasibility assessment and plan route optimization
- Coordinate with internal and external stakeholders

Elements and Performance Criteria

Conduct feasibility assessment and plan route optimization

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

- PC1.** review the data collected 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.** analyse the pickup and delivery sequence for optimal time, allocation of loads, vehicle capacity collected from the route planning software
- PC3.** plan optimized routes for multiple depots ensuring cost efficiency across the whole operation
- PC4.** perform lane analysis to identify the efficient routing option and to understand the feasibility of the Over Dimensional Cargo (ODC) vehicle to transport the cargo through the identified route
- PC5.** finalise the transportation plan considering various tolls, rest stops, driver shift change, vehicle relay, re-fueling of vehicle etc.
- PC6.** approve the plan for daily truck coverage, driver and trip assignment
- PC7.** make sequential plans for alternate routes based on the routing analysis for contingency requirements like inclement weather, natural calamities etc.

Coordinate with internal and external stakeholders

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

- PC8.** communicate with the internal team to finalise on the route plan and get it approved by the manager
- PC9.** share the finalised route plan to the customer
- PC10.** brief the transporter on the key areas of concerns and the preparedness required during transit
- PC11.** track and trace adherence to route and record route efficiency

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** organizational procedures
- KU2.** types of documentation in organization
- KU3.** organization policy of data maintenance, recording and handling
- KU4.** companys customers, suppliers and their requirements
- KU5.** organization fee and charges structure
- KU6.** records and log books to be maintained and the importance of the same
- KU7.** companys material movement policy
- KU8.** relevant safety and security procedures
- KU9.** details of transport companies the organization works with and their processes
- KU10.** procedure followed while booking trucks to pick up and transport consignments
- KU11.** usage of computer, software and associated equipment like scanner
- KU12.** geographical spread of states and cities
- KU13.** routes and network
- KU14.** knowledge of federal and state laws pertaining to transportation
- KU15.** route optimization software
- KU16.** tracking system and use of Global Positioning System(GPS)
- KU17.** loading/unloading and transport methods that can be used for different types of shipments
- KU18.** arranging cargo to maximize space utilization
- KU19.** Enterprise Resource Planning (ERP) system and extracting information from it

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 advice and 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
- GS16.** handle day to day problems like delays, staffing shortage, etc.
- GS17.** suggest methods to minimise errors



Qualification Pack

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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conduct feasibility assessment and plan route optimization</i>	18	46	-	-
PC1. review the data collected 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	2	7	-	-
PC2. analyse the pickup and delivery sequence for optimal time, allocation of loads, vehicle capacity collected from the route planning software	2	7	-	-
PC3. plan optimized routes for multiple depots ensuring cost efficiency across the whole operation	2	7	-	-
PC4. perform lane analysis to identify the efficient routing option and to understand the feasibility of the Over Dimensional Cargo (ODC) vehicle to transport the cargo through the identified route	3	7	-	-
PC5. finalise the transportation plan considering various tolls, rest stops, driver shift change, vehicle relay, re-fueling of vehicle etc.	3	6	-	-
PC6. approve the plan for daily truck coverage, driver and trip assignment	3	6	-	-
PC7. make sequential plans for alternate routes based on the routing analysis for contingency requirements like inclement weather, natural calamities etc.	3	6	-	-
<i>Coordinate with internal and external stakeholders</i>	12	24	-	-
PC8. communicate with the internal team to finalise on the route plan and get it approved by the manager	3	6	-	-
PC9. share the finalised route plan to the customer	3	6	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. brief the transporter on the key areas of concerns and the preparedness required during transit	3	6	-	-
PC11. track and trace adherence to route and record route efficiency	3	6	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1006
NOS Name	Conduct feasibility assessment and route optimization
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N1138: Use telematics to drive efficiency

Description

This unit is about using telematics to track system, streamline operations and coordination

Scope

The scope covers the following :

- Populate data in the system and optimize route
- Track and report progress in real time

Elements and Performance Criteria

Populate data in the system and optimize route

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

- PC1.** populate basic client and order details
- PC2.** feed details of the shipment like the order number, lorry receipt, invoice, destination location, nature of good, value of goods, weight, details of the receiver, date of delivery, etc.
- PC3.** populate details of the vehicle carrying the cargo like vehicle type, vehicle number, driver name and contact details, license and permit details, details of the cleaner, etc.
- PC4.** populate details of the insurance documents, freight and customs documents, etc.
- PC5.** input details of the various routes available
- PC6.** analyse the various options given by the system and select the most appropriate route
- PC7.** get the route approved by the manager and the client

Track and report progress in real time

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

- PC8.** monitor location, movement and status of the vehicle
- PC9.** make note of driving behaviour like over speeding, excessive braking, gas mileage, excess idle, etc.
- PC10.** track movement and position of articulated vehicles trailer unit
- PC11.** notify driver on the position via mobile or geostationary satellite
- PC12.** take note of temperature in the reefer vehicle, trigger alarm and alert driver in case the temperature falls below the required level
- PC13.** check on the weather and traffic of the area next to be crossed
- PC14.** re-plan the route or reschedule the delivery in case of any anomalies

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** knowledge of documentation and reporting

Qualification Pack

- KU3.** companys customers, suppliers and their requirements
- KU4.** reporting structure
- KU5.** security procedures to be followed
- KU6.** escalation matrix for reporting identified problems
- KU7.** risk and impact of not following defined procedures/work instructions
- KU8.** telematics system used by the organization
- KU9.** use of computer, software and MS office
- KU10.** operating the telematics system
- KU11.** basic trouble shooting of software, system and computers
- KU12.** understanding of various escalations regarding resolving and catering to the customer query
- KU13.** details of different routes and tracking systems including Global Positioning System (GPS)
- KU14.** overall process from pickup to delivery and different departments engaged in the process
- KU15.** different types of goods being handled
- KU16.** how to maintain communication and control through all phases of the cargo transit

Generic Skills (GS)

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

- GS1.** instructions on how to use the software
- GS2.** management directions in English
- GS3.** various documents and data to be populated in the system
- GS4.** populate data in the system
- GS5.** write end of the day reports
- GS6.** communicate clearly in local language or English with customers and various internal departments
- GS7.** communicate and collect information from different departments
- GS8.** escalate the query and to which department
- GS9.** respond to the customers queries and to escalate it to a higher level
- GS10.** prioritize and execute tasks based on client requirements
- GS11.** plan and estimate the co-ordination required for resolving a query
- GS12.** be a team player and achieve joint goals
- GS13.** importance of customer timelines
- GS14.** urgency of customer requirements
- GS15.** identify the key errors in system and resolve them through a work around or highlight cases for technical help
- GS16.** co-ordinate and handle major issues with different departments
- GS17.** verify the authenticity of the customer by checking the database
- GS18.** cross check and review inputs from associates and supervisors for errors
- GS19.** analyse trends and draw inferences
- GS20.** think though large sets of data to conduct assessments



Qualification Pack

- GS21.** make out possible hypothesis and trends based on preliminary analysis and information
- GS22.** suggest and implement methods to improve system tracing methods

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Populate data in the system and optimize route</i>	16	35	-	-
PC1. populate basic client and order details	3	5	-	-
PC2. feed details of the shipment like the order number, lorry receipt, invoice, destination location, nature of good, value of goods, weight, details of the receiver, date of delivery, etc.	3	5	-	-
PC3. populate details of the vehicle carrying the cargo like vehicle type, vehicle number, driver name and contact details, license and permit details, details of the cleaner, etc.	2	5	-	-
PC4. populate details of the insurance documents, freight and customs documents, etc.	2	5	-	-
PC5. input details of the various routes available	2	5	-	-
PC6. analyse the various options given by the system and select the most appropriate route	2	5	-	-
PC7. get the route approved by the manager and the client	2	5	-	-
<i>Track and report progress in real time</i>	14	35	-	-
PC8. monitor location, movement and status of the vehicle	2	5	-	-
PC9. make note of driving behaviour like over speeding, excessive braking, gas mileage, excess idle, etc.	2	5	-	-
PC10. track movement and position of articulated vehicles trailer unit	2	5	-	-
PC11. notify driver on the position via mobile or geostationary satellite	2	5	-	-
PC12. take note of temperature in the reefer vehicle, trigger alarm and alert driver in case the temperature falls below the required level	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. check on the weather and traffic of the area next to be crossed	2	5	-	-
PC14. re-plan the route or reschedule the delivery in case of any anomalies	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1138
NOS Name	Use telematics to drive efficiency
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N2131: Prepare documents for Export and Import processing including EDI filing

Description

This unit is about obtaining and preparing documents required for customs clearance and shipment of cargo as per regulatory and standard operating procedure

Scope

The scope covers the following :

- Receive details of import cargo and its documentation
- Receive details of export and trans-shipment cargo and its documentation
- Prepare mandatory documents Range: ICES, ICEGATE, Remote EDI System (RES)

Elements and Performance Criteria

Receive details of import cargo and its documentation

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

- PC1.** obtain work requirement in discussion with the supervisor
- PC2.** obtain details about the quantity, value, packing, labelling, weight, size of the cargo
- PC3.** prepare a checklist of documents required for customs clearance
- PC4.** receive basic know your customer (KYC) and Goods and Services Tax (GST) details of the importer including copies of invoice, packing list, shipping bill/ Airway bill, Bill of lading, etc.
- PC5.** obtain required documents such as delivery order, certificate of origin, industrial license, insurance document, etc.

Receive details of export and transshipment cargo and its documentation

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

- PC6.** prepare checklist of documents required for clearance
- PC7.** obtain details about the quantity, value, packing, labelling, weight, size of the cargo and nature of cargo (liquid, hazardous chemicals, perishables, etc.)
- PC8.** receive basic KYC and GST details of the exporter/ shipper including destination country, shipment date, type of cargo, insurance details, etc.
- PC9.** obtain additional documents required as per customs regulation for dangerous goods, valuable items, etc.
- PC10.** receive documents required for clearance such as invoice, packing list, shipping declaration, purchase order, Statutory Declaration Form as per the checklist
- PC11.** obtain the bonds to be executed with the customs official for duty exempted items

Prepare mandatory documents

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

- PC12.** prepare mandatory documents in ICES such as Bill of Lading, Airway Bill, commercial invoice cum packing list, dock receipt, etc.
- PC13.** prepare shipping bill, Bill of Entry (BoE) for export of goods

Qualification Pack

- PC14.** check invoice for accuracy of number of packages, quantity, unit rate, total Freight on Board (FOB) / Cost, Insurance and Freight (CIF) value, etc.
- PC15.** attach necessary documents for exports such as contract, Letter of Credit, purchase order of the overseas buyer
- PC16.** prepare a declaration for goods carried in the vessel in case of imports
- PC17.** check the manifest for details of the cargo imported, quantity, details of discharge port-wise, etc.
- PC18.** pay the required duty and obtain a copy to be filed
- PC19.** coordinate with the Customs Brokers (CBR) and hand over the documents required for customs clearance
- PC20.** prepare documentation for special cases such as pilferage, damage of goods, etc. as required
- PC21.** upload the documents on the Indian Customs Electronic Commerce/ ICEGATE web portal
- PC22.** prepare payment requests and check for timely payments for processing shipments and customs clearance formalities
- PC23.** check the required customs and other related portals like shipping lines, Directorate General of Foreign Trade (DGFT), Participative Government Agencies (PGAs) etc. to track movement of submitted/approved documentation

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.** paperwork required before handling cargo
- KU5.** organizations contacts with custom office
- KU6.** organizations policy of data maintenance, recording and handling
- KU7.** companys material movement policy
- KU8.** reporting structure
- KU9.** escalation matrix for reporting identified problems
- KU10.** relevant safety and security procedures
- KU11.** mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry, import license, insurance certificate, purchase order, letter of credit, test report, Harmonized System Nomenclature (HSN) classification, GST, etc.
- KU12.** usage of computer and usage of software (for e.g.; ICES, ICEGATE, Remote EDI System (RES) etc.) to update documentation/reports
- KU13.** operating systems related to customs such as EDI and ICEGATE and their functions
- KU14.** terms and terminologies used in import and export trade
- KU15.** different documents to be prepared for different type of transaction both in soft format and hard copies
- KU16.** different types of cargo exported, their eligibility for duty free goods and documentation requirement

Qualification Pack

- KU17.** HSN Codes and INCOTERMS
- KU18.** information on foreign trade policy and PGAs to classify the cargo imported as per regulatory requirement
- KU19.** different airline/ shipping line available for different routes
- KU20.** details of the transport availability in different routes
- KU21.** transit rules and regulations and destination countries requirements and fiscal regimes
- KU22.** nature of the products transported and the variances in their characteristics
- KU23.** type of packaging, labelling and marking required
- KU24.** 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.
- KU25.** change or updates in Acts, procedures, etc. with reference to customs clearance and applicable duties

Generic Skills (GS)

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

- GS1.** schedule and plan for cargo movement
- GS2.** details of the cargo/ shipments
- GS3.** foreign trade policies
- GS4.** regulatory requirement associated with customs clearance and freight forwarding
- GS5.** different forms related to customs clearance
- GS6.** various customs and other portals like shipping lines, DGFT, PGAs etc. to track movement of filings done
- GS7.** fill online forms related to customs clearance requirement
- GS8.** maintain the record as per companys policies
- GS9.** basic letter writing and prepare reports
- GS10.** making gate passes and related forms
- GS11.** communicate with buyer, shipper, forwarding agents in pleasant, clear and in assertive way
- GS12.** communicate effectively with supervisory and operational staff at all levels
- GS13.** communicate in local language as well as in Hindi and English
- GS14.** decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc.
- GS15.** decide if the customs and other regulatory requirement for the cargo are met
- GS16.** decide after looking at the document, if additional information is required for the given task
- GS17.** prioritize and execute tasks within the scheduled time limits
- GS18.** arrange for all supporting documents
- GS19.** undertake documentation of customs clearance process as per customer timelines and requirements
- GS20.** represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.



Qualification Pack

- GS21.** identify and correct errors in documents
- GS22.** identify irregularities in cargo/ shipments
- GS23.** identify which additional information is required
- GS24.** resolve issues with all stakeholders regarding shipments
- GS25.** organise the documents with attention to detail
- GS26.** review documentation such as commercial invoices, shippers export declaration, etc.
- GS27.** assess and decide how to consolidate different cargo to be loaded in a shipment/ freight and the type of carriage
- GS28.** check if specific documents need to be submitted for import/ export of all cargos are collected
- GS29.** identify dangerous goods and ensure that requisite precautions are taken
- GS30.** undertake different types of packaging, marking and labelling for different types of cargoes to assess if it is in order with the widely accepted norms
- GS31.** estimate the documentation required for a certain task

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive details of import cargo and its documentation</i>	10	16	-	-
PC1. obtain work requirement in discussion with the supervisor	2	4	-	-
PC2. obtain details about the quantity, value, packing, labelling, weight, size of the cargo	2	3	-	-
PC3. prepare a checklist of documents required for customs clearance	2	3	-	-
PC4. receive basic know your customer (KYC) and Goods and Services Tax (GST) details of the importer including copies of invoice, packing list, shipping bill/ Airway bill, Bill of lading, etc.	2	3	-	-
PC5. obtain required documents such as delivery order, certificate of origin, industrial license, insurance document, etc.	2	3	-	-
<i>Receive details of export and transshipment cargo and its documentation</i>	8	18	-	-
PC6. prepare checklist of documents required for clearance	2	3	-	-
PC7. obtain details about the quantity, value, packing, labelling, weight, size of the cargo and nature of cargo (liquid, hazardous chemicals, perishables, etc.)	2	3	-	-
PC8. receive basic KYC and GST details of the exporter/ shipper including destination country, shipment date, type of cargo, insurance details, etc.	1	3	-	-
PC9. obtain additional documents required as per customs regulation for dangerous goods, valuable items, etc.	1	3	-	-
PC10. receive documents required for clearance such as invoice, packing list, shipping declaration, purchase order, Statutory Declaration Form as per the checklist	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. obtain the bonds to be executed with the customs official for duty exempted items	1	3	-	-
<i>Prepare mandatory documents</i>	12	36	-	-
PC12. prepare mandatory documents in ICES such as Bill of Lading, Airway Bill, commercial invoice cum packing list, dock receipt, etc.	1	3	-	-
PC13. prepare shipping bill, Bill of Entry (BoE) for export of goods	1	3	-	-
PC14. check invoice for accuracy of number of packages, quantity, unit rate, total Freight on Board (FOB) / Cost, Insurance and Freight (CIF) value, etc.	1	3	-	-
PC15. attach necessary documents for exports such as contract, Letter of Credit, purchase order of the overseas buyer	1	3	-	-
PC16. prepare a declaration for goods carried in the vessel in case of imports	1	3	-	-
PC17. check the manifest for details of the cargo imported, quantity, details of discharge port-wise, etc.	1	3	-	-
PC18. pay the required duty and obtain a copy to be filed	1	3	-	-
PC19. coordinate with the Customs Brokers (CBr) and hand over the documents required for customs clearance	1	3	-	-
PC20. prepare documentation for special cases such as pilferage, damage of goods, etc. as required	1	3	-	-
PC21. upload the documents on the Indian Customs Electronic Commerce/ ICEGATE web portal	1	3	-	-
PC22. prepare payment requests and check for timely payments for processing shipments and customs clearance formalities	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. check the required customs and other related portals like shipping lines, Directorate General of Foreign Trade (DGFT), Participative Government Agencies (PGAs) etc. to track movement of submitted/approved documentation	1	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2131
NOS Name	Prepare documents for Export and Import processing including EDI filing
Sector	Logistics
Sub-Sector	Air Cargo Operations, EXIM Logistics - Freight Forwarding and Customs clearance, Land Transportation
Occupation	Ground Operations, Ground operations, Vehicle operations, Documentation & Reporting, Freight Forwarding Operations, Customs Clearance Operation
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQF 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.

Qualification Pack

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1002.Transport data processing and analysis	30	70	-	-	100	20
LSC/N1003.Coordinate with internal team and external vendors	30	70	-	-	100	20
LSC/N0302.Perform inbound and outbound documentation	30	70	-	-	100	20
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
Total	200	400	-	-	600	90

Elective: 1 Transport Coordination

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1005.Transport consolidation and consignment tracking	30	70	-	-	100	10

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
Total	30	70	-	-	100	10

Elective: 2 Feasibility Assessment

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1006. Conduct feasibility assessment and route optimization	30	70	-	-	100	10
Total	30	70	-	-	100	10

Optional: 1 Telematics

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1138. Use telematics to drive efficiency	30	70	-	-	100	10
Total	30	70	-	-	100	10

Optional: 2 EXIM Documentation

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2131. Prepare documents for Export and Import processing including EDI filing	30	70	0	0	100	10
Total	30	70	0	0	100	10



Qualification Pack



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.