QUALIFICATION FILE – Land Transportation Manager

☒ **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: 6

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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Section 1: Basic Details

1.	**Qualification Name**	Land Transportation Manager	
2.	**Sector/s**	Logistics	
3.	**Type of Qualification: ☐ New ☒ Revised ☐ Has Electives/Options** **☐ OEM**	**NQR Code & version of the existing /previous qualification:** QG-06-TW-00348-2023-V1.1-LSC	**Qualification Name of the existing version:** Land Transportation Manager
4.	**a. OEM Name** **b. Qualification Name** *(Wherever applicable)*	Land Transportation Manager	
5.	**National Qualification Register (NQR) Code & Version** (*Will be issued after NSQC approval*)	QG-06-TW-046152025-V2-LSC & V2.0	**6. NCQF/NSQF Level:** 6
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**	A Land Transportation Manager oversees the operations of a transport hub and ensures the efficiency of both systems and personnel. The role involves managing the smooth flow of goods, people, and information in the transportation and logistics process, ensuring that all targets are met and operations are optimised.	
9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	a. **Entry Qualification & Relevant Experience:**	

<table>
<tr><td>S. No.</td><td>Academic/Skill Qualification (with Specialization - if applicable)</td><td>Relevant Experience (with Specialization - if applicable)</td></tr>
<tr><td>1</td><td>Completed 4 year UG or equivalent</td><td>2 years of relevant experience in transportation</td></tr>
<tr><td>2</td><td>Completed 3 year UG</td><td>3 years of relevant experience in transportation</td></tr>
<tr><td>4</td><td>Completed 3-year Diploma after 10th</td><td>5 years of relevant experience in transportation</td></tr>
</table>

		5	Previous relevant Qualification of NSQF Level 5	3 Years of relevant experience in transportation

b. Age:

10.	**Credits Assigned to this Qualification** *(as per National Credit Framework (NCrF))*	20		**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	360	30		600
Online					

(Refer Blended Learning Annexure for details)

14.	**Aligned to NCO/ISCO Code/s** *(if code is not available, then mention the same)*	NCO-2015/1324.0200
15.	**Progression Path After Attaining the Qualification** *(Please show Professional and Academic progression) (wherever applicable)*	Senior Land Transportation Manager
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 Manager	Bridge module	Non-core	6	1	20	10	-	-	30	0	0		0	0	0
2.	Review and facilitate daily operations	LSC/N9601 & V4.0	Core	6	2	20	35	5		60	30	60	-	10	100	10
3.	Manage Business and stakeholder relations	LSC/N9701 & V4.0	Core	6	2	20	35	5		60	30	60	-	10	100	10
4.	Manage operations and employee performance	LSC/N9914 & V1.0	Core	6	2	20	35	5		60	30	60	-	10	100	15

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)*
5.	Profit and loss account management and cost accounting	LSC/N9603 & V3.0	Core	6	2	20	40			60	30	60	-	10	100	10
6.	Manage multimodal operations	LSC/N1007 & V3.0	Core	6	2	20	35	5		60	30	60	-	10	100	15
7.	Manage hub and spoke operations	LSC/N1008 & V1.0	Core	6	2	20	35	5		60	30	60	-	10	100	10
8.	Monitor and Coordinate fleet management operations	LSC/N1016 & V1.0	Core	6	2	20	35	5		60	30	60	-	10	100	10
9.	Follow health, safety and security procedures and maintain integrity and ethics at the workplace	LSC/N9911 & V1.0	Core	6	2	20	40			60	30	60	-	10	100	10
10	Employability Skills (90 Hours)	DGT/VSQ/N0103 & V1.0	Non-Core	6	3	30	60			90	20	30	-	-	50	10
	Duration (in Hours) / Total Marks				**20**	**210**	**360**	**30**	**-**	**600**	**260**	**510**	**-**	**80**	**850**	**100**

Elective NOS: NA

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 Manager" mapped to QP: "LSC/Q1004, 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 Manager" mapped to QP: "LSC/Q1004, 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

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		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	• S/he would be able to run the transport and logistics hub effectively tracking vehicles and cargo, timely	The process involves engaging into both routine and non-routine activities. The job holder manages daily routine jobs like analyzing	6

	catering to transportation needs and maintenance of fleet	requirement for transports, overseeing route planning and deployment of vehicles, authorizing maintenance and repairs, insurance and compliance requirements, managing information over ERP. S/he would also engage in monitoring performance, business development, achieving financial goals and streamlining operations to increase productivity. Additionally, s/he also undertakes non-routine activities like catering to demand surges, accident recovery, tackling unforeseen delays, etc.	
Professional and Technical Skills/ Expertise/ Professional Knowledge	• S/he would have knowledge of the sub sector, value chain, transport operations, vehicle tracking and maintenance, ERP, route planning and managerial concepts required to run the unit efficiently.	The job holder is required to know the entire transport and logistics value chain, route planning and container planning, vehicle tracking and use of technology for planning, forecasting and transport coordination. S/he is also required to know managerial concepts related to performance review, budgeting and forecasting, business development and profitability and statistical concepts related to forecasting and planning.	6
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	• S/he would have business skills to make decisions related to vehicle operations and deployment, contracts management, forecasting and documentation management	The job holder demonstrates cognitive and practical skills to resolve documentation and vehicle allocation challenges identify areas for performance improvement, streamline tracking, budgeting for buffers and alternatives and ensure safe and secure movement of cargo in a timely manner. S/he is also required to exercise skills to handle urgent issues with respect to material movement, dispatch, procurement, finalizing vendors, etc.	6

Broad Learning Outcomes/Core Skill	• S/he would have skills to anticipate make logical conclusions, forecast and plan, make effective communications and leadership qualities	The job holder should have good logical skills and mathematical skills to develop route plans, transport consolidation plans and estimating transport distances and costs. S/he will collect, organize and analyze data clients, ERP and telematics to streamline routes and better utilize transport vehicles. S/he will maintain cordial and social relations with various stakeholders and vendors. S/he should be able to maintain and implement organizational policies within the department or transport hub. S/he will be an effective communicator to all stakeholders and will be able to present data, information and inferences in a comprehensible manner	6
Responsibility	• S/he would be accountable for overall business and functioning of the transport hub, cargo and vehicles	S/he is responsible and accountable for the entire operations and business of the transport hub or unit. S/he would be accountable for timely and smooth supply of cargo in a safe and secured manner, for training and development of employees and upkeep of transport vehicles	6

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 web camera, MS office	Standard Make	1
3.	Scanners, system tools, printers	Standard Make	1 each

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	Standard Make	
10.	Forecasting and analytical software	Standard Make	
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

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

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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			
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			

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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			

Annexure: Training & Employment Details

Training and Employment Projections:

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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	67	65	65									
2.0	2023-2024	69	69	60									
2.0	2022-2023	0	0	0									

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:

Languages in which Content is available: English, Hindi

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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:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Review and facilitate daily operations	PC 1. Review the agenda for the day and brief the team on objectives, priorities, and important updates.	1	2	-	0.5
	PC 2. Communicate any special tasks, challenges, or deadlines and update the team members on operational targets and key metrics.	1	2	-	-
	PC 3. Assess the previous day's reports with supervisors, including inspection and output reports.	1	2	-	0.5
	PC 4. Identify pending works and approve pending orders of the previous day.	1	2	-	-
	PC 5. Resolve issues about pending activities or escalate them to senior management or an external consultant/ technician.	1	2	-	0.5
	PC 6. Review performance and utilisation of budgeted resources, making amendments as required.	1	2	-	-
	PC7. Ensure the department meets its daily performance targets.	1	2	-	0.5
	PC8. Confirm that all necessary resources (materials, equipment, personnel) are available and aligned with the day's tasks.	1	2	-	-
	PC9. Analyse any operational challenges from the previous day, such as bottlenecks or delays, and ensure they are resolved.	1	2	-	0.5
	PC10. Analyse trend patterns and make suitable assumptions for forecasting.	1	2	-	0.5
	PC 11.Prepare forecasts and accordingly plan and budget for workforce and other resources.	1	2	-	-
	PC 12. Set up consensus meetings with peers and seniors and get their approval on the forecast and budgets.	1	2	-	0.5
	PC 13. Prepare weekly and monthly work plans as per the forecast and budget.	1	2	-	-
	PC14. Make amendments to budgeted resources based on daily performance reviews.	1	2	-	0.5
	PC15. Identify priority tasks and inform supervisors and executives.	1	2	-	0.5
	PC16. Approve and share the weekly work plan with supervisors, allocating resources per the plan.				

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		1	2	-	-
	PC17. Review and approve any ad-hoc request for alternate or additional resources.	1	2	-	0.5
	PC18. Approve daily work plans prepared by supervisors and examine staff turnover issues.	1	2	-	-
	PC19. Take immediate action to address discrepancies, such as allocating additional resources or providing guidance to staff.	1	2	-	0.5
	PC20. Coordinate with other departments and external resources to escalate and expedite stuck cases	1	2	-	-
	PC21. Actively promote knowledge and resource sharing with peers and across functions.	1	2	-	0.5
	PC22. Administer & optimise administration processes and procedures.	1	2	-	-
	PC23. Prepare reports, MIS and other artefacts as necessitated by the senior management	1	2	-	0.5
	PC24. Identify the avenues for driving cost efficiency and productivity	1	2	-	-
	PC25. Actively manage department budget	1	2	-	0.5
	PC26. Focus on new revenue opportunities while strengthening and sustaining current revenue opportunities.	1	2	-	-
	PC27. Coordinate with clients and keep them updated on delays, pendency, etc.	-	1	-	0.5
	PC28. Analyse the work of executives and supervisors to check for errors.	1	1	-	-
	PC29. Review reports to monitor operational performance.	-	1	-	0.5
	PC30. Guide the team in using the latest technology, ERP, and available IT infrastructure.	1	1	-	-
	PC31. Address any equipment breakdowns, staffing shortages, or safety concerns.	-	1	-	0.5
	PC32. Coordinate with relevant teams to troubleshoot and find quick solutions.	1	1	-	0.5
	PC33. Monitor compliance with relevant local, country and international laws and processes regularly.	-	1	-	0.5
	PC34. Monitor compliance concerning organisational policies and procedures.	1	1	-	0.5
	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.	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

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	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**
Manage operations and Employee Performance	PC1. Analyse activity-related performance metrics	2	4	-	0.5
	PC2. Review output reports for escalated cases to identify reasons	2	4	-	-
	PC3. Examine asset utilisation rates and revenue per workforce	2	4	-	0.5
	PC4. Analyse reasons for non-performance concerning each operation and department	1	2	-	-
	PC5. Analyse the trends of various output metrics like average time per case, average number of delays per week, defaults, etc., along with their reasoning, to measure operational performance	1	2	-	0.5
	PC6. Identify process improvement areas and training needs.	1	2	-	-
	PC7. Ensure development and implementation of training plans according to needs.	1	2	-	0.5
	PC8. Analyse resource utilisation trends to arrive at cases of under-utilisation and poor equipment management.	1	2	-	-
	PC9. Develop and implement strategic action plans to increase overall worker and operational efficiency	1	2	-	0.5
	PC10. Confirm that the training needs of new hires, existing workforce, and supervisory staff are identified.	1	2	-	0.5
	PC11. Ensure that the training calendar and content are prepared to address the training needs and are followed by the L&D team.	1	2	-	-
	PC12. Identify the underperforming departments and staffs and take necessary actions to improve performance.	1	2	-	0.5
	PC13. Track regular performance output concerning set goals and take corrective actions	1	2	-	-
	PC14. Establish key performance indicators and conduct performance appraisals for the team on a half-yearly/yearly basis to ensure that KRA/goals that are mutually agreed upon have been met.				

		1	2	-	0.5
	PC15. Drive Performance Improvement Plans (PIP) for underperforming employees	1	2	-	-
	PC16. Address all employee performance problems promptly and directly per personnel policies	1	2	-	0.5
	PC17. Take necessary action in case of unethical practices, theft or fiddling with the goods.	1	2	-	0.5
	PC18. Organise seminars and workshops that focus on recent developments in crisis management that are not covered in planned training.	1	2	-	0.5
	PC19. Develop, implement, and manage departmental policies, procedures, standards and strategies as required	1	2	-	0.5
	PC20. Set objectives and guide and support team members in achieving them.	1	2	-	0.5
	PC21. Communicate and emphasise policies and standards in line with the regulations laid down by various governing Acts	1	2	-	0.5
	PC22. Meet with staff to assess the group's overall performance, discuss ideas for improvement and update them on new developments.	1	2	-	0.5
	PC23. Collaborate with HR to manage the recruitment and selection, induction/onboarding process, and probation of new hires.	1	2	-	0.5
	PC24. Resolve all people management issues and challenges per established HR policies	1	2	-	0.5
	PC25. Coach and mentor new/existing employees continuously	1	2	-	0.5
	PC26. Recognise outstanding performers and create a robust reward and recognition system with HR & senior management.	1	2	-	0.5
	PC27. Participate in any committees constituted by the organisation to look into issues of indiscipline/misconduct/misappropriation through departmental enquiries	1	2	-	0.5
	NOS Total	**30**	**60**	**-**	**10**
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
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	-	-

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	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.	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**
Manage multimodal operations	PC1. Analyse the feasibility of multimodal transportation based on the client's requirement, type of goods, origin and destination, speed and cost.	2	4	-	0.5
	PC2. Check for availability of multimode transportation (air, ocean, inland waterway, rail, and road) with service providers based on product nature	2	4	-	0.5
	PC3. Plan the sequential movement of goods through various modes of transportation based on timeline and priority requirements	2	4	-	0.5
	PC4. Detail the plan to supervisors for execution and clarify doubts, if any	2	4	-	0.5
	PC5. Connect with various modes of transporters to check their capacity and availability for trans-shipment needs	2	4	-	0.5
	PC6. Coordinate with other stakeholders like port authorities, railways, Inland Container Depot (ICDs), customs officials, and airport authority for required clearances, documents and aligning timeliness for trans-shipment				

	2	4	-	0.5
PC7. Create clear procedures for transferring goods between different modes, focusing on timing, handling, and communication.	2	4	-	0.5
PC8. Set up processes for cross-border shipments, including documentation like bills of lading, customs declarations, and tariffs.	2	4	-	0.5
PC9. Develop plans to handle potential disruptions, such as delays or accidents, to ensure goods continue moving efficiently.	2	4	-	0.5
PC10. Use software or manual planning to select the best combination of transport modes, considering factors like distance, cost, time, and cargo type.	1	2	-	0.5
PC11. Align schedules between different transport modes to ensure smooth transfers.	1	2	-	0.5
PC12. Evaluate the total cost of multimodal transport, factoring in fuel, handling charges, terminal fees, customs duties, and mode-specific charges.	1	2	-	0.5
PC13. Implement GPS, RFID, or other tracking technologies to monitor the location and status of goods in real-time across all transportation modes.	1	2	-	0.5
PC14. Make sure that all modes comply with the relevant transportation laws and regulations, including weight limits, safety standards, and environmental regulations.	1	2	-	0.5
PC15. Allocate work to supervisors based on priority and review daily operations through ERP and site inspections	1	2	-	0.5
PC16. Review and approve cross-docking requests	1	2	-	0.5
PC17. Inspect transport centres, including interchange zones/facilities, for cleanliness and also check for inventory handling, resource availability, maintenance of different MHEs, etc.	1	2	-	0.5
PC18. Track key performance indicators such as on-time delivery rates, transit time, and customer satisfaction to measure the success of your multimodal operation.	1	2	-	0.5
PC19. Resolve supervisors' queries and handle escalations related to inventory damage, claims management, MHE repairs, accidents, etc.				

		1	2	-	0.5
	PC20. Regularly review operations and make adjustments to routes, schedules, or partners to optimise efficiency and reduce costs.	1	2	-	-
	PC21. Extract information on business performance involving P&L analysis, turnover performance, etc.	1	2	-	0.5
	NOS Total	**30**	**60**	**-**	**10**
Manage hub and spoke operations	PC1. Use routing software to calculate the most efficient paths between the hub and spokes, minimising fuel consumption, travel time, and distance, considering factors such as traffic patterns, road conditions, tolls, and fuel costs.	1	2	-	1
	PC2. Plan for different types of shipments (e.g., bulk deliveries, urgent goods) to determine whether dedicated or shared routes are needed.	1	2	-	-
	PC3. Define clear delivery windows for each spoke, factoring in customer requirements or operational constraints (e.g., time-sensitive deliveries).	1	2	-	1
	PC4. Create regular schedules for shipments (e.g., daily, weekly, or ad-hoc) to streamline operations.	1	2	-	-
	PC5. Ensure that goods from various suppliers are received on time to avoid delays at the hub.	1	2	-	1
	PC6. Implement a Transportation Management System (TMS) to monitor vehicles in real time, track deliveries, Load Optimization, and Automated Dispatching, and update the system with arrival and departure times.	1	2	-	-
	PC7. Plan various activities to be executed at the hub and its associated warehouses	1	2	-	1
	PC8. Discuss and approve the daily work plan prepared by supervisors for the execution of hub activities {sorting/ packing/ labelling/ aggregating/ break-bulk/ container loading - Less than Container Load (LCL)/ Full Container Load (FCL) / forwarding}	1	2	-	-
	PC9. Coordinate with vendors, shippers and other stakeholders for timely action and resolution of disputes	2	4	-	1
	PC10. Review and approve documentation for claims against damaged goods	2	4	-	-
	PC11. Coordinate with clients in cases of delays	2	4	-	1
	PC12. Approve requests for additional or alternate resources based on the need	2	4	-	-

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	PC13. Analyse daily reports on various hub activities and undertake preventive and corrective action	2	4	-	1
	PC14. Ensure that inventory is well-organized at the hub to facilitate smooth sorting, packing, and loading, and implement cross-docking practices if applicable.	2	4	-	-
	PC15. Regularly analyse performance data to identify inefficiencies, delays, or bottlenecks in the hub-and-spoke system.	2	4	-	1
	PC16. Implement corrective actions and improve processes over time to optimise overall operational efficiency.	2	4	-	-
	PC17. Ensure all hub-and-spoke transportation activities comply with local regulations and industry standards, such as vehicle weight limits, safety protocols, and labour laws (e.g., driver hours).	2	4	-	1
	PC18. Implement safety protocols at the hub (e.g., clear signage, traffic flow management, and safety training for staff) and ensure drivers adhere to safety guidelines.	2	4	-	-
	PC19. Regularly evaluate costs associated with operating the hub-and-spoke system, including fuel, labour, vehicle maintenance, and facility overhead and identify opportunities for cost savings, such as optimising routes or consolidating shipments.	2	4	-	1
	NOS Total	**30**	**60**	**-**	**10**
Monitor and Coordinate fleet management operations	PC1. Evaluate the transportation needs based on the type of goods to be delivered (e.g., perishable goods, heavy machinery, small packages) and determine the appropriate vehicle types (trucks, vans, specialised vehicles).	2	4	-	0.5
	PC2. Work with procurement teams to acquire vehicles by researching and selecting the best vehicles based on cost, fuel efficiency, capacity, and maintenance needs.	2	4	-	0.5
	PC3. Decide whether to lease or purchase vehicles based on financial considerations, such as cash flow, asset management, and long-term operational goals.	2	4	-	0.5

PC4. Implement a fleet management system or software to track maintenance schedules, service history, and vehicle conditions.	2	4	-	0.5
PC5. Train drivers on best safety practices, including handling cargo, safe driving techniques, and emergency procedures.	2	4	-	0.5
PC6. Ensure all vehicles undergo regular preventive maintenance to reduce breakdowns and extend vehicle lifespan. This includes oil changes, tyre rotations, brake inspections, etc.	2	4	-	0.5
PC7. Ensure that vehicles meet safety standards and regulatory requirements (e.g., DOT inspections, weight limits). Perform routine safety checks on tyres, brakes, lights, and other critical components.	2	4	-	0.5
PC8. Optimise vehicle routes to reduce fuel consumption, time, and overall operational costs.	2	4	-	0.5
PC9. Monitor how often each vehicle is used and ensure the fleet is being utilised to its full potential.	1	2	-	0.5
PC10. Avoid underutilised vehicles while preventing the overuse of others.	1	2	-	0.5
PC11. Make sure that vehicles carry full loads whenever possible, ensuring that deliveries are made efficiently.	1	2	-	0.5
PC12. Track driver behaviour (speeding, harsh braking, idling time) through GPS or telematics systems and address any performance issues to ensure safety and fuel efficiency.	1	2	-	0.5
PC13. Use fleet management software to track fuel usage and detect inefficiency (e.g., excessive idling and poor driving habits).	1	2	-	0.5
PC14. Continuously evaluate the total cost of ownership for each vehicle in the fleet, considering factors like fuel efficiency, maintenance, insurance, and depreciation.	1	2	-	0.5
PC15. Ensure that all vehicles meet local, national, and international regulations regarding weight, emissions, and roadworthiness (e.g., compliance with environmental standards and safety regulations).	1	2	-	0.5
PC16. Implement ELDs (Electronic Logging Devices) to monitor and enforce compliance with driver working hours and rest periods and ensure accurate reporting for regulatory compliance.	1	2	-	0.5

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	PC17. Use data collected from telematics and fleet management systems to make informed decisions about vehicle purchases, route planning, and driver management.	1	2	-	0.5
	PC18. Implement a system to report and track accidents or incidents involving the fleet. Investigate the root causes and take corrective action to prevent future occurrences.	1	2	-	0.5
	PC19. Track key performance indicators (KPIs) such as on-time deliveries, fuel efficiency, vehicle downtime, and cost per mile/km.	1	2	-	-
	PC20. Implement green practices such as promoting fuel-efficient driving habits, reducing idling times, and exploring the use of alternative fuel vehicles (electric, hybrid, or compressed natural gas).	1	2	-	0.5
	PC21. Monitor the fleet's carbon footprint and take steps to reduce emissions, potentially integrating electric vehicles or hybrid options to reduce environmental impact.	1	2	-	-
	PC22. Ensure that the fleet is compliant with environmental regulations regarding emissions and noise pollution.	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 (90 Hours)	**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.Recognise 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. Recognise 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.	-	-	-	-
PC10. Read and understand routine information, notes, instructions, mails, letters etc. written in English.	-	-	-	-
PC11. Write short messages, notes, letters, emails 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.	-	-	-	-

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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	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. Utilise 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.	-	-	-	-
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 (Resume).	-	-	-	-
PC38. Search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively.	-	-	-	-

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

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:

- 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.

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- 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.

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations

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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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