QUALIFICATION FILE – Land Transportation Supervisor

☒ **Short Term Training (STT)** ☐ **Long Term Training (LTT)** ☐ **Apprenticeship**

☒ **Upskilling** ☐ **Dual/Flexi Qualification** ☐ **For ToT** ☐ **For ToA**

☒ **General** ☐ **Multi-skill (MS)** ☐ **Cross Sectoral (CS)** ☐ **Future Skills**

NCrF/NSQF Level: 5

Submitted By:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Submitting Body Contact Details:

Name: Ms. Reena Murray

Position in the Organization: Head - Standards & Quality Assurance

Address if different from the above: Same as above

Tel Number: 044 4851 4607

E-mail Address: reena@lsc-india.com

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Land Transportation Supervisor

Section 1: Basic Details

1.	Qualification Name	Land Transportation Supervisor	
2.	Sector/s	Logistics	
3.	Type of Qualification: ☐ New ☒ Revised ☒ Has Electives/Options ☐ OEM	NQR Code & version of the existing /previous qualification: QG-05-TW-00351-2023-V1.1-LSC & V2.0	Qualification Name of the existing version: Land Transportation Supervisor
4.	a. OEM Name b. Qualification Name *(Wherever applicable)*	Land Transportation Supervisor	
5.	National Qualification Register (NQR) Code & Version *(Will be issued after NSQC approval)*	QG-04-TW-046132025-V2-LSC & V2.0	6. NCQF/NSQF Level: 5
7.	Award (Certificate/Diploma/ Advanced Diploma/ Any Other) *(Wherever applicable specify multiple entry/exits also & provide details in annexure)*	Certificate	
8.	Brief Description of the Qualification	The Land Transportation Supervisor is responsible for overseeing the day-to-day operations of a fleet of vehicles, ensuring timely and efficient transportation services with strong leadership and organisational skills, they manage driver teams, vehicle maintenance schedules, and logistics to ensure smooth and safe operations. They monitor and enforce compliance with safety regulations, traffic laws, and company policies. Focused on cost control, they optimise routes, manage fuel consumption, and coordinate with other departments to meet delivery timelines.	

9.	Eligibility Criteria for Entry for Student/Trainee/Learner/Employee	a.	Entry Qualification & Relevant Experience:

	a. Entry Qualification & Relevant Experience:

S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)
1	Completed UG Diploma or equivalent	1 year of relevant experience in transportation
2	12th Grade pass or equivalent	4 years of relevant experience in transportation
3	Completed 3 year diploma after 10th	2 years of relevant experience in transportation
4	Previous relevant Qualification of NSQF Level 4	3 years of relevant experience in transportation

b. Age:

10.	Credits Assigned to this Qualification *(as per National Credit Framework (NCrF))*	18	11. Common Cost Norm Category (I/II/III) *(wherever applicable)*: I
12.	Any Licensing Requirements for Undertaking Training on This Qualification *(wherever applicable)*	NA	

13.	Training Duration by Modes of Training Delivery *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*	☒Offline Only ☐ Online Only ☐ Blended

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)	210	300	30		540
Online					

(Refer Blended Learning Annexure for details)

14.	Aligned to NCO/ISCO Code/s *(if code is not available, then mention the same)*	NCO-2015/4323.9900
15.	Progression Path After Attaining the Qualification *(Please show Professional and Academic progression) (wherever applicable)*	Land Transportation Manager (Level 6)

16.	**Other Indian Languages in which the Qualification & Model Curriculum are being Submitted**	Hindi		
17.	**Is similar Qualification(s) available on NQR-if yes, justification for this qualification**	☐ **Yes** ☒ **No** URLs of similar Qualifications:		
18.	**Is the Job Role Amenable to Persons with Disability**	☐ **Yes** ☒ **No** *If "Yes", specify applicable type of Disability:*		
19.	**How participation of women will be encouraged?**	The Job Role is gender neutral and can be performed by women in equality to men.		
20.	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it), wherever applicable*	☐ **Yes** ☒ **No**		
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	Schools ☐ **Yes** ☒ **No** Colleges ☒ **Yes** ☐ **No**		
22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**Name**: Ms. Reena Murray **Email**: reena@lsc-india.com **Contact No.**: 044 4851 4607 **Website**: www.lsc-india.com		
23.	**Final Approval Date by NSQC:** 07-10-2025	**24. Validity Duration:** 3 years		**25. Next Review Date:** 07-10-2028

Section 2: Module Summary

NOS of Qualifications
(In exceptional cases these could be described as components)

Mandatory NOS:
Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

Th.-Theory **Pr.**-*Practical* **OJT**-*On the Job* **Man.**-*Mandatory Training* **Rec.**-*Recommended* **Proj.**-*Project*

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) *(if applicable)*
1.	Introduction to Land Transportation Supervisor	Bridge module	Non-core	5	1	20	10	-	-	30	0	0		0	0	0
2.	Supervise Route Planning and daily operations in transportation	LSC/N1009 & V4.0	Core	5	2	20	35	5		30	60	-	10	100		10
3.	Review transport documentation and ensure compliance	LSC/N0303 & V3.0	Core	5	2	20	35	5		30	60	-	10	100		10
4.	Perform vehicle marshal duties	LSC/N1109 & V5.0	Core	5	2	20	35	5		30	60	-	10	100		10
5.	Supervise fleet maintenance	LSC/N1110 & V5.0	Core	5	2	20	35	5		30	60	-	10	100		10
6.	Supervise consignment tracking and movement of vehicles	LSC/N1111 & V5.0	Core	5	2	20	35	5		30	60	-	10	100		20
7.	Plan and Coordinate for transportation for Project cargo and ODC	LSC/N3306 & V2.0	Core	5	2	20	35	5		30	60	-	10	100		10
8.	Manage Business and stakeholder relations	LSC/N9701 & V4.0	Core	5	2	30	30			30	60	-	10	100		10
9.	Follow health, safety and security procedures and	LSC/N9911 & V1.0	Core	5	1	10	20			30	60	-	10	100		10

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S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
	maintain integrity and ethics at the workplace															
10	Employability Skills (60 Hours)	DGT/VSQ/N0102 & V1.0	Non-Core	5	2	30	30			20	30	-	-	50		10
	Duration (in Hours) / Total Marks					**210**	**300**	**30**	**-**	**540**	**260**	**510**	**-**	**80**	**850**	**100**

Elective NOS: NA

Optional NOS 1: Profit Management

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/Non-Core	NCrF/NSQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
1	Profit and Loss account management and cost accounting	LSC/N9603 & V3	Core	5	2	30	30	-	60	30	30	60		10	100	0

Assessment - Minimum Qualifying Percentage
Please specify any one of the following:

Minimum Pass Percentage – Aggregate at qualification level: __70__ % *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

Minimum Pass Percentage – NOS/Module-wise: __50__ % *(Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.*

Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	Any degree + 2 years of relevant industrial experience specifically in Land Transportation Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0". Minimum accepted score is 80%
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	Any degree + minimum 5 years of experience in the logistics industry, specifically in Land Transportation Certified for Job Role: "Land Transportation Supervisor" mapped to QP: "LSC/Q, v3.0". Minimum accepted score is 80%
3.	**Tools and Equipment Required for the Training**	☒Yes ☐No *(If "Yes", details to be provided in Annexure)*
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	Any degree + 2 years of relevant industrial experience Recommended that the Assessor is certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%

2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines) wherever applicable*	Any degree + 2 years of relevant industrial experience Certified for Job Role: "Land Transportation Supervisor" mapped to QP: "LSC/Q2, v3.0". Minimum accepted score is 80%
3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines) wherever applicable*	Any degree + 5 years of relevant industrial experience + 1 year assessment experience Recommended that the Assessor is certified for the Job Role: "Lead Assessor", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%
4.	**Assessment Mode** *(Specify the assessment mode)*	Online and Offline
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

Section 5: Evidence of Need for the Qualification

Provide Annexure/Supporting documents name.

1.	**Latest Skill Gap Study (not older than 2 years) (Yes/No):** Yes
2.	**Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):** No
3.	**Government /Industry initiatives/ requirement (Yes/No):** No
4.	**Number of Industry validation provided:** 21
5.	**Estimated nos. of persons to be trained and employed:** As per Annexure: Training and Employment Details
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments:** Yes

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	**Annexure:** NCrF/NSQF level justification based on NCrF level/NSQF descriptors *(Mandatory)*	Yes
2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	Yes

3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	Assessment of the Candidates on completion of the Training is a very important activity that is monitored by Logistics Sector Skill Council (LSC). It ensures sustained quality of training delivery. It also indicates to the LSC the need for any changes in training content. LSC has developed policies related to affiliation of assessment agencies and assessment process to enhance the quality of assessments and they are outlined in succeeding paragraphs.
		
		1) Guidelines on affiliation of assessment agencies:
		
		As per NSDC guidelines on affiliation of assessment agency, we are adhering the following:
		
		   a) Application evaluation
		   b) Affiliation certificate
		   c) SME profile validation
		   d) Question bank validation
		   e) TOA process
		   f) Link through SIP
		2) Assessment process:
		
		  1) The assessment process would begin by developing the correct qualitative questions for theory/practical and viva. Questions papers are submitted by Assessment Bodies (AB) to LSC for approval.
		
		  2) AB submits Assessor's details, their experience and credentials to LSC for approval.

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		3) Third step in the process would be allocation of batches by LSC to AB for which LSC has shifted from a manual allocation system to automated allocation on the basis of grading system on the below mentioned parameters.
		i. Quality of the assessors submitted by the assessment agency.
		ii. Certification of the assessor by LSC basis the training of assessor's program conducted by LSC.
		iii. Adherence to schedule of assessments by the assessment agencies.
		iv. Integrity of the assessor in conducting quality assessments.
		v. Quality of the question papers submitted by the assessment agencies to LSC.
		vi. Submission of quality documents of the assessments conducted as insisted by LSC.
		vii. Time of submission of the required assessment related documents to LSC for approval
		viii. Time of submission of results in SDMS system post approval by LSC
		Basis the above grading metrics the system would allocate the batches to the assessment agencies, which has brought transparency in the system of who are allocated how many batches and it is made very clear to the ecosystem that performance matters a lot. This has in turn also helped to improve the quality of the trainings as the check list of documents advised by LSC to be submitted by the assessment agencies speaks on the quality of trainings happening.
4.	**Annexure:** Assessment Strategy *(Mandatory)*	1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC 2. The assessment for the theory part will be based on knowledge bank of questions 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 centre (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on 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 re-assessment on the Qualification Pack.
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is Blended Learning)*	No
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	No
7.	**Annexure:** Acronym and Glossary *(Optional)*	Yes
8.	**Supporting Document:** Model Curriculum *(Mandatory - Public view)*	Yes
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	Yes
10.	**Supporting Document:** Occupational Map *(Mandatory)*	Yes
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	https://drive.google.com/file/d/1G3IXYAboNyUNjTb6nHRY6fuK3HQkEsLu/view?usp=sharing
12.	**Any other document you wish to submit:**	NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	• Prepare daily work plan, allocate resources and monitor daily operations • Carry out marshalling of vehicles	The process involves obtaining order details, developing daily work plan, allocating resources, resolving issues and monitoring daily operations.	5

	• Review transport documents and supervise fleet maintenance • Manage and track movement of over-dimensional trucks • Analyze and review profit and loss account • Generate new business and maintain customer relations	He/ She will plan and prepare the marshalling of vehicles, check vehicle safety, carry out marshaling of vehicles, track fleet usage, maintain records and prepare maintenance reports. He/ She will process documents, manage route, track and maintain maintenance records of over-dimensional trucks. He/ She shall review and prepare annual budget, analyze profitability and business performance trends and work towards achieving higher financial goals. He/ She shall new business prospects by preparing sales targets, maintain relationship with existing customers and co-ordinate with government officials, vendors and contractors for smooth and efficient working.	
Professional and Technical Skills/ Expertise/ Professional Knowledge	• Knowledge of process flow in transportation • Knowledge of geographical locations • Knowledge of routes and transit rules and regulations	The job holder knows and understands process flow of service operation and the entire value chain. He should have good knowledge of different geographical locations and route map for the same. He should know different custom related laws and transit rules & regulations of the different country and states.	5
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• Decide on corrective measures to improve customer ratings • Critical thinking to identify best possible solution for route planning • Plan and organize the work based on customer specification • Identify and analyze productive and efficient ways to streamline process	The job holder has to demonstrate practical skills by deciding on the actions to be taken on escalations raised by the customers and when to schedule for an alternative arrangement. He/she should also be able to think critically on increasing throughput of the delivery center by identifying the best possible route. He/she should plan and develop the route based on the requirement of the clients. He/she should also be able to assess the resource requirement, prepare backup plan and discover more efficient and productive ways to streamline the work process.	5

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Broad Learning Outcomes/Core Skill	• Read and understand legal documentation and agreement part of consignment • Write work-orders and end of day reports • Communicate supervisors, customers and other stakeholders • Knowledge of scheduling, planning and route optimization software	The job holder has to communicate clearly to the subordinates on work plan and precautionary measures to be taken while transporting/handling the shipment. He/she also has to communicate with customers to understand their requirement and other stakeholders such as government officials, vendors, contractor, etc. for smooth functioning of center. He/she should also possess reading skills to read and understand legal documents and consignment agreements. He/she should have good writing skills for writing daily work-plan, preparing vehicle maintenance and breakdown reports and end of day performance report to the manager. He/she shall also possess knowledge of how to plan and schedule the arrival and departure of vehicles according to the client requirement. He/she should also know how to use the GPS and route optimization device efficiently.	5
Responsibility	• Supervise operational team of delivery service center • Maintain good relationship with various stakeholders in value chain • Manage efficiency in transportation	The job holder is responsible for supervising and controlling operational team land transportation. He/she is responsible for coordinating and maintaining relationship with customers, government officials, local vendors, contractors and transporters. He/she has responsibility of his/her own work & learning in land transportation operations as well as responsibility of subordinates' work and learning of others in services operations.	5

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Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment

Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	PPE	Standard Make	1
2.	Computers with MS office	Standard Make	1
3.	Scanners, system tools, printers	Standard Make	1
4.	MHE	Standard Make	1
5.	PPE	Standard Make	5
6.	Barcode scanner	Standard Make	2
7.	RFID software	Standard Make	1
8.	Performance review software	Standard Make	15
9.	Budgeting software		
10.	Forecasting and analytical software		
11.	Standard forms	Standard Make	5
12.	Sample documentation	Standard Make	5
13.	SOP	Standard Make	5
14.	ERP, MIS	Standard Make	1
15.	TMS (Learning version)	TMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council.	15 logins per center
16.	LLMS (Learning version)	LLMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council.	15 logins per center

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Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Training Kit (Trainer Guide, Presentations)
2. Charts, Models, Video presentation, Flip Chart
3. Whiteboard/Smart Board, Marker, Board eraser

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	EPT Global Logistics Pvt Ltd	Darshan Mashroo	Director	Ahmedabad			
2.	St John Freight Systems Ltd	Suresh Kumar	Senior District Manager	Chennai			
3.	FFAF Logistics India Pvt Ltd	Ragini Gupta	Head HR and Business	Bangalore			
4.	Flyjac Logistics Pvt Ltd	Madhava Priyan	VP	Chennai			
5.	AFFREIGHTER LOGISTICS PVT LTD	Akalya Mohan	Vice President	Bangalore			
6.	Denken Global Supply Chain Pvt Ltd	Shyamsundar CK	Director	Chennai			
7.	EXPRESS ROADWAYS PVT LTD	Saloni Gupta	HR Head	New Delhi			

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8.	Om Logistics Ltd	Chirag Sehgal	HRD Manager	New Delhi			
9.	Tripath Logistics Private Limited	Balasubramanian	Director	Bengaluru			
10.	Navata Road Transport	Thaviti Naidu	Asst Manager	Chennai			
11.	Federal Transport Pvt Ltd	Meena	Accounting Manager	Chennai			
12.	Apeksha Logistics	Geetha Bhaskar	Director HR	Bangalore			
13.	Galaxy Freight Private Limited	Afiya Khan	Manager HR	Mumbai			
14.	Gaerish Logistics Pvt Ltd	Wesley Prasad A	Manager HR	Chennai			
15.	Star Freight Private Limited	Samir J Shah	Director	Ahmedabad			
16.	Janex Logistics Pvt Ltd	Jane Crispen	Business Development Executive	Chennai			
17.	Jasvant B Shah	Samir J Shah	Director	Ahmedabad			
18.	Tulsidas Khimji Pvt Ltd	Pinakin Pandya	VP	Ahmedabad			
19.	Ravindra Logistics	Ravindra Singh Bhatia	CEO	Pune			
20.	INDELOX SERVICES PVT LTD	Swetha N	HR Manager	Bengaluru			
21.	Snowman Logistics Limited	Rajni Aarya	DGM HR	New Delhi			

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Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2024-25	50		10			
2025-26	150		30			
2026-27	250		50			

Data to be provided year-wise for next 3 years.

Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
2.0	2024-2025	73	51	44									
2.0	2023-2024	36	36	33									
2.0	2022-2023	28	28	23									

Applicable for revised qualifications only, data to be provided for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

     1.
     2.

Content availability for previous versions of qualifications:

☒ Participant Handbook   ☒ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

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Languages in which Content is available: English, Hindi

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET "Guidelines for Blended Learning for Vocational Education, Training & Skilling" available on:
https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20&%20Skilling.pdf

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio
1	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	☐Showing Practical Demonstrations to the learners		
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	☐Tutorials/ Assignments/ Drill/ Practice		
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

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NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise Route Planning and daily operations in transportation	PC1: Obtain order details such as transport plans, delivery schedules, priority orders, daily work allocation, etc., and develop a daily work plan factoring in priority cases and cases requiring exceptional handling.	2	3	-	1
	PC2: Get the work plan approved by the manager and arrange for daily shipment processing and quoting.	2	2	-	-
	PC3: Allocate tasks and resources to workers, drivers, and associates.	1	3	-	1
	PC4: Address any disruptions during the day, such as vehicle breakdowns, accidents, or late deliveries.	1	2	-	-
	PC5: Track the progress of deliveries and ensure that they are on schedule.	1	2	-	1
	PC6: Ensure that all drivers have clear assignments for the day and are equipped with the necessary information (route details, delivery times, etc.).	1	3	-	-
	PC7: Supervise deployment of cargoes in communication with the consignee's supervisor.	1	3	-	1
	PC8: Supervise loading, unloading, lashing, and securing shipments for transport.	1	3	-	1
	PC9: Coordinate with other departments to plan the movement of transport.	1	3	-	-
	PC10: Track fuel usage, monitor vehicle maintenance schedules, and ensure that vehicles are checked regularly to avoid unnecessary breakdowns.	1	2	-	-
	PC11: Take note of the pending tasks in each activity to plan for the next day and plan for additional resources if required.	1	2	-	-
	PC12: Measure and document processes as per productivity standards.	1	2	-	-
	PC13: Liaise with officials and external stakeholders to streamline operations.	1	3	-	-
	PC14: Assist in resolving freight-related billing/documentation issues and carrier performance-related issues and escalate to the manager if required.	1	3	-	1
	PC15: Feed regular updates into ERP and send regular reports to the manager.	1	2	-	1
	PC16: Track performance metrics, such as on-time deliveries, fuel consumption, driver performance, and incidents.	1	2	-	-

	PC17. Check for the selection of the type of truck required based on load carriage, route, load consolidation and associated costs	2	2	-	1
	PC18. Cross-check details, including road permit, Commercial Driver's License (CDL), shipping bills, valid vehicle documents, etc., are correctly captured and verified by associates	1	3	-	-
	PC19. Check for the presence of permits and regulatory compliances for operating articulated vehicles, reefer vehicles, trailers, trucks, etc.	1	2	-	-
	PC20. Supervise and approve driver deployment	1	2	-	1
	PC21. Use software tools such as FMS/ Telematics or GPS systems to identify the fastest and most fuel-efficient routes for drivers, considering factors like traffic, road conditions, time of day, and delivery windows.	1	2	-	-
	PC22. Prioritise deliveries based on customer requirements, deadlines, or criticality.	1	1	-	-
	PC23. Review and approve route plans for vehicles	2	2	-	-
	PC24. Ensure that planned routes comply with transportation laws (weight limits, road restrictions, environmental laws, etc.).	1	2	-	-
	PC25. Anticipate potential disruptions such as road closures, weather conditions, or accidents and Plan alternative routes in case of delays.	1	2	-	1
	PC26. Adjust the routes in real-time in case of unforeseen delays or traffic conditions and communicate any necessary changes to drivers.	1	2	-	-
	NOS Total	**30**	**60**	**-**	**10**
Review transport documentation and ensure compliance	PC1. Review transport schedule and booking records with reference to the plan	2	4	-	1
	PC2. Verify that all drivers have valid and up-to-date commercial driver's licenses (CDLs) and any other certifications required by local or national regulations.	2	4	-	-
	PC3. Ensure that all fleet vehicles are properly registered with the relevant authorities, including up-to-date registration certificates, permits, insurance, brake tests, emission controls, etc. and vehicle titles.	2	4	-	1

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PC4. Examine lorry Receipt (LR), Goods Consignment (GC), transit insurance and tax permits for correctness and accuracy with respect to order	2	4	-	1
PC5. Check inbound documentation, freight invoices and signed agreements for any errors or discrepancies and resolve documentation problems, if any.	2	4	-	1
PC6. Review logs detailing routine maintenance, repairs, and any issues identified during inspections.	2	4	-	1
PC7. Ensure that the Delivery and transport Documentation, such as the Bill of Lading (BOL), Delivery Notes, Waybills, POD, etc., is in order.	2	4	-	-
PC8. Conduct regular audits of both documentation and operations to ensure compliance. This could be a monthly or quarterly review of vehicle and driver records, inspection reports, and permits.	2	4	-	-
PC9. Stay updated on local, regional, or national transportation regulations and keep drivers and workers informed to reduce the risk of non-compliance.	2	4	-	1
PC10. Regularly communicate with relevant regulatory bodies to clarify any questions about compliance, seek advice, and ensure the company adheres to industry best practices.	2	4	-	1
PC11. Document any incidents of non-compliance, whether related to drivers, vehicles, or cargo and take corrective action.	2	4	-	-
PC12. Obtain daily status of documents from executives and associates	2	4	-	1
PC13. Compile a list of undelivered shipments and contact consignees of undelivered shipments to arrange for alternate deliveries	2	4	1	-
PC14. Prepare daily operation reports in terms of cargo movement, total loading and unloading activities, resource utilisation, workforce deployment and other parameters as per organisational requirement	2	4	-	1
PC15. Report daily damage, Material Handling Equipment (MHE) repair requirements, accidents, transport delays, etc.				

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		2	4	-	1
	NOS Total	**30**	**60**	**-**	**10**
Perform vehicle marshal duties	PC1. Determine the work allocation for marshalling using the traffic management plan	2	3	-	1
	PC2. Wear the required personal protective equipment for marshalling duties.	2	3	-	-
	PC3. Check if the area is clear and suitable for vehicle manoeuvring activities as per site safety demarcation arrangements and control measures	2	3	-	1
	PC4. Establish a safe marshalling position and maintain an appropriate field of vision.	2	3	-	1
	PC5. Confirm smooth and safe movement of vehicles in the designated area by directing trucks, forklifts, delivery vehicles, and any other machinery to their appropriate spots.	1	3	-	-
	PC6. Ensure that hand signals, cones, traffic wands and approved communication methods are used to guide vehicles.	1	3	-	1
	PC7. Confirm vehicles do not block emergency exits, gates, or pedestrian paths.	1	3	-	-
	PC8. Ensure that all vehicles move at a safe speed within the premises. This is especially important in busy areas where pedestrians or workers may be present.	2	3	-	1
	PC9. Check whether vehicles are parked in the correct spaces at a safe distance from each other as per the designated layout or plan for the site and whether over-dimensional or heavy vehicles are parked in appropriate spaces that can accommodate their size.	1	3	-	1
	PC10. Optimise parking areas by coordinating with other marshals or workers to move vehicles around as necessary and ensure that all available spaces are used effectively.	2	3	-	-
	PC11. Ensure that vehicles are correctly positioned for loading and unloading and that docks, ramps, or platforms are properly aligned.	1	3	-	-
	PC12. Assist drivers in safely manoeuvring into position, if necessary, especially in tight spaces.	2	3	-	-

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	PC13. Ensure that vehicles are parked with adequate space to load/unload cargo without obstruction.	1	3	-	-
	PC14. Supervise whether the Forklift or other material handling equipment has safe Vehicle Interaction to avoid accidents during the loading/unloading process.	1	3	-	-
	PC15. Monitor whether Safety Protocols are followed, including whether drivers are wearing appropriate safety gear (e.g., hard hats and reflective vests), vehicles are not overloaded, cargo is properly secured, and vehicles are not parked in restricted areas or near hazardous materials.	2	3	-	1
	PC16. Check for any safety hazards, such as oil spills, obstacles in the driving path, or unbalanced loads on vehicles that could pose a risk to the driver or other workers.	1	3	-	1
	PC17. Assist in managing emergency situations like directing vehicles to safety, ensuring emergency vehicles have access to the area, coordinating with safety officers or supervisors during evacuation or emergency situations etc.	1	3	-	-
	PC18. Provide directions to drivers regarding parking spots, loading/unloading areas, or restricted zones and ensure that they are aware of any hazards or specific site rules.	2	3	-	1
	PC19. Report any delays, accidents, or incidents involving vehicles or drivers to the manager and ensure accurate documentation of incidents for future reference.	2	3	-	-
	PC20. Stay in constant communication with other vehicle marshals or supervisors to ensure efficient operations and quick responses to any changes.	1	3	-	1
	NOS Total	**30**	**60**	**-**	**10**
Supervise fleet maintenance	PC1. Assist in the acquisition of new vehicles and registration	1	3	-	1
	PC2. Coordinate emission testing inspection for trucks	2	3	-	-
	PC3. Organise ordering/purchasing of fuel, parts and supplies and maintain accurate inventory of equipment and spares	1	3	-	1
	PC4. Track fleet usage and maintain an accurate inventory of equipment and spares	1	3	-	-

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PC5. Create a comprehensive preventive maintenance plan for all vehicles based on manufacturer recommendations, vehicle age, usage, and operating conditions.	2	3	-	-
PC6. Ensure all vehicles undergo regular inspections and maintenance to avoid unexpected breakdowns.	2	2	-	-
PC7. Check past maintenance, repairs, and inspections for each vehicle in the fleet and maintenance records are up-to-date.	1	3	-	-
PC8. Monitor vehicle performance data such as engine diagnostics, fuel efficiency, and brake condition in real-time.	1	3	-	1
PC9. Ensure all vehicles are compliant with service requirements and can be assessed for any recurring issues.	1	3	-	-
PC10. Negotiate service agreements with vendors to ensure cost efficiency and ensure that maintenance and repairs are done using quality materials	2	3	-	-
PC11. Evaluate vehicle inspection reports by conducting routine checks on vehicles, including visual inspections and functional tests, to catch potential issues.	1	3	-	1
PC12. Document details of vehicle repair performed in the vehicle maintenance software program	1	3	-	2
PC13. Maintain daily purchase log and oil analysis book	1	3	-	-
PC14. Conduct price comparison research and maintain historical comparisons	2	2	-	-
PC15. Maintain record of fleet repairs, repair costs, parts procurement and vehicle warranties	1	3	-	-
PC16. Monitor maintenance expenses and track costs associated with repairs, parts, and labour.	1	2	-	-
PC17. Maintain trucks' out-of-service reports and inform operations staff and administration department of the status	1	3	-	-
PC18. Verify that all maintenance activities align with safety standards and legal requirements, such as emissions tests and vehicle inspections.	1	3	-	-

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	PC19. Prepare various reports (trucks out of service, fuel use, parts inventory, etc.) according to organisation guidelines and procedure	1	2	-	2
	PC20. Analyse maintenance costs and provide recommendations on fleet utilisation and replacement	2	2	-	-
	PC21. Regularly review fleet performance data to identify trends, such as higher-than-average maintenance costs or recurring mechanical problems.	2	2	-	1
	PC22. Assist in the development of the fleet services budgets	1	2	-	1
	PC23. Communicate maintenance requirements to the manager for budgetary approvals	1	1	-	-
	NOS Total	**30**	**60**	**-**	**10**
Supervise consignment tracking and movement of vehicles	PC1. Use GPS and RFID (Radio Frequency Identification) tracking systems to monitor the location of goods in real-time.	2	4	-	1
	PC2. Continuously update customers or stakeholders (warehouse teams, suppliers, etc.) on the status of consignments, especially if there are any delays or issues.	2	4	-	-
	PC3. Ensure that consignments are delivered within the expected timeframes and compare actual delivery times with scheduled delivery windows to identify inefficiencies or delays.	2	4	-	2
	PC4. Track the driver's route to ensure they are following the planned path, avoiding unnecessary detours, and adhering to scheduled stops for fuel, meals, or rest breaks.	2	4	-	-
	PC5. Monitor conditions such as temperature and humidity through sensors to ensure that the consignment arrives in good condition if perishable goods or hazardous materials are transported.	2	4	-	1
	PC6. Ensure that the goods are properly packaged and secured within the vehicle to prevent damage or theft during transit and track any issues related to cargo damage or safety concerns.	2	4	-	-
	PC7. Handle delays and issues such as accidents, breakdowns, inordinate delays, or emergencies and take immediate action to resolve the problem, like rerouting the vehicle, notifying the customer, or making emergency arrangements.	2	4	-	1

	PC8. Confirm that customers or recipients sign a delivery receipt, noting the condition of the goods upon arrival.	2	4	-	-
	PC9. Keep track of vehicle availability, considering factors like maintenance schedules, driver schedules, and vehicle load capacity.	2	4	-	1
	PC10. Ensure that drivers follow safety protocols, including speed limits, rest breaks, and use of seatbelts.	2	4	-	-
	PC11. Use telematics or GPS to monitor vehicle speed, driving patterns, real-time updates, route changes, or assistance in case of road issues.	2	4	-	1
	PC12. Ensure drivers complete pre-trip vehicle inspections before departing, including checking tyre pressure, fluid levels, and lights.	2	4	-	1
	PC13. Ensure that vehicles are stocked with emergency supplies (e.g., first aid kits, spare tyres, and tools) and that drivers know what to do in case of breakdowns.	2	4		
	PC14. Set up alerts in the fleet management system to notify issues like low fuel, engine trouble, or unauthorised detours.	2	4	-	1
	PC15. Ensure that the KPIs such as On-Time Delivery Rate, Fuel Efficiency, fewer vehicle Downtimes, Driver Safety Score, fewer damage Incidents, and Customer Satisfaction are met.	2	4	-	1
	NOS Total	**30**	**60**	**-**	**10**
Plan and Coordinate for transportation for Project cargo and ODC	PC1. Interpret the project requirements for transportation in terms of material involved, dimensions, weight, volume, etc.	1	2	-	0.5
	PC2. Work out the loading and unloading requirements, lashing requirements based on the centre of gravity, stability required, etc.	1	2	-	-
	PC3. Identify the timelines available for arranging the transportation	1	2	-	0.5
	PC4. Support design team by providing inputs on different types of lashing, trailer bed specification, load bearing capacity of axles, etc.	1	2	-	-
	PC5. Select the routes that require surveying and arrange for the necessary documents, equipment, and tools (camera, GPS, tackles, etc.) to undertake the survey	1	2	-	0.5

PC6. Drive on the selected route at posted speeds	-	2	-	-
PC7. Identify and describe critical points such as road conditions, traffic composition, water crossings, canals, overhead electric wires, residential areas, railway gate crossings, road hazards, etc.	1	2	-	0.5
PC8. Identify narrow roads, low bridges, sharp turns, culverts, and other obstacles that require removing, shifting, widening, construction of the bypass, etc., for safe transportation of ODC/ project cargo.	-	2	-	-
PC9. Evaluate the strength of bridges/culverts (bridge strength engineering calculations) for safe movement of heavy ODC.	1	2	-	0.5
PC10. Design bypass as per cargo specification for safe transportation	-	2	-	-
PC11. Perform engineering lashing calculations to secure ODC onto the hydraulic trailer/barge/ship for safe transportation of heavy cargo.	1	2	-	0.5
PC12. Perform engineering calculations related to the movement of project cargo through sea/river.	-	2	-	-
PC13. Support route survey with photographs and identify major milestones	1	2	-	0.5
PC14. Describe the route plan along with the schedule for transportation considering weather conditions during transit (rainy season, winter, fog, etc.)	-	2	-	-
PC15. Detail clear reasons along with photographs for the non-feasibility of a particular route for transportation	1	2	-	0.5
PC16. Estimate the budgetary details, such as the cost of civil work en route, detailing the civil work at each different destination.	1	2	-	-
PC17. Conduct a feasibility study for the construction of the ro-ro jetty if required	1	2	-	0.5
PC18. Conduct roll off and roll on calculations of load transfer from barge to shore and vice versa.	1	2	-	-
PC19. Perform route surveys in strict adherence to the safety and health standards and regulations.	1	2	-	0.5
PC20. Map the routes in the software application and load other details relating to road conditions, speed to be maintained at different sections of the route, stops, permit required, etc. and simulate the travel plan	1	2	-	0.5

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PC21. Arrange for specialised equipment, such as heavy lift cranes, to handle the cargo.	1	1	-	-
PC22. Determine the best mode/mix of modes for transporting the cargo based on the route survey analysis simulation and other information	1	1	-	0.5
PC23. Determine the safest route for transport with the least transit time as per the route survey analysis	1	1	-	-
PC24. Confirm the right vehicle for transportation according to the cargo, such as Flatbed Trucks, Lowboy Trailers, Self-Propelled Modular Transporters (SPMTs), etc.	1	1	-	0.5
PC25. Determine the total number of axles to be deployed for the transportation of heavy ODCs through engineering calculations	1	1	-	-
PC26. Prepare the entire transport methodology, including the transport process, deployment of axles and load calculations, lashing method details, etc.	1	1	-	0.5
PC27. Identify storage, laydown areas, and handling points at both the pickup and delivery locations.	1	1	-	-
PC28. Prepare budgets for transportation, including workforce, consumables, fuel, civil works, road diversions, permits, etc.	1	1	-	0.5
PC29. Discuss the travel plan & budget with the Manager and obtain concurrence	1	1	-	-
PC30. Arrange good quality authorised drivers and trailer operators for successful project completion	1	1	-	0.5
PC31. Prepare a detailed list of all permits to be received based on route survey inputs	1	1	-	0.5
PC32. Coordinate with internal teams and external agencies to obtain all required permits from RTD/PWD/ commercial tax/MORTH/electricity/ railways, government authorities or any other agencies which are required for the movement of cargo	-	1	-	-
PC33. Assess the requirement of a police escort or traffic control, and if yes, follow the procedure to make the necessary arrangement	1	1	-	0.5
PC34. Arrange for all special permits (in case cargo crossing railways, electricity lines to be disconnected, etc.)	-	1	-	-

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	PC35. Ensure that all goods are insured and covered for potential damage during transit.	1	1	-	0.5
	PC36. Instruct drivers and trailer operators on routes to be taken, safety precautions to be undertaken, and emergency contacts along the route and provide them with necessary documentation	-	1	-	-
	PC37. Track the progress of the vehicle using GPS and update relevant stakeholders on daily vehicle movement progress.	-	1	-	-
	PC38. Perform periodic coordination for the supply of consumables/money for drivers	1	1	-	0.5
	PC39. Prepare for rescue operations if any consignment topples during transit	-	1	-	-
	PC40. Ensure the project cargo/ODC is transported in compliance with ISO-14001 and ISO-18001 for environmental safety and occupational health safety	1	1	-	-
	NOS Total	**30**	**60**	**-**	**10**
Manage Business and stakeholder relations	PC1. Build market intelligence and stay current with service offerings and developments in the organisation and the industry.	2	4	-	0.5
	PC2. Prepare and implement a sales plan for acquiring new clients	2	4	-	0.5
	PC3. Obtain the list of existing clients and new prospects from the Company's sales database.	2	4	-	0.5
	PC4. Prepare sales targets and relationship strategies	2	4	-	0.5
	PC5. Prioritise the clients for contacting, based on the previous relationship-building calls made to each of them	2	4	-	0.5
	PC6. Meet clients to offer new services and take feedback for current services	2	4	-	0.5
	PC7. Identify clients' business needs and offer customised and bundled solutions	1	2	-	0.5
	PC8. Negotiate on costs, close the deal and collect organisational and payment details of the client	1	2	-	0.5
	PC9. Take the client's feedback before leaving	1	2	-	0.5
	PC10. Regularly interact with the client over the phone, through emails, or personal visits.	1	2	-	0.5
	PC11. Address customers' queries effectively and take appropriate action on customer escalations.	1	2	-	0.5
	PC12. Handle customer grievances such as shipment damage or tampering, extra charges levied, failure to deliver as per commitment, and delays.	1	2	-	0.5
	PC13. Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.				

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		1	2	-	0.5
	PC14. Represent the interests of the Company whenever required and manage & protect the Company's reputation.	1	2	-	0.5
	PC15. Liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc., and build strong professional relations with them	1	2	-	0.5
	PC16. Participate in advisory groups to put forth ideas/suggestions for improvements	1	2	-	0.5
	PC17. Discuss and review a holistic assessment of the Company's assets, facilities, equipment, and activities with stakeholders to identify security needs and threats.	1	2	-	-
	PC18. Review regularly, adhere to SLA agreed to by vendors/contractors in documented contracts	1	2	-	0.5
	PC19. Conduct forensic audits to flag any deviation in contract awards if required, along with procurement & finance teams	1	2	-	-
	PC20. Analyse and manage insurance claim requests	1	2	-	0.5
	PC21. Coordinate with marketing agencies for publicity of services of the Company	1	2	-	-
	PC22. Ensure adherence to SLA agreed to by vendors/contractors in documented contracts	1	2	-	0.5
	PC23. Negotiate with carriers, warehouse and transport operators, customs brokers, insurance company representatives, vendors, etc., for services, preferential rates, service level agreements (SLA), payment periods, etc.	1	2	-	-
	PC24. Coordinate with labour contractors and local vendors for sufficient workforce, carrier vehicle availability as per work demand	1	2	-	0.5
	NOS Total	**30**	**60**	**-**	**10**
Follow health, safety, and security procedures and maintain integrity, ethics at workplace	PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
	PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
	PC3. Follow organisation procedures concerning documentation.	1	2	-	-
	PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1

	PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
	PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
	PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
	PC8. Undertake periodical preventive health checkups.	1	3	-	1
	PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	-
	PC10. Act immediately during emergencies and move to safety.	2	2	-	1
	PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-
	PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
	PC13. Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
	PC14. Refrain from indulging in corrupt practices.	2	3	-	-
	PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
	PC16. Protect data and information related to business or commercial decisions.	1	3	-	-
	PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
	PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
	PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
	PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
	PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
	PC22. Report any issues with regulatory compliance.	2	4	-	1
	NOS Total	30	60	-	10
Employability Skills (60 Hours)	**Introduction to Employability Skills**	1	1	-	-
	PC1. Identify employability skills required for jobs in various industries.	-	-	-	-
	PC2. Identify and explore learning and employability portals.	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-

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PC3. Recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. Follow environmentally sustainable practices.	-	-	-	-
Becoming a Professional in the 21st Century	2	4	-	-
PC5. Recognize the significance of 21st Century Skills for employment.	-	-	-	-
PC6. Practice the 21st Century Skills such as Self- Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life.	-	-	-	-
Basic English Skills	2	3	-	-
PC7. Use basic English for everyday conversation in different contexts, in person and over the telephone.	-	-	-	-
PC8. Read and understand routine information, notes, instructions, mails, letters etc. written in English.	-	-	-	-
PC9. Write short messages, notes, letters, e-mails etc. in English.	-	-	-	-
Career Development & Goal Setting	1	2	-	-
PC10. Understand the difference between job and career.	-	-	-	-
PC11. Prepare a career development plan with short- and long-term goals, based on aptitude.	-	-	-	-
Communication Skills	2	2	-	-
PC12. Follow verbal and non-verbal communication etiquette and active listening techniques in various settings.	-	-	-	-
PC13. Work collaboratively with others in a team.	-	-	-	-
Diversity & Inclusion	1	2	-	-
PC14. Communicate and behave appropriately with all genders and PwD.	-	-	-	-
PC15. Escalate any issues related to sexual harassment at workplace according to POSH Act.	-	-	-	-
Financial and Legal Literacy	2	3	-	-
PC16. Select financial institutions, products and services as per requirement.	-	-	-	-
PC17. Carry out offline and online financial transactions, safely and securely.	-	-	-	-
PC18. Identify common components of salary and compute income, expenses, taxes, investments etc.	-	-	-	-

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	PC19. Identify relevant rights and laws and use legal aids to fight against legal exploitation.	-	-	-	-
	Essential Digital Skills	3	4	-	-
	PC20. Operate digital devices and carry out basic internet operations securely and safely.	-	-	-	-
	PC21. Use e- mail and social media platforms and virtual collaboration tools to work effectively.	-	-	-	-
	PC22. Use basic features of word processor, spreadsheets, and presentations.	-	-	-	-
	Entrepreneurship	2	3	-	-
	PC23. Identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research.	-	-	-	-
	PC24. Develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion.	-	-	-	-
	PC25. Identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity.	-	-	-	-
	Customer Service	1	2	-	-
	PC26. Identify different types of customers.	-	-	-	-
	PC27. Identify and respond to customer requests and needs in a professional manner.	-	-	-	-
	PC28. Follow appropriate hygiene and grooming standards.	-	-	-	-
	Getting ready for apprenticeship & Jobs	2	3	-	-
	PC29. Create a professional Curriculum vitae (Resume).	-	-	-	-
	PC30. Search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively.	-	-	-	-
	PC31. Apply to identified job openings using offline /online methods as per requirement.	-	-	-	-
	PC32. Answer questions politely, with clarity and confidence, during recruitment and selection.	-	-	-	-
	PC33. Identify apprenticeship opportunities and register for it as per guidelines and requirements.	-	-	-	-
	NOS Total	20	30	-	-
Profit and Loss account management and cost accounting	PC1. Review department-wise budgets and make amendments if required.	2	4	-	0.5
	PC2. Regularly track actual performance against budgeted figures to forecast future financial trends.	2	4	-	0.5
	PC3. Collate and prepare annual budgets along with sales and profit targets	2	4	-	0.5

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PC4. Manage expenses carefully to ensure profitability by identifying and minimising waste.	2	4	-	0.5
PC5. Assess different revenue streams and find growth opportunities, such as pricing strategies or exploring new markets.	1	2	-	0.5
PC6. Review direct and indirect costs regularly to identify areas for cost reduction without impacting product quality or customer satisfaction.	1	2	-	0.5
PC7. Use ratios such as gross profit margin, operating margin, and net profit margin to evaluate financial performance and guide decision-making.	1	2	-	0.5
PC8. Schedule both capital and operational expenses following the budget.	1	2	-	0.5
PC9. Analyse and review the unit's overall P&L performance.	1	2	-	0.5
PC10. Analyse profitability and business performance trends department-wise	1	2	-	0.5
PC11. Periodically analyse expenditure variances concerning the budget and the budget's physical output and performance.	1	2	-	0.5
PC12. Identify improvement areas and accordingly take corrective actions.	1	2	-	0.5
PC13. Undertake adequate risk management to meet Key Performance targets	1	2	-	0.5
PC14. Manage and control budgets of different departments periodically to optimise financial performance	1	2	-	-
PC15. Use Software like QuickBooks, Xero, or SAP to automate P&L generation and track real-time data.	1	2	-	0.5
PC16. Periodically review activity and department financial performance	1	2	-	0.5
PC17. Ensure Proper allocation of overhead costs to various products or services to comprehend their true cost and profitability.	1	2	-	-
PC18. Regularly track variances from standard or budgeted costs to identify inefficiencies and implement corrective actions.	1	2	-	0.5
PC19. Perform Break-Even Analysis to calculate the point at which total revenues equal total costs (no profit or loss).	1	2	-	-
PC20. Perform a Cost-Volume-Profit (CVP) Analysis to examine the relationships between cost, volume, and profit to analyse how changes in sales and costs affect profitability.				

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	1	2	-	0.5
PC21. Use cost data to establish pricing strategies that ensure profitability while remaining competitive.	1	2	-	-
PC22. Efficiently manage inventory to minimise carrying costs, avoid stockouts, and prevent overproduction.	1	2	-	0.5
PC23. Analyse the actual cost w.r.t physical output to draw inferences	1	2	-	-
PC24. Identify reasons in discussion with the department and take remedial and corrective actions wherever required	1	2	-	0.5
PC25. Work towards rationalising the cost of the activity-wise operations to achieve higher financial goals	1	2	-	-
PC26. Use Tools like Sage, Oracle NetSuite, and Microsoft Dynamics NAV to track and allocate costs.	1	2	-	0.5
NOS Total	**30**	**60**	**-**	**10**

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

1. Assessment System Overview:

- SSC will receive batches through SIP or email to schedule assessment.
- Batches will be assigned to the NCVET affiliated assessment agencies for conducting the assessment.
- Assessment agencies send the assessment confirmation and procedure to TP/TC looping SSC.
- Assessment agency deploys the ToA certified Assessor for executing the assessment.
- SSC will monitor the assessment process & records.

2. Testing Environment:

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- Check the Assessment location, date and time is same as SIP data.
- Specified equipment must be available to facilitate assessment.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:
- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME of LSC.
- Questions are mapped to the specified assessment criteria.
- Assessor must be ToA certified.
- Mock test/Self assessment will be conducted during training through LSC softwares.

4. Types of evidence or evidence-gathering protocol:
- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- 21 points check list must be adhered by both AA and assessor.

5. Method of verification or validation:
- LSC will validate the evidence and results through LSC portal.
- Validation will be candidate wise scrutiny.

6. Method for assessment documentation, archiving, and access
- Hard copies of the documents are stored by AA for certain years.
- Softcopies of evidences will be stored in LSC portal.

On the Job (OJT assessment applicable):
1. The candidate must score 60% to successfully complete the OJT.
2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:
   • Videos of Trainees during OJT
3. Assessment of each Module will ensure that the candidate is able to:
- Effective engagement with the customers
- Understand the working of various tools and equipment.

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Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf

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