

Qualification Pack



Land Transportation Supervisor

Options: Profit Management/ Business Development

QP Code: LSC/Q1003

Version: 2.0

NSQF Level: 5

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LSC/Q1003: Land Transportation Supervisor

Brief Job Description

The individual monitors day-to-day transportation functions to ensure time, cost and quality of transport operations. She/He is also responsible for maintenance of work records, monitoring of expenditure, and resolving bottlenecks to ensure smooth operations.

Personal Attributes

The job holder should be medically and physically fit. She/he should have attention to detail, problem-solving and mathematical skills and should be observant and diligent in monitoring operations and performance. The individual should have English and Vernacular language proficiency, demonstrable in spoken, written and oral communication.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N1009: Allocate resources and streamline operations in land transportation](#)
2. [LSC/N1109: Perform vehicle marshal duties](#)
3. [LSC/N0303: Review transport documentation](#)
4. [LSC/N1110: Supervise fleet maintenance](#)
5. [LSC/N1111: Supervise tracking and movement of vehicle](#)
6. [LSC/N1112: Manage and track movement of Over-dimensional cargo](#)
7. [LSC/N9907: Verify and review GST application](#)
8. [LSC/N9908: Maintain and monitor integrity and ethics in operations](#)
9. [LSC/N9909: Follow and monitor health, safety and security procedures](#)

Options(Not mandatory):

Option 1: Profit Management

The unit is about reviewing department wise budget, financial performance and analyzing profitability and business performance trends

1. [LSC/N9603: Profit and Loss account management and cost accounting](#)

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Option 2: Business Development

The unit is about preparing sales target, make pitch to existing clients and new prospects. The individual liaise with customs, other government officials, vendors and other contractors

1. [LSC/N9701: Business development and stakeholder relations](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
Country	India
NSQF Level	5
Credits	24
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4323.9900 and ISCO-08-4323
Minimum Educational Qualification & Experience	Pursuing 2nd year of UG (or Completed 2nd year of UG) OR Completed 2nd year diploma after 12th (or Pursuing 2nd year of diploma (after 12th)) OR 12th grade Pass (+ 1 year Vocational Education & training) OR Completed 3 year diploma after 10th with 1 Year of experience relevant experience in Transportation OR 12th grade Pass with 2 Years of experience relevant experience in Transportation OR 10th grade pass with 4 Years of experience relevant experience in Transportation OR Previous relevant Qualification of NSQF Level (4 (Land Transportation Executive) with 3 Years of experience relevant experience in Transportation
Minimum Level of Education for Training in School	



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Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 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-05-TW-00351-2023-V1.1-LSC
NQR Version	1.0

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LSC/N1009: Allocate resources and streamline operations in land transportation

Description

This unit is about allocating resources and streamlining operations

Scope

The scope covers the following :

- Prepare daily plan, allocate tasks and resources
- Monitor daily operations
- Resolve escalated issues
- Range: Stationery, markers, Personal Protective Equipment (PPE), Enterprise Resource Planning (ERP), computer, printers, Global Positioning System (GPS) tracker, Material Handling Equipment (MHE), etc.

Elements and Performance Criteria

Prepare daily work plan, allocate tasks and resources

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

- PC1.** obtain order details such as transport plans, delivery schedules, priority orders, daily work allocation etc.
- PC2.** develop daily work plan factoring in priority cases, cases requiring exceptional handling
- PC3.** get the work plan approved from the manager
- PC4.** arrange for daily shipment processing and quoting
- PC5.** allocate tasks to workers and associates
- PC6.** budget and allocate the requisite MHE for different tasks at hand

Monitor daily operations

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

- PC7.** supervise deployment of cargoes in communication with the consignees supervisor
- PC8.** supervise loading, unloading and processing of shipments
- PC9.** coordinate with other departments to plan movement of transports
- PC10.** monitor the performance of transport operations
- PC11.** take note of the pending tasks in each activity to plan for the next day and plan for additional resources if required
- PC12.** measure and document processes as per productivity standards
- PC13.** liaise with officials and external stakeholders to streamline operations
- PC14.** feed regular updates into ERP and report to manager

Resolve escalated issues

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

- PC15.** identify priorities as and when they come and allocate adequate resources to address them

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- PC16.** provide guidance to executives, associates and workers in executing activities
- PC17.** manage alternate transport in case of non-availability of vehicles
- PC18.** suggest possible solutions, way around to help resolve issues
- PC19.** assist in resolving freight related billing/documentation issues and carrier performance related issues
- PC20.** escalate the issues to manager when external or additional help is required

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.** use of a computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** transit rules and regulations
- KU14.** types of goods being handled
- KU15.** federal and state laws pertaining to transportation
- KU16.** route optimization software
- KU17.** loading/unloading and transports that can be used for different types of shipments
- KU18.** GPS and tracking devices
- KU19.** different cargo arrangements to maximize space utilization
- KU20.** special characteristics and handling requirements of goods, if any

Generic Skills (GS)

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment
- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources

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- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritise
- GS15.** whether alternate route is to be planned or alternate transport to be sent in case a delivery/pickup vehicle is stuck
- GS16.** plan and estimate the co-ordination required considering customer requirement
- GS17.** develop plan based on customer specification
- GS18.** plan for transportation and packaging of cargo
- GS19.** plan for resource requirement and utilization during peak and non-peak hours
- GS20.** importance of customer and internal timelines
- GS21.** the urgency of certain tasks as escalated by different department
- GS22.** how to take prompt action on queries raised by the customer
- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** keep contingent plan ready in case of delays or any issue
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continuous delays
- GS28.** discover more efficient and productive ways to streamline the process
- GS29.** identify best possible solution for route planning
- GS30.** interpret and act upon complex situation in transit issues
- GS31.** prioritise the work flow based on urgent requirements
- GS32.** think tactically to handle adverse situations, with attention to details

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare daily work plan, allocate tasks and resources</i>	12	24	-	-
PC1. obtain order details such as transport plans, delivery schedules, priority orders, daily work allocation etc.	2	4	-	-
PC2. develop daily work plan factoring in priority cases, cases requiring exceptional handling	2	4	-	-
PC3. get the work plan approved from the manager	2	4	-	-
PC4. arrange for daily shipment processing and quoting	2	4	-	-
PC5. allocate tasks to workers and associates	2	4	-	-
PC6. budget and allocate the requisite MHE for different tasks at hand	2	4	-	-
<i>Monitor daily operations</i>	12	28	-	-
PC7. supervise deployment of cargoes in communication with the consignees supervisor	2	4	-	-
PC8. supervise loading, unloading and processing of shipments	2	4	-	-
PC9. coordinate with other departments to plan movement of transports	2	4	-	-
PC10. monitor the performance of transport operations	2	4	-	-
PC11. take note of the pending tasks in each activity to plan for the next day and plan for additional resources if required	1	3	-	-
PC12. measure and document processes as per productivity standards	1	3	-	-
PC13. liaise with officials and external stakeholders to streamline operations	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. feed regular updates into ERP and report to manager	1	3	-	-
<i>Resolve escalated issues</i>	6	18	-	-
PC15. identify priorities as and when they come and allocate adequate resources to address them	1	3	-	-
PC16. provide guidance to executives, associates and workers in executing activities	1	3	-	-
PC17. manage alternate transport in case of non-availability of vehicles	1	3	-	-
PC18. suggest possible solutions, way around to help resolve issues	1	3	-	-
PC19. assist in resolving freight related billing/documentation issues and carrier performance related issues	1	3	-	-
PC20. escalate the issues to manager when external or additional help is required	1	3	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1009
NOS Name	Allocate resources and streamline operations in land transportation
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	5
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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LSC/N1109: Perform vehicle marshal duties

Description

This unit is about planning and carrying out marshalling of vehicles

Scope

The scope covers the following :

- Plan and prepare for marshalling of vehicles
- Carry out marshalling of vehicles

Elements and Performance Criteria

Plan and prepare for marshaling of vehicles

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

- PC1.** determine the work allocation using traffic management plan
- PC2.** wear required personal protective equipment required for marshalling duties
- PC3.** check if the area is clear and suitable for vehicle manoeuvring activities
- PC4.** arrange for clearances of obstacles and distractions from the vehicle path
- PC5.** confirm vehicle safety checks including reversing aids have been executed

Carry out marshalling of vehicles

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

- PC6.** ensure safe manoeuvring area is maintained during vehicle movement operations
- PC7.** establish safe marshalling position and maintain an appropriate field of vision
- PC8.** use hand signals and other communication methods to control the movement of vehicles
- PC9.** maintain and comply with site safety demarcation arrangements and control measures

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.** roles and responsibilities of a vehicle marshal

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- KU10.** requirement of site specific risk assessment and the emergency with respect to marshaling activities
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** transit rules and regulations
- KU14.** types of goods being handled
- KU15.** federal and state laws pertaining to transportation
- KU16.** route optimization software
- KU17.** loading/unloading and transports that can be used for different types of shipments
- KU18.** GPS and tracking devices
- KU19.** different cargo arrangements to maximize space utilization
- KU20.** special characteristics and handling requirements of goods, if any

Generic Skills (GS)

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment
- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources
- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritise
- GS15.** whether alternate route is to be planned or alternate transport to be sent in case a delivery/ pickup vehicle is stuck
- GS16.** plan and estimate the co-ordination required considering customer requirement
- GS17.** develop plan based on customer specification
- GS18.** plan for transportation and packaging of cargo
- GS19.** plan for resource requirement and utilization during peak and non-peak hours
- GS20.** importance of customer and internal timelines
- GS21.** the urgency of certain tasks as escalated by different department
- GS22.** how to take prompt action on queries raised by the customer

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- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** keep contingent plan ready in case of delays or any issue
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continuous delays
- GS28.** discover more efficient and productive ways to streamline the process
- GS29.** identify possible obstacles in the vehicle route
- GS30.** interpret and act upon complex situation in transit issues
- GS31.** prioritise the work flow based on urgent requirements
- GS32.** think tactically to handle adverse situations, with attention to details

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Plan and prepare for marshaling of vehicles</i>	18	38	-	-
PC1. determine the work allocation using traffic management plan	4	8	-	-
PC2. wear required personal protective equipment required for marshalling duties	4	8	-	-
PC3. check if the area is clear and suitable for vehicle manoeuvring activities	4	8	-	-
PC4. arrange for clearances of obstacles and distractions from the vehicle path	3	7	-	-
PC5. confirm vehicle safety checks including reversing aids have been executed	3	7	-	-
<i>Carry out marshalling of vehicles</i>	12	32	-	-
PC6. ensure safe manoeuvring area is maintained during vehicle movement operations	3	8	-	-
PC7. establish safe marshalling position and maintain an appropriate field of vision	3	8	-	-
PC8. use hand signals and other communication methods to control the movement of vehicles	3	8	-	-
PC9. maintain and comply with site safety demarcation arrangements and control measures	3	8	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1109
NOS Name	Perform vehicle marshal duties
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	5
Credits	2
Version	4.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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LSC/N0303: Review transport documentation

Description

This unit is about reviewing documents for transport

Scope

The scope covers the following :

- Verify mandatory documents
- Conduct end of the day closing activities and report to management

Elements and Performance Criteria

Verify mandatory documents

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

- PC1.** review transport schedule and booking records with reference to plan
- PC2.** prioritize the shipments to be delivered/picked-up
- PC3.** examine Lorry Receipt (LR), Goods Consignment (GC), transit insurance and tax permits for correctness and accuracy with respect to order
- PC4.** check inbound documentation for accuracy prior to reception
- PC5.** verify all freight invoices and resolve documentation problems if any
- PC6.** review signed agreement for any errors or discrepancies

Conduct end of the day closing activities and report to management

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

- PC7.** obtain daily status of documents from executives and associates
- PC8.** compile list of undelivered shipments and contact consignees of undelivered shipments to arrange for alternate deliveries
- PC9.** prepare daily operation reports in terms of cargo movement, total loading and unloading activities, resource utilization, manpower deployment and other parameters as per organisational requirement
- PC10.** report daily damages, Material Handling Equipment (MHE) repair requirements, accidents, transport delays, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** company's customer accounts
- KU3.** organization fee and charges structure
- KU4.** types of documentation in organization
- KU5.** organization policy of data maintenance, recording and handling

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- 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 a computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** transit rules and regulations
- KU14.** types of goods being handled
- KU15.** federal and state laws pertaining to transportation
- KU16.** route optimization software
- KU17.** loading/unloading and transports that can be used for different types of shipments
- KU18.** Global Positioning System (GPS) and tracking devices
- KU19.** different cargo arrangements to maximize space utilization
- KU20.** special characteristics and handling requirements of goods, if any

Generic Skills (GS)

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment
- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources
- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritise
- GS15.** whether alternate route is to be planned or alternate transport to be sent in case a delivery/ pickup vehicle is stuck
- GS16.** plan and estimate the co-ordination required considering customer requirement
- GS17.** develop plan based on customer specification
- GS18.** plan for transportation and packaging of cargo
- GS19.** plan for resource requirement and utilization during peak and non-peak hours
- GS20.** importance of customer and internal timelines

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- GS21.** the urgency of certain tasks as escalated by different department
- GS22.** how to take prompt action on queries raised by the customer
- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** keep contingent plan ready in case of delays or any issue
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continuous delays
- GS28.** discover more efficient and productive ways to streamline the process
- GS29.** identify possible obstacles in the vehicle route
- GS30.** interpret and act upon complex situation in transit issues
- GS31.** prioritise the work flow based on urgent requirements
- GS32.** think tactically to handle adverse situations, with attention to details

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Verify mandatory documents</i>	18	42	-	-
PC1. review transport schedule and booking records with reference to plan	3	7	-	-
PC2. prioritize the shipments to be delivered/picked-up	3	7	-	-
PC3. examine Lorry Receipt (LR), Goods Consignment (GC), transit insurance and tax permits for correctness and accuracy with respect to order	3	7	-	-
PC4. check inbound documentation for accuracy prior to reception	3	7	-	-
PC5. verify all freight invoices and resolve documentation problems if any	3	7	-	-
PC6. review signed agreement for any errors or discrepancies	3	7	-	-
<i>Conduct end of the day closing activities and report to management</i>	12	28	-	-
PC7. obtain daily status of documents from executives and associates	3	7	-	-
PC8. compile list of undelivered shipments and contact consignees of undelivered shipments to arrange for alternate deliveries	3	7	-	-
PC9. prepare daily operation reports in terms of cargo movement, total loading and unloading activities, resource utilization, manpower deployment and other parameters as per organisational requirement	3	7	-	-
PC10. report daily damages, Material Handling Equipment (MHE) repair requirements, accidents, transport delays, etc.	3	7	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0303
NOS Name	Review transport documentation
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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LSC/N1110: Supervise fleet maintenance

Description

This unit is about performing supervision of fleet maintenance, documentation and reporting

Scope

The scope covers the following :

- Supervise fleet service
- Maintain documentation of fleet
- Management Information Systems (MIS) reportingRange: Enterprise Resource Planning (ERP), computer, printers, Global Positioning System (GPS) tracker, maintenance schedule, maintenance equipment etc.

Elements and Performance Criteria

Supervise fleet service

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

- PC1.** assist in acquisition of new vehicle title and registration
- PC2.** coordinate emission testing inspection for trucks
- PC3.** coordinate ordering and purchasing of fuel, parts and supplies
- PC4.** track fleet usage and maintain accurate inventory of equipment and spares
- PC5.** plan for preventive maintenance of vehicles and ensure compliance to plan
- PC6.** check maintenance records for fleets are up-to-date
- PC7.** negotiate service agreement with vendors to ensure cost efficiency
- PC8.** evaluate vehicle inspection reports and coordinate with insurance companies

Maintain documentation of fleet service

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

- PC9.** document details of vehicle repair performed in the vehicle maintenance software program
- PC10.** maintain daily purchase log
- PC11.** check and update oil analysis book
- PC12.** conduct price comparison research and maintain historical comparisons
- PC13.** maintain record of fleet repairs, repair costs, parts procurement and vehicle warranties
- PC14.** maintain trucks out-of-service report and inform operations staff and administration department of status

MIS reporting

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

- PC15.** prepare various reports (trucks out of service, fuel use, parts inventory, etc.) according to organization guidelines and procedure
- PC16.** analyse maintenance costs and provide recommendations on fleet utilization and replacement

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PC17. assist in the development of the fleet services budgets

PC18. communicate maintenance requirements to manager for budgetary approvals

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. use of a computer and associated equipment

KU10. basic trouble shooting regarding material handling equipment

KU11. scheduling, planning, etc.

KU12. geographical locations and route maps

KU13. transit rules and regulations

KU14. types of goods being handled

KU15. federal and state laws pertaining to transportation

KU16. route optimization software

KU17. loading/unloading and transports that can be used for different types of shipments

KU18. Global Positioning System (GPS) and tracking devices

KU19. different cargo arrangements to maximize space utilization

KU20. special characteristics and handling requirements of goods, if any

Generic Skills (GS)

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

GS1. work instructions and customer requirement

GS2. schedule and plan for shipment

GS3. information from ERP reports and computer generated reports

GS4. legal documents of the shipment/ goods

GS5. checklists and daily reports

GS6. write work-orders and instructions for resources

GS7. prepare list of activities, delays, etc

GS8. write end of the day reports

GS9. maintain records as per companys policy

GS10. listen and understand the requirements of the client or the manager

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- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritise
- GS15.** whether alternate route is to be planned or alternate transport to be sent in case a delivery/pickup vehicle is stuck
- GS16.** plan and estimate the co-ordination required considering customer requirement
- GS17.** develop plan based on customer specification
- GS18.** plan for transportation and packaging of cargo
- GS19.** plan for resource requirement and utilization during peak and non-peak hours
- GS20.** importance of customer and internal timelines
- GS21.** the urgency of certain tasks as escalated by different department
- GS22.** how to take prompt action on queries raised by the customer
- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** keep contingent plan ready in case of delays or any issue
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continuous delays
- GS28.** discover more efficient and productive ways to streamline the process
- GS29.** identify possible obstacles in the vehicle route
- GS30.** interpret and act upon complex situation in transit issues
- GS31.** prioritise the work flow based on urgent requirements
- GS32.** think tactically to handle adverse situations, with attention to details

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise fleet service</i>	16	32	-	-
PC1. assist in acquisition of new vehicle title and registration	2	4	-	-
PC2. coordinate emission testing inspection for trucks	2	4	-	-
PC3. coordinate ordering and purchasing of fuel, parts and supplies	2	4	-	-
PC4. track fleet usage and maintain accurate inventory of equipment and spares	2	4	-	-
PC5. plan for preventive maintenance of vehicles and ensure compliance to plan	2	4	-	-
PC6. check maintenance records for fleets are up-to-date	2	4	-	-
PC7. negotiate service agreement with vendors to ensure cost efficiency	2	4	-	-
PC8. evaluate vehicle inspection reports and coordinate with insurance companies	2	4	-	-
<i>Maintain documentation of fleet service</i>	10	22	-	-
PC9. document details of vehicle repair performed in the vehicle maintenance software program	2	4	-	-
PC10. maintain daily purchase log	2	4	-	-
PC11. check and update oil analysis book	2	4	-	-
PC12. conduct price comparison research and maintain historical comparisons	2	4	-	-
PC13. maintain record of fleet repairs, repair costs, parts procurement and vehicle warranties	1	3	-	-
PC14. maintain trucks out-of-service report and inform operations staff and administration department of status	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>MIS reporting</i>	4	16	-	-
PC15. prepare various reports (trucks out of service, fuel use, parts inventory, etc.) according to organization guidelines and procedure	1	3	-	-
PC16. analyse maintenance costs and provide recommendations on fleet utilization and replacement	1	5	-	-
PC17. assist in the development of the fleet services budgets	1	5	-	-
PC18. communicate maintenance requirements to manager for budgetary approvals	1	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1110
NOS Name	Supervise fleet maintenance
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	5
Credits	2
Version	4.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N1111: Supervise tracking and movement of vehicle

Description

This OS unit is about supervising tracking and movement of vehicles

Scope

The scope covers the following :

- Supervise fleet service
- Maintain documentation of fleet
- Management Information Systems (MIS) reporting
- Range: Enterprise Resource Planning (ERP), computer, printers, Global Positioning System (GPS) tracker, maintenance schedule, maintenance equipment etc.

Elements and Performance Criteria

Verify mandatory documents

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

- PC1.** check for selection of the type of truck required based on load carriage, route, load consolidation and associated costs
- PC2.** cross check details including road permit, Commercial Drivers License (CDL), shipping bills, valid vehicle documents, etc. are correctly captured and verified by associates
- PC3.** check for presence of permits and regulatory compliances for operation of articulated vehicles, reefer vehicles, trailers, trucks, etc.

Supervise route planning and vehicle tracking

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

- PC4.** review and approve route plans for vehicles
- PC5.** supervise and approve driver deployment
- PC6.** provide instructions to associates and executives regarding vehicle operations, loading and unloading
- PC7.** collect regular feedback on position of vehicles based on GPS/ telephonic tracking
- PC8.** arrange for alternative solutions in case of breakdowns, inordinate delays, or emergencies
- PC9.** coordinate with external stakeholders to resolve issues regarding consignment and vehicle movement
- PC10.** update transport manager regarding status of different escalations and receive instructions to resolve

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** companys customer accounts

Qualification Pack

- 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 a computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** transit rules and regulations
- KU14.** types of goods being handled
- KU15.** federal and state laws pertaining to transportation
- KU16.** route optimization software
- KU17.** loading/unloading and transports that can be used for different types of shipments
- KU18.** Global Positioning System (GPS) and tracking devices
- KU19.** different cargo arrangements to maximize space utilization
- KU20.** special characteristics and handling requirements of goods, if any

Generic Skills (GS)

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment
- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources
- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritise
- GS15.** whether alternate route is to be planned or alternate transport to be sent in case a delivery/pickup vehicle is stuck
- GS16.** plan and estimate the co-ordination required considering customer requirement
- GS17.** develop plan based on customer specification

Qualification Pack

- GS18.** plan for transportation and packaging of cargo
- GS19.** plan for resource requirement and utilization during peak and non-peak hours
- GS20.** importance of customer and internal timelines
- GS21.** the urgency of certain tasks as escalated by different department
- GS22.** how to take prompt action on queries raised by the customer
- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** keep contingent plan ready in case of delays or any issue
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continuous delays
- GS28.** discover more efficient and productive ways to streamline the process
- GS29.** identify possible obstacles in the vehicle route
- GS30.** interpret and act upon complex situation in transit issues
- GS31.** prioritise the work flow based on urgent requirements
- GS32.** think tactically to handle adverse situations, with attention to details

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Verify mandatory documents</i>	9	21	-	-
PC1. check for selection of the type of truck required based on load carriage, route, load consolidation and associated costs	3	7	-	-
PC2. cross check details including road permit, Commercial Drivers License (CDL), shipping bills, valid vehicle documents, etc. are correctly captured and verified by associates	3	7	-	-
PC3. check for presence of permits and regulatory compliances for operation of articulated vehicles, reefer vehicles, trailers, trucks, etc.	3	7	-	-
<i>Supervise route planning and vehicle tracking</i>	21	49	-	-
PC4. review and approve route plans for vehicles	3	7	-	-
PC5. supervise and approve driver deployment	3	7	-	-
PC6. provide instructions to associates and executives regarding vehicle operations, loading and unloading	3	7	-	-
PC7. collect regular feedback on position of vehicles based on GPS/ telephonic tracking	3	7	-	-
PC8. arrange for alternative solutions in case of breakdowns, inordinate delays, or emergencies	3	7	-	-
PC9. coordinate with external stakeholders to resolve issues regarding consignment and vehicle movement	3	7	-	-
PC10. update transport manager regarding status of different escalations and receive instructions to resolve	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1111
NOS Name	Supervise tracking and movement of vehicle
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	5
Credits	2
Version	4.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N1112: Manage and track movement of Over-dimensional cargo

Description

This unit is about processing documents, managing route, tracking and maintaining maintenance records

Scope

The scope covers the following :

- Arrange Over Dimensional Cargo (ODC) transport and permits
- Monitor ODC movement
- Range: Enterprise Resource Planning (ERP), MS Office, Global Positioning System (GPS) tracker and receiver, sample documentation for vehicle and cargo, sample permits, stationery, worksheets, etc.

Elements and Performance Criteria

Arrange ODC transport and permits

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

- PC1.** identify the ODC specification and loading/unloading requirements in discussion with transport manager and client
- PC2.** coordinate with ODC transport suppliers for selecting suitable and cost-effective transport options
- PC3.** review availability of adequate documents viz., license, registrations, road permit etc.
- PC4.** map the route for transportation considering the road and permit limitations
- PC5.** finalise costing, route map and timeline for transport and get approval from manager
- PC6.** coordinate with government officials and Regional Transport Office (RTO) agents to get special permits for ODC transportation
- PC7.** update client on the route, timeline and costing

Monitor ODC movement

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

- PC8.** review vehicle fitness reports and approve for usage
- PC9.** instruct the driver or pilot on precautions and safety measures to be exercised as well as the regulatory and permit limitations
- PC10.** coordinate with shipper, client and external regulatory bodies to ensure smooth transport
- PC11.** regularly track the movement of vehicles through GPS, telephonic inputs and inputs from associates and executives
- PC12.** coordinate and resolve issues regarding permits, route revisions, etc., as and when required
- PC13.** review status reports on incidences occurred and precautions taken
- PC14.** periodically update transport manager and client on status of movement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- 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.** use of a computer and associated equipment
- KU10.** basic trouble shooting regarding material handling equipment
- KU11.** scheduling, planning, etc.
- KU12.** geographical locations and route maps
- KU13.** transit rules and regulations
- KU14.** types of goods being handled
- KU15.** federal and state laws pertaining to transportation
- KU16.** route optimization software
- KU17.** loading/unloading and transports that can be used for different types of shipments
- KU18.** Global Positioning System (GPS) and tracking devices
- KU19.** different cargo arrangements to maximize space utilization
- KU20.** special characteristics and handling requirements of goods, if any

Generic Skills (GS)

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

- GS1.** work instructions and customer requirement
- GS2.** schedule and plan for shipment
- GS3.** information from ERP reports and computer generated reports
- GS4.** legal documents of the shipment/ goods
- GS5.** checklists and daily reports
- GS6.** write work-orders and instructions for resources
- GS7.** prepare list of activities, delays, etc
- GS8.** write end of the day reports
- GS9.** maintain records as per companys policy
- GS10.** listen and understand the requirements of the client or the manager
- GS11.** communicate clearly in local language to transporter
- GS12.** communicate effectively with operational staff at all levels
- GS13.** when to escalate an issue
- GS14.** which shipments to prioritise
- GS15.** whether alternate route is to be planned or alternate transport to be sent in case a delivery/pickup vehicle is stuck

Qualification Pack

- GS16.** plan and estimate the co-ordination required considering customer requirement
- GS17.** develop plan based on customer specification
- GS18.** plan for transportation and packaging of cargo
- GS19.** plan for resource requirement and utilization during peak and non-peak hours
- GS20.** importance of customer and internal timelines
- GS21.** the urgency of certain tasks as escalated by different department
- GS22.** how to take prompt action on queries raised by the customer
- GS23.** identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client
- GS24.** identify small bottlenecks and operational problems and provide alternate solutions for the same
- GS25.** keep contingent plan ready in case of delays or any issue
- GS26.** assess the resource requirement for a particular task at hand
- GS27.** assess and prepare for backup transport in case of continuous delays
- GS28.** assess the loading and unloading operations
- GS29.** spot process disruptions and delays while loading and unloading
- GS30.** discover more efficient and productive ways to streamline the process
- GS31.** identify possible obstacles in the vehicle route
- GS32.** apply complex written laws, rules and regulations related to over-weight and over-dimensional vehicles
- GS33.** interpret and act upon complex situation in transit issues
- GS34.** prioritise the work flow based on urgent requirements
- GS35.** think tactically to handle adverse situations, with attention to details

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Arrange ODC transport and permits</i>	16	35	-	-
PC1. identify the ODC specification and loading/unloading requirements in discussion with transport manager and client	3	5	-	-
PC2. coordinate with ODC transport suppliers for selecting suitable and cost-effective transport options	3	5	-	-
PC3. review availability of adequate documents viz., license, registrations, road permit etc.	2	5	-	-
PC4. map the route for transportation considering the road and permit limitations	2	5	-	-
PC5. finalise costing, route map and timeline for transport and get approval from manager	2	5	-	-
PC6. coordinate with government officials and Regional Transport Office (RTO) agents to get special permits for ODC transportation	2	5	-	-
PC7. update client on the route, timeline and costing	2	5	-	-
<i>Monitor ODC movement</i>	14	35	-	-
PC8. review vehicle fitness reports and approve for usage	2	5	-	-
PC9. instruct the driver or pilot on precautions and safety measures to be exercised as well as the regulatory and permit limitations	2	5	-	-
PC10. coordinate with shipper, client and external regulatory bodies to ensure smooth transport	2	5	-	-
PC11. regularly track the movement of vehicles through GPS, telephonic inputs and inputs from associates and executives	2	5	-	-
PC12. coordinate and resolve issues regarding permits, route revisions, etc., as and when required	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. review status reports on incidences occurred and precautions taken	2	5	-	-
PC14. periodically update transport manager and client on status of movement	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1112
NOS Name	Manage and track movement of Over-dimensional cargo
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
NSQF Level	5
Credits	2
Version	4.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N9907: Verify and review GST application

Description

This unit is about verifying and reviewing GST application

Scope

The scope covers the following :

- Check invoice
- Process compliance

Elements and Performance Criteria

Check invoice

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

- PC1.** verify and approve daily invoicing
- PC2.** check for errors in calculating taxable value and tax value after applying applicable rate of GST
- PC3.** check if that Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for export of goods/services

Process compliance

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

- PC4.** check if GST is payable under reverse charge in case of unregistered party
- PC5.** verify and approve separate notification in case of exemption
- PC6.** review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice
- PC7.** verify if the goods/services are procured from registered vendor
- PC8.** check for pending litigation cases under earlier regime
- PC9.** review sales invoice and check if record is maintained properly
- PC10.** coordinate with finance department for any updating in GST law
- PC11.** check that the payment received from the client is including applicable taxes
- PC12.** assist in verifying and reviewing monthly returns
- PC13.** monitor maintenance record of taxes paid and acknowledgment of the returns filed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** reporting structure to support and expedite project activities
- KU2.** companys policy and work instructions on quality standards
- KU3.** companys products and services
- KU4.** organisational guidelines for dealing with receipts and payments

Qualification Pack

- KU5.** companys policy on mode of receipts
- KU6.** companys policy on processes and methods of collection and payments
- KU7.** basic accounting principles and financial concepts such as calculation of interest
- KU8.** concept and applicability of GST
- KU9.** bifurcation of taxes
- KU10.** invoicing including credit and debit note
- KU11.** filing of monthly returns
- KU12.** reverse charge mechanism
- KU13.** refund process
- KU14.** use of MS office (excel, word)
- KU15.** Central Goods and Service Tax (CGST) Act, 2017 (preferable not mandatory)

Generic Skills (GS)

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

- GS1.** various accounting procedures and updates
- GS2.** forms and policy directives
- GS3.** mails and answer auditors queries
- GS4.** coordinate with colleagues and seniors to obtain required information
- GS5.** decide on applicability of taxes
- GS6.** decide on correction required for invoice and other documents
- GS7.** plan and organise information for auditing process
- GS8.** check that tax deducted is correct
- GS9.** inform about any errors or refunds to be sought and extra taxes to be paid
- GS10.** resolve tax related issues
- GS11.** analyse tax norms and accounting information
- GS12.** check for error in invoice
- GS13.** avoid penalties to organisation for inadequate reporting

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Check invoice</i>	11	13	-	-
PC1. verify and approve daily invoicing	4	4	-	-
PC2. check for errors in calculating taxable value and tax value after applying applicable rate of GST	4	4	-	-
PC3. check if that Integrated Goods and Services Tax (IGST) is chargeable on the invoices raised for export of goods/services	3	5	-	-
<i>Process compliance</i>	29	47	-	-
PC4. check if GST is payable under reverse charge in case of unregistered party	4	4	-	-
PC5. verify and approve separate notification in case of exemption	3	5	-	-
PC6. review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice	3	5	-	-
PC7. verify if the goods/services are procured from registered vendor	2	4	-	-
PC8. check for pending litigation cases under earlier regime	3	5	-	-
PC9. review sales invoice and check if record is maintained properly	3	5	-	-
PC10. coordinate with finance department for any updating in GST law	3	5	-	-
PC11. check that the payment received from the client is including applicable taxes	2	4	-	-
PC12. assist in verifying and reviewing monthly returns	3	5	-	-
PC13. monitor maintenance record of taxes paid and acknowledgment of the returns filed	3	5	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9907
NOS Name	Verify and review GST application
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain integrity ensuring data security

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

- PC1.** refrain from indulging in corrupt practices
- PC2.** protect customers information and ensure acquired information is not used for personal advantage
- PC3.** protect data and information related to business or commercial decisions

Professional and ethical practice

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

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

Ensure regulatory compliance

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language

Qualification Pack

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

Generic Skills (GS)

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

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

Qualification Pack

Assessment Criteria

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



Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9908
NOS Name	Maintain and monitor integrity and ethics in operations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	03/05/2026
NSQF Clearance Date	03/05/2023

Qualification Pack

LSC/N9909: Follow and monitor 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 with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable
- PC3.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC4.** undertake periodical preventive health check ups
- PC5.** follow necessary SOP and precautions while handling dangerous and hazardous goods
- PC6.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC7.** comply with data safety regulations of the organisation
- PC8.** instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to 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:

- PC9.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC10.** implement 5S at workplace
- 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 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:

Qualification Pack

- 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.** knowledge of security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous goods
- 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 various procedures and standards related to health, safety and security
- GS2.** read various 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 provide guidance to peers
- GS6.** make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
- 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 emergency drills, fire drills and inspections
- GS11.** ensure safe and secure movement of packages, 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.** ensure 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>	15	34	-	-
PC1. make note of all safety processes with reference to area of operation	2	5	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable	2	3	-	-
PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	5	-	-
PC4. undertake periodical preventive health check ups	1	3	-	-
PC5. follow necessary SOP and precautions while handling dangerous and hazardous goods	2	5	-	-
PC6. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC7. comply with data safety regulations of the organisation	2	5	-	-
PC8. instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway	2	5	-	-
<i>Ensure compliance to health, safety and security</i>	15	36	-	-
PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	2	4	-	-
PC10. implement 5S at workplace	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	2	5	-	-
PC12. check if stacking is done at defined height and is not on the walk way	2	5	-	-
PC13. check if walk way is free from grease/ oil	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	5	-	-
PC15. participate in fire drills	1	3	-	-
PC16. check if standard material handling procedure are being followed	2	3	-	-
PC17. check if cargo has passed security checks and report in case of any violation	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9909
NOS Name	Follow and monitor health, safety and security procedures
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N9603: Profit and Loss account management and cost accounting

Description

This unit is about about Profit and loss account management and cost accounting

Scope

The scope covers the following :

- Profit and loss account management and review
- Analysis of activity based costs

Elements and Performance Criteria

Profit and Loss account management and review

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

- PC1.** review department wise budgets and make amendments if required
- PC2.** collate and prepare annual budgets along with sales and profit targets
- PC3.** schedule both capital and operational expenses accordance to the budget
- PC4.** analyze and review the P&L performance for the unit
- PC5.** analyze profitability and business performance trends department wise
- PC6.** periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions
- PC7.** periodically analyse the physical output and performance with respect to the budget and identify places for improvements
- PC8.** undertake adequate risk management so as to meet Key Performance targets
- PC9.** manage and control budgets of different departments on a periodic basis to optimize financial performance

Analysis of activity based costs

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

- PC10.** periodically review activity and department financial performance
- PC11.** identify the activities having high variance with respect to the budgeted costs or the forecasted revenue
- PC12.** analyze the actual cost w.r.t physical output to draw inferences
- PC13.** identify reasons in discussion with department and take remedial and corrective actions where-ever required
- PC14.** work towards rationalizing the cost of the activity wise operations to achieve higher financial goals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards as well as documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards, handling of special and dangerous goods, etc.
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined TATs and output metrics for daily operations
- KU13.** coding system followed to label items
- KU14.** IT system and ERP system of the organization
- KU15.** organizational goal for the year as well as branch/ territory targets
- KU16.** process flow of service operation and understanding of basic supply chain value chain
- KU17.** state/country taxes and routing
- KU18.** local and global geographies
- KU19.** use of enterprise resource planning software (ERP) and the MIS
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU24.** transit rules and regulations
- KU25.** working and capacities of different MHEs and other equipment used for handling the shipment
- KU26.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU27.** significance of team coordination to achieve revenue and productivity targets of the organization
- KU28.** various techniques for performance improvement and cost accounting
- KU29.** budgeting exercises

Generic Skills (GS)

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

- GS1.** companys work instructions, customer requirement and quality policy
- GS2.** egal policies and regulations
- GS3.** internal communications memorandums
- GS4.** written instructions, standard operating procedures

Qualification Pack

- GS5.** SOPs and documents required for all operational activities
- GS6.** inferences drawn from the system reports
- GS7.** financial statements
- GS8.** maintain the record of as per company's policy
- GS9.** make the note of instructions to team members
- GS10.** develop operating procedures and update them
- GS11.** write communications, letters, etc.
- GS12.** prepare daily reports, checklists
- GS13.** prepare reports and presentations based on data analytics and ERP reports
- GS14.** communicate with client, external coordinators, internal staff effectively
- GS15.** motivate employees
- GS16.** share experiences and provide guidance to juniors and peers
- GS17.** assess business performance to identify need for interventions
- GS18.** identify areas for improvement and accordingly suggest remedial action
- GS19.** identify areas for budget modifications and budget cuts
- GS20.** decide on ways to improve performance
- GS21.** plan and organise performance review sessions
- GS22.** make action plan for performance improvement
- GS23.** organise projects/ training plans for performance improvement
- GS24.** monitor the activities of the performance improvement plan
- GS25.** sensitive employees towards customer requirements
- GS26.** focus on customer satisfaction as a key part of the performance review
- GS27.** identify reasons for variances and resolve them in discussion with team and management
- GS28.** suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance
- GS29.** analyze reasons for variances across departments
- GS30.** compare with past trends to see if it is seasonal or cyclical in nature
- GS31.** identify areas that are crucial for improvement and accordingly revisit budgets
- GS32.** assess the financial performance and make strategic decisions regarding budgets, focus areas
- GS33.** motivate and ensure output so as to achieve financial goals

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Profit and Loss account management and review</i>	20	45	-	-
PC1. review department wise budgets and make amendments if required	3	5	-	-
PC2. collate and prepare annual budgets along with sales and profit targets	3	5	-	-
PC3. schedule both capital and operational expenses accordance to the budget	2	5	-	-
PC4. analyze and review the P&L performance for the unit	2	5	-	-
PC5. analyze profitability and business performance trends department wise	2	5	-	-
PC6. periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions	2	5	-	-
PC7. periodically analyse the physical output and performance with respect to the budget and identify places for improvements	2	5	-	-
PC8. undertake adequate risk management so as to meet Key Performance targets	2	5	-	-
PC9. manage and control budgets of different departments on a periodic basis to optimize financial performance	2	5	-	-
<i>Analysis of activity based costs</i>	10	25	-	-
PC10. periodically review activity and department financial performance	2	5	-	-
PC11. identify the activities having high variance with respect to the budgeted costs or the forecasted revenue	2	5	-	-
PC12. analyze the actual cost w.r.t physical output to draw inferences	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. identify reasons in discussion with department and take remedial and corrective actions where-ever required	2	5	-	-
PC14. work towards rationalizing the cost of the activity wise operations to achieve higher financial goals	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9603
NOS Name	Profit and Loss account management and cost accounting
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N9701: Business development and stakeholder relations

Description

This unit is about generating new business and maintaining relation with all stakeholders

Scope

The scope covers the following :

- Generate new business prospects
- Maintain customer relations
- Co-ordinate with government officials, vendors and contractors

Elements and Performance Criteria

Generate new business prospects

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

- PC1.** update information into ERP, inform the relevant departments on sale closure
- PC2.** obtain list of existing clients and new prospects from the company's sales database.
- PC3.** prepare sales targets and relationship strategies
- PC4.** prioritize the clients for contacting, based on the previous relationship building calls made to each of them
- PC5.** call clients and prospects to seek meeting
- PC6.** meet client to offer new services and take feedback for current services
- PC7.** identify clients business need and offer customized and bundled solutions
- PC8.** negotiate on costs, close the deal and collect organizational and payment details of the client
- PC9.** take client's feedback before leaving

Maintain customer relations

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

- PC10.** regularly interact with the client over phone, emails or personal visits
- PC11.** address the query raised by the customers effectively and timely
- PC12.** take appropriate actions on escalations raised by customers
- PC13.** handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.
- PC14.** provide regular information to clients regarding new offerings, discounts, customized solutions, etc.

Co-ordinate with government officials, vendors and contractors

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

- PC15.** liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them
- PC16.** analyse and manage insurance claim requests
- PC17.** co-ordinate with marketing agencies for publicity of services of the company

Qualification Pack

- PC18.** negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.
- PC19.** co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project acivities
- KU3.** companys policy and work instructions on quality standards and documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards and handling of dangerous and special goods
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined Turn Around Time (TATs) and output metrics for daily operations
- KU13.** just in time (JIT) mode of inventory management
- KU14.** coding system followed to label items
- KU15.** the Information Technology(IT) system and Enterprise resource planning (ERP) system of the organization
- KU16.** process flow of service operation, value chain and basic supply chain value map within the sub sector
- KU17.** state/country taxes and routing
- KU18.** local and global geographical knowledge
- KU19.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU24.** transit rules and regulations
- KU25.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU26.** customer relationship management
- KU27.** about contract management and SLA
- KU28.** factors for evaluation of performance of vendors

Qualification Pack

Generic Skills (GS)

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

- GS1.** read company quality policy, work instructions and customer requirement
- GS2.** read transit rules and trade policies
- GS3.** read regulatory requirement associated with custom clearance
- GS4.** read e-mails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** write e-mails and letters to government officials, customers, vendors, etc.
- GS6.** note information about vendors on factors like quality of service, on-time order completion, cooperation etc
- GS7.** listen to the requirements of the client
- GS8.** communicate with clients, government officials and other external stakeholders by using various communication channels
- GS9.** exchange information with other managers, supervisory and operational staff at all levels
- GS10.** carefully listen to vendor concerns and issues
- GS11.** decide on corrective measures to improve customer ratings
- GS12.** decide on actions to be taken on escalations raised by the customer
- GS13.** decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL)
- GS14.** identify and prioritise on select clients and prospects for generating business
- GS15.** liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office
- GS16.** plan and organise review meetings with vendors, contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** understand customer requirement and offer customised or bundled solutions
- GS20.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS21.** resolve the queries raised by customers as well as government officials
- GS22.** address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives
- GS23.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS24.** identify bundles and customisations that cater to the requirement of majority of customers
- GS25.** analyse key reasons for non-performance and customer dis-satisfaction
- GS26.** identify key areas that are crucial for performance improvement
- GS27.** improve work processes by adopting best practices with respect to quality of service to the customers
- GS28.** act upon constructively on any problems as pointed by customers, vendors or government officials
- GS29.** handle personality clashes effectively

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generate new business prospects</i>	14	36	-	-
PC1. update information into ERP, inform the relevant departments on sale closure	1	4	-	-
PC2. obtain list of existing clients and new prospects from the company's sales database.	2	4	-	-
PC3. prepare sales targets and relationship strategies	2	4	-	-
PC4. prioritize the clients for contacting, based on the previous relationship building calls made to each of them	2	4	-	-
PC5. call clients and prospects to seek meeting	2	4	-	-
PC6. meet client to offer new services and take feedback for current services	2	4	-	-
PC7. identify clients business need and offer customized and bundled solutions	1	4	-	-
PC8. negotiate on costs, close the deal and collect organizational and payment details of the client	1	4	-	-
PC9. take client's feedback before leaving	1	4	-	-
<i>Maintain customer relations</i>	6	19	-	-
PC10. regularly interact with the client over phone, emails or personal visits	1	4	-	-
PC11. address the query raised by the customers effectively and timely	1	4	-	-
PC12. take appropriate actions on escalations raised by customers	1	4	-	-
PC13. handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.	1	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. provide regular information to clients regarding new offerings, discounts, customized solutions, etc.	2	3	-	-
<i>Co-ordinate with government officials, vendors and contractors</i>	10	15	-	-
PC15. liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	-
PC16. analyse and manage insurance claim requests	2	3	-	-
PC17. co-ordinate with marketing agencies for publicity of services of the company	2	3	-	-
PC18. negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.	2	3	-	-
PC19. co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand	2	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9701
NOS Name	Business development and stakeholder relations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
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 : 70

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(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/N1009.Allocate resources and streamline operations in land transportation	30	70	-	-	100	20
LSC/N1109.Perform vehicle marshal duties	30	70	-	-	100	10
LSC/N0303.Review transport documentation	30	70	-	-	100	10
LSC/N1110.Supervise fleet maintenance	30	70	-	-	100	10
LSC/N1111.Supervise tracking and movement of vehicle	30	70	-	-	100	10
LSC/N1112.Manage and track movement of Over-dimensional cargo	30	70	-	-	100	10
LSC/N9907.Verify and review GST application	40	60	-	-	100	10
LSC/N9908.Maintain and monitor integrity and ethics in operations	30	70	-	-	100	10
LSC/N9909.Follow and monitor health, safety and security procedures	30	70	-	-	100	10
Total	280	620	-	-	900	100

Optional: 1 Profit Management

Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9603.Profit and Loss account management and cost accounting	30	70	-	-	100	10
Total	30	70	-	-	100	10

Optional: 2 Business Development

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9701.Business development and stakeholder relations	30	70	-	-	100	10
Total	30	70	-	-	100	10



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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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.