Qualification Pack

Land Transportation Manager

Options: Bid process

QP Code: LSC/Q1004

Version: 2.0

NSQF Level: 6

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Contents

LSC/Q1004: Land Transportation Manager

Brief Job Description

The individual is responsible for the overall functioning of the transport hub, people performance, processes and systems efficiency to ensure goods are received and dispatched appropriately and productivity targets are met. S/he monitors information flows in the hub and develops performance improvement plan.

Personal Attributes

The individual should have good leadership skills, communication skills, analytical skills and professional values. She/he should be able to lead operations team to solve problems and aid management in decision making. The role may require working additional hours from time to time and some physical effort.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N1007: Manage multimodal operations

2. LSC/N1008: Manage hub and spoke operations

3. LSC/N9601: Conduct daily review and facilitate operations

4. LSC/N9602: Review performance and develop performance improvement plan

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

6. LSC/N9701: Business development and stakeholder relations

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

10. DGT/VSQ/N0103: Employability Skills (90 Hours)

Options(Not mandatory):

Option : Bid process

The unit is about engaging into bid process management that involves analysing of tender requirements to decide on bidding and preparing the bid and documents

1. LSC/N9702: Bid Process Management

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations, Documentation and Reporting
Country	India
NSQF Level	6
Credits	24
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1324.0200 and ISCO-88/1324
Minimum Educational Qualification & Experience	Pursuing first year of 2-year PG program after completing 3 year UG degree OR Pursuing PG diploma after 3 year UG degree OR Completed 4 year UG program OR 12th grade Pass (+ 2 years of Vocational Education & Training. in Logistics) OR 12th grade Pass with 4 Years of experience relevant experience in Transportation OR Previous relevant Qualification of NSQF Level (5 (Land Transportation Supervisor) with 3 Years of experience relevant experience in transportation
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	23 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-06-TW-00348-2023-V1.1-LSC

NQR Version	1.0

LSC/N1007: Manage multimodal operations

Description

This unit is about managing operations at a multi modal transport hub

Scope

The scope covers the following :

- Plan for multimodal operations
- Manage various stakeholders in multimodal transportation operations

Elements and Performance Criteria

Plan for multimodal operations

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

PC1. understand the feasibility for multimodal transportation based on clients requirement

PC2. check for availability of multimode transportation (air, ocean, inland waterway, rail, and road) with service providers, based on product nature

PC3. plan the sequential movement of goods through various modes of transportation based on timeline and priority requirements

PC4. detail the plan to supervisors for execution and clarify doubts if any

Manage various stakeholders in multimodal transportation operations

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

PC5. connect with various mode of transporters to understand their capcacity and availability for trans-shipment needs

PC6. Pcoordinate with other stakeholders like port authorities, railways, Inland Container Depot (ICDs), custom officials, airport authority for required clearances, documents and aligning timeliness for trans-shipment

PC7. allocate work to supervisors based on prioirty and review daily operations through ERP and site inspections

PC8. review and approve cross docking requests

PC9. inspect transport centre including interchange zones/facilities for cleanliness and also check for inventory handling, availability of resources, maintenance of different MHEs etc

PC10. approve request for additional or alternate resources to ensure timeliness

PC11. resolve queries of supervisors and handle escalations related to inventory damage, claims management, MHE repairs, accidents etc.

PC12. analyse daily reports to check operational performance in terms of efficiency, utilisation, errors, damages, etc.

PC13. extract information on business performance invovling P&L analysis, turnover performance, etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. process flow of service operation and the entire value chain

KU2. state/country taxes and routing and regarding local and global geographies

KU3. Kuse of ERP software including Warehouse management system (WMS), Material Management System (MMS) and Transportation Management System (TMS)

KU4. use of tools for documentation: MS excel and MS Word, etc.

KU5. basics of statistical and quantitative analysis tools

KU6. use of spreadsheets to tabulate and analyze the data

KU7. structure and implications of fees and charges involved in transportation, warehousing, etc

KU8. supply chain management

KU9. transit rules and regulations

KU10. differet types of warehouse layouts and rackings

KU11. the capacity and usage of different MHEs

KU12. the usage of different information processing devices like barcode scanners, Radio frequency identification (RFID) scanners, etc.

KU13. types of workplace hazards that one can encounter on the job and safe operating practices

KU14. the use of technology and IT systems in arranging and organising shipment movements

KU15. multi modal hub is and its operations

KU16. the roles of ICDS, customs, brokers, frieght, port authority, etc

KU17. different inventory management systems as well as counting methods

KU18. various econometric and statistical models and analysis

KU19. different inventory management systems as well as counting methods

KU20. technical specifications of goods in the warehouse

KU21. possible difficulties in each warehousing activity

Generic Skills (GS)

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

GS1. work instructions, customer requirement and quality policy

GS2. legal policies and regulations

GS3. internal communications memorandums

GS4. legal documentation part of the shipment/ goods

GS5. checklists and daily reports

GS6. letters, emails and communication notices

GS7. notes about accidents, damage to components received

GS8. instructions for supervisors and staff

GS9. daily reports regarding updates and reviews

GS10. communicate clearly with management

GS11. communicate with client and external stakeholders

GS12. provide advice and guidance to peers & juniors

GS13. communicate with supervisors

GS14. decide on bay allocation to different shippers

GS15. decide on the training and technological upgradation needs

GS16. decide on which activity to be prioritized based on clients inputs

GS17. liaison with customers, government officials, vendors and staff

GS18. plan and organise review meetings with vendors, contractors

GS19. organise projects/ training plans for performance improvement

GS20. take prompt action on queries raised by the customer

GS21. schedule activities in accordance to customer requirements

GS22. resolve operational issues related to transport planning, mechanical failures, etc. either interally or by escalating to relevant authorilty

GS23. address the queries raised by vendors, contractors and other external stakeholders

GS24. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc. while making forecasts and plans

GS25. provide suggestions and methodologies and implement them for operational activities

GS26. analyse reports and take necessary action

GS27. assess delays or non-performance in daily reporting or closures

GS28. identify key areas that are crucial for performance improvement

GS29. think tactically, with attention to details

GS30. design and plan layout and operations with a futuristic approach

GS31. keep a backup solution in case required

GS32. improve work processes by adopting global best practices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Plan for multimodal operations	**12**	**28**	**-**	**-**
PC1. understand the feasibility for multimodal transportation based on clients requirement	3	7	-	-
PC2. check for availability of multimode transportation (air, ocean, inland waterway, rail, and road) with service providers, based on product nature	3	7	-	-
PC3. plan the sequential movement of goods through various modes of transportation based on timeline and priority requirements	3	7	-	-
PC4. detail the plan to supervisors for execution and clarify doubts if any	3	7	-	-
Manage various stakeholders in multimodal transportation operations	**18**	**42**	**-**	**-**
PC5. connect with various mode of transporters to understand their capcacity and availability for trans-shipment needs	2	6	-	-
PC6. Pcoordinate with other stakeholders like port authorities, railways, Inland Container Depot (ICDs), custom officials, airport authority for required clearances, documents and aligning timeliness for trans-shipment	2	6	-	-
PC7. allocate work to supervisors based on prioirty and review daily operations through ERP and site inspections	2	6	-	-
PC8. review and approve cross docking requests	2	4	-	-
PC9. inspect transport centre including interchange zones/facilities for cleanliness and also check for inventory handling, availability of resources, maintenance of different MHEs etc	2	4	-	-
PC10. approve request for additional or alternate resources to ensure timeliness	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. resolve queries of supervisors and handle escalations related to inventory damage, claims management, MHE repairs, accidents etc.	2	4	-	-
PC12. analyse daily reports to check operational performance in terms of efficiency, utilisation, errors, damages, etc.	2	4	-	-
PC13. extract information on business performance invovling P&L analysis, turnover performance, etc.	2	4	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1007
NOS Name	Manage multimodal operations
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations, Documentation and Reporting
NSQF Level	6
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N1008: Manage hub and spoke operations

Description

This unit is about managing operations at a hub and spoke model transport hub

Scope

The scope covers the following :

- Manage hub and spoke operations

Elements and Performance Criteria

Manage hub and spoke operations

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

PC1. plan various activities to be executed at the hub and its associated warehouses

PC2. discuss and approve daily workplan prepared by supervisors for execution of hub activities {sorting/ packing/ labelling/ aggregating/ break-bulk/ container loading - Less than Container Load (LCL)/ Full Container Load (FCL) / forwarding}

PC3. coordinate with vendors, shippers and other stakeholders for timely action and resolution of disputes

PC4. review and approve documentation for claims against damaged goods

PC5. coordinate with clients in cases of delays

PC6. approve request for additional or alternate resources based on the need

PC7. analyse daily reports on various hub activities and undertake preventive and corrective action

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

KU4. companys documentation policy

KU5. organisation structure of the company to have better understanding of various departments and skills set present in the company

KU6. importance of the individuals role in the workflow

KU7. occupational health and safety standards

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

KU9. procedures for dealing with loss or damage to goods

KU10. value of items handled and implications of damage/loss of the same

KU11. company policy defined Turnaround Time (TATs) and output metrics for daily operations

KU12. Standard Operating Procedures (SOPs) and how to react in emergencies

KU13. nature and characteristics of components in the warehouse

KU14. entire shop floor activities and persons in charge of each function

KU15. coding system being used by the organization for labelling

KU16. process flow of service operation and the entire value chain

KU17. state/country taxes and routing and regarding local and global geographies

KU18. use of ERP software including Warehouse management system (WMS), Material Management System (MMS) and Transportation Management System (TMS)

KU19. use of tools for documentation: MS excel and MS Word, etc.

KU20. basics of statistical and quantitative analysis tools

KU21. use of spreadsheets to tabulate and analyze the data

KU22. structure and implications of fees and charges involved in transportation, warehousing, etc.

KU23. supply chain management

KU24. transit rules and regulations

KU25. differet types of warehouse layouts and rackings

KU26. the capacity and usage of different MHEs

KU27. the usage of different information processing devices like barcode scanners, Radio frequency identification (RFID) scanners, etc.

KU28. types of workplace hazards that one can encounter on the job and safe operating practices

KU29. the use of technology and Information Technology (IT) systems in arranging and organising shipment movements

KU30. the roles of Inland Container Depot (ICDS), customs, brokers, frieght, port authority, etc

KU31. different inventory management systems as well as counting methods

KU32. various econometric and statistical models and analysis

KU33. different inventory management systems as well as counting methods

KU34. technical specifications of goods in the warehouse and while transport

Generic Skills (GS)

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

GS1. work instructions, customer requirement and quality policy

GS2. legal policies and regulations

GS3. internal communications memorandums

GS4. legal documentation part of the shipment/ goods

GS5. checklists and daily reports

GS6. letters, emails and communication notices

GS7. notes about accidents, damage to components received

GS8. instructions for supervisors and staff

GS9. daily reports regarding updates and reviews

GS10. communicate clearly with management

GS11. communicate with client and external stakeholders

GS12. provide advice and guidance to peers & juniors

GS13. communicate with supervisors

GS14. decide on bay allocation to different shippers

GS15. decide on the training and technological upgradation needs

GS16. decide on which activity to be prioritized based on clients inputs

GS17. liaison with customers, government officials, vendors and staff

GS18. plan and organise review meetings with vendors, contractors

GS19. organise projects/ training plans for performance improvement

GS20. take prompt action on queries raised by the customer

GS21. schedule activities in accordance to customer requirements

GS22. resolve operational issues related to transport planning, mechanical failures, etc. either interally or by escalating to relevant authority

GS23. address the queries raised by vendors, contractors and other external stakeholders

GS24. analyze the resource requirement in terms of manpower, delivery vehicles, software, system, etc. while making forecasts and plans

GS25. provide suggestions and methodologies and implement them for operational activities

GS26. analyse reports and take necessary action

GS27. assess delays or non-performance in daily reporting or closures

GS28. identify key areas that are crucial for performance improvement

GS29. think tactically, with attention to details

GS30. design and plan layout and operations with a futuristic approach

GS31. think ad keep a backup solution in case required

GS32. improve work processes by adopting global best practices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Manage hub and spoke operations	**30**	**70**	-	-
PC1. plan various activities to be executed at the hub and its associated warehouses	5	10	-	-
PC2. discuss and approve daily workplan prepared by supervisors for execution of hub activities {sorting/ packing/ labelling/ aggregating/ break-bulk/ container loading - Less than Container Load (LCL)/ Full Container Load (FCL) / forwarding}	5	10	-	-
PC3. coordinate with vendors, shippers and other stakeholders for timely action and resolution of disputes	4	10	-	-
PC4. review and approve documentation for claims against damaged goods	4	10	-	-
PC5. coordinate with clients in cases of delays	4	10	-	-
PC6. approve request for additional or alternate resources based on the need	4	10	-	-
PC7. analyse daily reports on various hub activities and undertake preventive and corrective action	4	10	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1008
NOS Name	Manage hub and spoke operations
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging, Documentation and Reporting, Engineering/Maintenance
NSQF Level	6
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N9601: Conduct daily review and facilitate operations

Description

This OS unit is about conducting daily status reviews and facilitating daily operations

Scope

The scope covers the following :

- Review status of previous day's work and pending activities
- Approve daily work plans and allocate tasks
- Facilitate smooth operations
- Forecast and budget resources for operations
- Check compliance with legal and regulatory requirements

Elements and Performance Criteria

Review status of previous day's work

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

PC1.   review previous day reports with supervisors identifying pending works

PC2.   review inspection and output reports for the previous day

PC3.   review and approve pending orders for the previous day

PC4.   resolve issues with regards to pending acitivities or escalate them to senior management or external consultant/ technician

PC5.   review performance and utilization of budgeted resources making amendments as required

Forecast and budget

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

PC6.   analyse trend pattern and make suitable assumptions for forecasting

PC7.   prepare forecasts and accordingly plan and budget for workforce and other resources

PC8.   set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets

PC9.   prepare weekly and monthly work plans as per the forecast and budget

PC10.   make amendments in budgeted resources based on daily performance reviews

Approve work plans and allocate tasks

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

PC11.   identify priority task and inform to supervisors and executives

PC12.   approve and share the weekly work plan with supervisors allocating resources as per plan

PC13.   review and approve any ad-hoc request for alternate or additional resources

PC14.   approve daily work plan prepared by supervisors

Facilitate smooth operations

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

PC15.   guide supervisors and executives to resolve any pending issues

PC16. coordinate with other departments and external resources to escalate and expedite stuck cases

PC17. coordinate with clients and keep them updated in cases of delays, pendency, etc.

PC18. review of work by executives and supervisors to check for errors

PC19. review reports to monitor operational performance

PC20. guide the team in use of ERP and available IT infrastructure

Ensure compliance with legal and regulatory framework

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

PC21. monitor compliance with relevant local, country and international law and process on a regular basis

PC22. monitor compliance with respect to organizational policies and procedure

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 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. just in time (JIT) mode of inventory management

KU14. coding system followed to label items

KU15. the IT system and ERP system of the organization

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 tools for documentation: MS excel and MS Word, etc.

KU21. basics of statistical and quantitative analysis tools

KU22. structure and implications of fees and charges involved

Generic Skills (GS)

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

GS1. work instructions, customer requirement and quality policy

GS2. legal policies and regulations

GS3. internal communications memorandums

GS4. checklists and daily reports

GS5. maintain the record of as per companys policy

GS6. make the note of instructions to team members

GS7. develop operating procedures and their updation

GS8. write communications, letters both within the company and to other stakeholders and clients

GS9. prepare daily reports, checklists and create documents for internal communication

GS10. communicate with all internal and external stakeholders

GS11. share experiences and provide guidance to juniors and peers

GS12. listen to queiries and requirements of internal and external stakeholders

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Review status of previous day's work	**8**	**23**	**-**	**-**
PC1. review previous day reports with supervisors identifying pending works	2	5	-	-
PC2. review inspection and output reports for the previous day	2	5	-	-
PC3. review and approve pending orders for the previous day	2	5	-	-
PC4. resolve issues with regards to pending acitivities or escalate them to senior management or external consultant/ technician	1	4	-	-
PC5. review performance and utilization of budgeted resources making amendments as required	1	4	-	-
Forecast and budget	**9**	**16**	**-**	**-**
PC6. analyse trend pattern and make suitable assumptions for forecasting	2	3	-	-
PC7. prepare forecasts and accordingly plan and budget for workforce and other resources	2	3	-	-
PC8. set-up consensus meetings with peers and seniors and get their approval on the forecast and budgets	1	4	-	-
PC9. prepare weekly and monthly work plans as per the forecast and budget	2	3	-	-
PC10. make amendments in budgeted resources based on daily performance reviews	2	3	-	-
Approve work plans and allocate tasks	**5**	**15**	**-**	**-**
PC11. identify priority task and inform to supervisors and executives	2	3	-	-
PC12. approve and share the weekly work plan with supervisors allocating resources as per plan	1	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. review and approve any ad-hoc request for alternate or additional resources	1	4	-	-
PC14. approve daily work plan prepared by supervisors	1	4	-	-
Facilitate smooth operations	**6**	**12**	**-**	**-**
PC15. guide supervisors and executives to resolve any pending issues	1	2	-	-
PC16. coordinate with other departments and external resources to escalate and expedite stuck cases	1	2	-	-
PC17. coordinate with clients and keep them updated in cases of delays, pendency, etc.	1	2	-	-
PC18. review of work by executives and supervisors to check for errors	1	2	-	-
PC19. review reports to monitor operational performance	1	2	-	-
PC20. guide the team in use of ERP and available IT infrastructure	1	2	-	-
Ensure compliance with legal and regulatory framework	**2**	**4**	**-**	**-**
PC21. monitor compliance with relevant local, country and international law and process on a regular basis	1	2	-	-
PC22. monitor compliance with respect to organizational policies and procedure	1	2	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9601
NOS Name	Conduct daily review and facilitate operations
Sector	Logistics
Sub-Sector	Terminals, ICDs and CFS, Generic
Occupation	Generic
NSQF Level	6
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

LSC/N9602: Review performance and develop performance improvement plan

Description

This unit is about reviewing performance and developing performance improvement plan

Scope

The scope covers the following :

- Analyse activity wise operational performance
- Identify reasons for non-performance and areas for improvement
- Implement performance improvement action plans
- Provide leadership and direction

Elements and Performance Criteria

Analyse activity wise operational performance

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

PC1. analyse activity related performance metrics

PC2. review output reports for escalated cases to identify reasons

PC3. review asset utilization rates and revenue per manpower

PC4. analyse trend of defaults, delays, etc. along with their reasoning

PC5. analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance

Identify reasons for non-performance and areas of improvement

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

PC6. analyse reasons for non-performance with respect to each operation and department

PC7. identify process improvement areas and departments

PC8. identify training needs and develop training plans

PC9. analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management

PC10. examine staff turnover issues

PC11. identify the department and staffs that are underperforming and take necessary actions to improve performance

Implement performance review action plan

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

PC12. prioritise performance improvement project implementation

PC13. develop strategic action plans to increase overall worker and operational efficiency

PC14. communicate performance improvement benefits to senior management and take their approval

PC15. establish key performance indicators, track regular performance output with respect to set goals and take corrective actions

PC16. address all employee performance problems promptly and directly in accordance with personnel policies

PC17. take necessary action in case of theft or fiddling with the shipment

Provide leadership and direction

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

PC18. develop, implement, and manage departmental policies, procedures, standards and strategies as required

PC19. set objectives and provide support to team members

PC20. communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts

PC21. guide and support them to cope with work load

PC22. conduct meetings with staff to assess groups overall performance; discuss ideas for improvement and inform staff of new developments

PC23. support team members in identifying, developing and implementing new ideas

PC24. direct the hiring, training, and performance evaluations of staff

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. vision, mission and values of the company

KU2. companys policy on business ethics and code of conduct

KU3. business and performance of the company

KU4. knowledge repository and various projects done by the company

KU5. reporting structure to support and expedite project acivities

KU6. escalation matrix for reporting issues/challenges

KU7. companys policy and work instructions on quality standards

KU8. companys personnel management and incentives rules

KU9. importance of the individuals role in the workflow

KU10. company policy defined turn around time (TATs) and output metrics for daily operations

KU11. companys approach towards skill up-gradation and technology modernisation

KU12. companys training plans and schedules

KU13. process flow of service operation, value chain and basic supply chain map within the sub sector

KU14. state/country taxes and routing

KU15. local and global geographical knowledge

KU16. use of enterprise resource planning software (ERP)

KU17. use of various tools for documentation: MS excel and MS Word, etc.

KU18. basics of statistical and quantitative analysis tools

KU19. use of spreadsheets to tabulate and analyze the data

KU20. structure and implications of fees and charges involved in transportation, warehousing, etc.

KU21. transit rules and regulations

KU22. significance of team coordination to achieve revenue and productivity targets of the organisation

KU23. customer relationship management and contract management, and service level agreement (SLA)

KU24. factors for evaluation of operational performance and utilization for resources

KU25. different metrics of performance evaluation

KU26. different solutions to improve performance and utilization

Generic Skills (GS)

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

GS1. company policy and standard work-related documents

GS2. emails, letters and instructions

GS3. daily reports

GS4. prepare reports on delivery performance, demand forecast, franchisee performance etc.

GS5. write Minutes of Meeting, mails and memos

GS6. interact with team members to work efficiently

GS7. communicate effectively with colleagues and vendors to achieve smooth workflow

GS8. communicate quality standards and performance metrics clearly to all the employees

GS9. listen to queries patiently and answer them aptly

GS10. plan and organise performance review sessions

GS11. make action plan for performance improvement

GS12. organise projects/ training plans for performance improvement

GS13. monitor the activities of the performance improvement plan

GS14. plan and organise monitoring activities to ensure no breach in terms of commitments

GS15. timely complete analysis on reports and issues identified

GS16. analyse performance with focus on customer requirement and ability to improve satisfaction levels with customers

GS17. sensitise individuals towards customer satisfaction and train them accordingly

GS18. resolve interpersonal issues among employees

GS19. resolve performance related bottlenecks with respect to individuals and resources

GS20. guide staff towards appropriate training to improve performance and remove bottlenecks

GS21. assess resource utilization and performance and suggest solutions to remove bottlenecks

GS22. analyse reports and take necessary action

GS23. analyse output and delivery performance to infer bottlenecks

GS24. assess the performance of resources to see capacity utilization

GS25. assess performance to see if there is a need for technology up-gradation or training

GS26. improve work processes by adopting global best practices

GS27. resolve recurring inter-personal or system related conflicts with colleagues that hinder service

GS28. act upon constructively on any problems as pointed by seniors

GS29. review performance with respect to requirement and compare with global peers to see prospects for technology and skill up-gradation

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Analyse activity wise operational performance	**8**	**17**	**-**	**-**
PC1. analyse activity related performance metrics	2	3	-	-
PC2. review output reports for escalated cases to identify reasons	2	3	-	-
PC3. review asset utilization rates and revenue per manpower	2	3	-	-
PC4. analyse trend of defaults, delays, etc. along with their reasoning	1	4	-	-
PC5. analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance	1	4	-	-
Identify reasons for non-performance and areas of improvement	**8**	**17**	**-**	**-**
PC6. analyse reasons for non-performance with respect to each operation and department	1	3	-	-
PC7. identify process improvement areas and departments	2	3	-	-
PC8. identify training needs and develop training plans	2	3	-	-
PC9. analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management	1	2	-	-
PC10. examine staff turnover issues	1	3	-	-
PC11. identify the department and staffs that are underperforming and take necessary actions to improve performance	1	3	-	-
Implement performance review action plan	**6**	**18**	**-**	**-**
PC12. prioritise performance improvement project implementation	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. develop strategic action plans to increase overall worker and operational efficiency	1	3	-	-
PC14. communicate performance improvement benefits to senior management and take their approval	1	3	-	-
PC15. establish key performance indicators, track regular performance output with respect to set goals and take corrective actions	1	3	-	-
PC16. address all employee performance problems promptly and directly in accordance with personnel policies	1	3	-	-
PC17. take necessary action in case of theft or fiddling with the shipment	1	3	-	-
Provide leadership and direction	**8**	**18**	**-**	**-**
PC18. develop, implement, and manage departmental policies, procedures, standards and strategies as required	1	3	-	-
PC19. set objectives and provide support to team members	1	3	-	-
PC20. communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts	1	3	-	-
PC21. guide and support them to cope with work load	1	2	-	-
PC22. conduct meetings with staff to assess groups overall performance; discuss ideas for improvement and inform staff of new developments	1	3	-	-
PC23. support team members in identifying, developing and implementing new ideas	1	2	-	-
PC24. direct the hiring, training, and performance evaluations of staff	2	2	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9602
NOS Name	Review performance and develop performance improvement plan
Sector	Logistics
Sub-Sector	EXIM logistics, Freight Forwarding & Custom Clearance, Generic
Occupation	Generic
NSQF Level	6
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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:

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

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 companys 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Profit and Loss account management and review	**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	-	-
Analysis of activity based costs	**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	-	-

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**	**-**	**-**

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

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

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

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 goverment officals

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Generate new business prospects	**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	-	-
Maintain customer relations	**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	-	-

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	-	-
Co-ordinate with government officials, vendors and contractors	**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**	**-**	**-**

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

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 acivities

KU2. companys policy and work instructions on quality standards

KU3. companys products and services

KU4. organisational guidelines for dealing with receipts and payments

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Check invoice	**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	-	-
Process compliance	**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**	**-**	**-**

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

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain integrity ensuring data security	**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	-	-
Professional and ethical practice	**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	-	-
Ensure regulatory compliance	**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	-	-

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

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
NSQC Clearance Date	03/05/2023

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:

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

Assessment Criteria

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

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**	**-**	**-**

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

DGT/VSQ/N0103: Employability Skills (90 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the current job market requirement and future of work

PC2. identify and explore learning and employability relevant portals

PC3. research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

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

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

PC5. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC6. recognize the significance of 21st Century Skills for employment

Qualification Pack

PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

PC8. adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

PC9. use basic English for everyday conversation in different contexts, in person and over the telephone

PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC11. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC12. identify career goals based on the skills, interests, knowledge, and personal attributes

PC13. prepare a career development plan with short- and long-term goals

Communication Skills

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

PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC15. use active listening techniques for effective communication

PC16. communicate in writing using appropriate style and format based on formal or informal requirements

PC17. work collaboratively with others in a team

Diversity & Inclusion

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

PC18. communicate and behave appropriately with all genders and PwD

PC19. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

PC22. identify common components of salary and compute income, expenses, taxes, investments etc

PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC24. operate digital devices and use their features and applications securely and safely

PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

PC26. display responsible online behaviour while using various social media platforms

PC27. create a personal email account, send and process received messages as per requirement

PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

PC29. utilize virtual collaboration tools to work effectively

Entrepreneurship

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

PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC33. identify different types of customers and ways to communicate with them

PC34. identify and respond to customer requests and needs in a professional manner

PC35. use appropriate tools to collect customer feedback

PC36. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC37. create a professional Curriculum vitae (Résumé)

PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC39. apply to identified job openings using offline /online methods as per requirement

PC40. answer questions politely, with clarity and confidence, during recruitment and selection

PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

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

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

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

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

KU11. components of salary and how to compute income and expenditure

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

KU13. different legal rights and laws

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

KU15. how to create and operate an e- mail account

KU16. use applications such as word processors, spreadsheets etc.

KU17. how to identify business opportunities

KU18. types and needs of customers

KU19. how to apply for a job and prepare for an interview

KU20. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence in English and other languages

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

GS3. behave politely and appropriately with all to maintain effective work relationship

GS4. how to work in a virtual mode, using various technological platforms

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC5. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC6. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC7. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC8. adopt a continuous learning mindset for personal and professional development	-	-	-	-
Basic English Skills	3	4	-	-
PC9. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC11. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**
PC12. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC13. prepare a career development plan with short- and long-term goals	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC14. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC15. use active listening techniques for effective communication	-	-	-	-
PC16. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC17. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**1**	**-**	**-**
PC18. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC19. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC20. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC21. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC23. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**5**	**-**	**-**
PC24. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC25. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC26. display responsible online behaviour while using various social media platforms	-	-	-	-
PC27. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC28. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC29. utilize virtual collaboration tools to work effectively	-	-	-	-
Entrepreneurship	**2**	**3**	**-**	**-**
PC30. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC31. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC32. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC33. identify different types of customers and ways to communicate with them	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. use appropriate tools to collect customer feedback	-	-	-	-
PC36. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC37. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC40. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0103
NOS Name	Employability Skills (90 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	5
Credits	3
Version	1.0
Last Reviewed Date	NA
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

LSC/N9702: Bid Process Management

Description

This unit is about managing bid process

Scope

The scope covers the following :

- Analyse the tender requirements to decide on bidding
- Prepare the bid and documents and follow on bidding

Elements and Performance Criteria

Analyse tender requirements to decide on bidding

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

PC1. search and identify new opportunities for business development

PC2. analyse the technical requirement of the tender specifications mentioned in the Request for Proposal (RFP) with respect to organisational capacity and credentials

PC3. conduct preliminary feasibility study and cost analysis of the tender, factoring in various heads of Capital expenditure (CAPEX), Operating expense (OPEX) and the timelines for the project

PC4. clarify any doubts in the bidding procesess or scope with the client

PC5. based on initial evaluation obtain confirmation from management for participation in tendering process

Prepare the bid documents and follow on bidding

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

PC6. generate proposal responsibility by allocating work and gaining commitment from individuals responsible for specific sections/questions

PC7. coordinate with internal departments viz., engineering, procurement, implementation, operations, Human Resources (HR), finance and legal team for proposal preparation

PC8. coordinate with engineering, procurement, implementation, operations, HR and finance team to arrive at the quote

PC9. prepare the CAPEX and OPEX budget for the tender and get an approval from the management

PC10. ensure all services are included in the final price to the customer

PC11. complete the bid document in a timely manner, cross verify with bid checklist and submit the bid on time

PC12. follow up with client for any additional information or support requirement

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

KU4. companys documentation policy

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. procedures for dealing with loss or damage to goods

KU9. value of items handled and implications of damage/loss of the same

KU10. risk and impact of not following defined work, safety and security procedures

KU11. company policy defined Turnaround time (TATs) and output metrics for daily operation

KU12. just in time (JIT) mode of inventory management

KU13. process flow of service operation, value chain and basic supply chain map within the sub sector

KU14. state/country taxes and routing

KU15. local and global geographies

KU16. use of ERP software including Warehouse management system (WMS), Material Management System (MMS) and Transportation Management System (TMS)

KU17. use of various tools for documentation: MS excel and MS Word, etc.

KU18. basics of statistical and quantitative analysis tools

KU19. use of spreadsheets to tabulate and analyze the data

KU20. structure and implications of fees and charges involved in transportation, warehousing, etc.

KU21. transit rules and regulations

KU22. use of different tools and vehicles used for handling the shipment

KU23. procurement related terminologies: Purchase order (PO), Invoice etc.

KU24. forecasting, planning and developing detailed budgets

KU25. the procurement and bid process

KU26. the capacity of various resources so as to make resource plans

KU27. all activities being done in the unit

KU28. possible difficulties and challenges with respect to each activity being carried out in the unit

Generic Skills (GS)

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

GS1. work instructions, customer requirement and quality policy

GS2. legal policies and regulations

GS3. internal communications memorandums

GS4. legal documentation part of the shipment/ goods

GS5. checklists and daily reports

GS6. fill in appropriate details regarding forms, bid documents, etc.

GS7. write emails, communications, letters for information

GS8. write daily reports regarding updates and reviews

GS9. communicate clearly in local language or english with management

GS10. provide advice and guidance to peers & juniors

GS11. communicate on work requirement clearly to all the employees

GS12. listen to queries patiently and answer them aptly

GS13. decide wether to bid for a certain proposal or not

GS14. decide the resource requirement while making proposal budgets

GS15. liaison with bidding and tender companies, platforms, internal departments to get adequate information

GS16. plan and organise review meetings

GS17. organise plan and schedule for task completion and bid submission

GS18. take special note of requirement of customer while planning the bid and budget

GS19. resolve queries with repect to bid by escalating and coordinating with relevant external stakeholders

GS20. address the queries raised by internal management during bid review meetings

GS21. analyze the resource requirement in terms of manpower, equipment, delivery vehicles, software, system, etc. while preparing budgets

GS22. analyse by reviewing the requirement with organisations credentials and capacity if it is a good fit to bid for

GS23. think tactically, with attention to details

GS24. prepare bids with sufficient scope for contingencies

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Analyse tender requirements to decide on bidding	**12**	**32**	**-**	**-**
PC1. search and identify new opportunities for business development	3	7	-	-
PC2. analyse the technical requirement of the tender specifications mentioned in the Request for Proposal (RFP) with respect to organisational capacity and credentials	3	7	-	-
PC3. conduct preliminary feasibility study and cost analysis of the tender, factoring in various heads of Capital expenditure (CAPEX), Operating expense (OPEX) and the timelines for the project	2	6	-	-
PC4. clarify any doubts in the bidding procesess or scope with the client	2	6	-	-
PC5. based on initial evaluation obtain confirmation from management for participation in tendering process	2	6	-	-
Prepare the bid documents and follow on bidding	**18**	**38**	**-**	**-**
PC6. generate proposal responsibility by allocating work and gaining commitment from individuals responsible for specific sections/questions	2	6	-	-
PC7. coordinate with internal departments viz., engineering, procurement, implementation, operations, Human Resources (HR), finance and legal team for proposal preparation	2	6	-	-
PC8. coordinate with engineering, procurement, implementation, operations, HR and finance team to arrive at the quote	2	6	-	-
PC9. prepare the CAPEX and OPEX budget for the tender and get an approval from the management	3	5	-	-
PC10. ensure all services are included in the final price to the customer	3	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. complete the bid document in a timely manner, cross verify with bid checklist and submit the bid on time	3	5	-	-
PC12. follow up with client for any additional information or support requirement	3	5	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9702
NOS Name	Bid Process Management
Sector	Logistics
Sub-Sector	Warehousing (Storage & Packaging)
Occupation	Warehousing Operations, Packaging, Documentation and Reporting, Engineering/Maintenance
NSQF Level	6
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

(**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/N1007.Manage multimodal operations	30	70	-	-	100	10
LSC/N1008.Manage hub and spoke operations	30	70	-	-	100	10
LSC/N9601.Conduct daily review and facilitate operations	30	70	-	-	100	10
LSC/N9602.Review performance and develop performance improvement plan	30	70	-	-	100	10
LSC/N9603.Profit and Loss account management and cost accounting	30	70	-	-	100	10
LSC/N9701.Business development and stakeholder relations	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
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
Total	**300**	**650**	**-**	**-**	**950**	**100**

Optional: 1 Bid process

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9702.Bid Process Management	30	70	0	0	100	10
Total	**30**	**70**	**0**	**0**	**100**	**10**

Acronyms

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

Glossary

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

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