

Qualification Pack



Logistics and Freight Forwarding

QP Code: LSC/Q2119

Version: 1.0

NSQF Level: 4.5

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Qualification Pack

Contents

LSC/Q2119: Logistics and Freight Forwarding	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
LSC/N2139: work organization and management	5
LSC/N2140: Customer relations	9
LSC/N2141: Business transactions	12
LSC/N2142: Costing and pricing	16
LSC/N2143: Information and communication technology	20
LSC/N2144: Contingency management	24
LSC/N2145: Sustainability	28
Assessment Guidelines and Weightage	31
<i>Assessment Guidelines</i>	31
<i>Assessment Weightage</i>	32
Acronyms	34
Glossary	35

Qualification Pack

LSC/Q2119: Logistics and Freight Forwarding

Brief Job Description

The Logistician / Freight Forwarder manages the movement of goods from one location to another on behalf of a customer. They generally do this on a commercial basis and within a strong legal and financial framework. The modes of transport may include road, rail, air or sea, or a combination of these. The Logistician/Freight Forwarder requires specific expertise to ensure that all necessary documentation conforms to the requirements of customs, insurance and the law (IATA Conventions, Maritime Law, ICC Codes, and any international regulations governing international transportation).

Personal Attributes

The Logistician / Freight Forwarder is individually responsible for the quality of their own work. They deal with written and telephone correspondence, sometimes using two or more languages, normally including English. They are customer-facing part of the organization and must have excellent communication skills, problem solving skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N2139: work organization and management](#)
2. [LSC/N2140: Customer relations](#)
3. [LSC/N2141: Business transactions](#)
4. [LSC/N2142: Costing and pricing](#)
5. [LSC/N2143: Information and communication technology](#)
6. [LSC/N2144: Contingency management](#)
7. [LSC/N2145: Sustainability](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Freight Forwarding & Custom Clearance
Occupation	Freight Forwarding Operations, Transport Operations

Qualification Pack

Country	India
NSQF Level	4.5
Credits	17
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3351 & 3122.4 and ISCO-08/3331
Minimum Educational Qualification & Experience	Completed 1st year of UG (UG Certificate) OR 12th grade Pass with 1 Year of experience relevant experience in Freight Forwarding OR Completed 3-year diploma (after 10th) OR 10th grade pass with 3 Years of experience relevant experience in Freight Forwarding
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	19 Years
Last Reviewed On	NA
Next Review Date	06/02/2026
NSQC Approval Date	06/02/2024
Version	1.0
Reference code on NQR	QG-4.5-TW-01834-2024-V1-LSSC
NQR Version	1.0

Qualification Pack

LSC/N2139: work organization and management

Description

This NOS is about work organization and management.

Scope

The scope covers the following :

- Work organization and management

Elements and Performance Criteria

work organization and management

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

- PC1.** Manage the core functions of the role
- PC2.** Respond efficiently to the peaks and troughs of business
- PC3.** Solve or mitigate the consequences of issues that arise in the normal course of business
- PC4.** Maintain an efficient and secure workspace
- PC5.** Take account of the need for sustainable working and solutions
- PC6.** Maintain due process and accountability when under pressure
- PC7.** Respond efficiently to exceptional circumstances
- PC8.** Enable others to address and resolve issues within one's own area when personally unavailable

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The place of freight forwarding within industry and commerce
- KU2.** The place of freight forwarding within a range of organization types
- KU3.** The boundaries of freight forwarding roles
- KU4.** The impact of freight forwarding roles on those with adjacent roles and responsibilities
- KU5.** The impact on the role of 24-hour global operations
- KU6.** Human geography in terms of climate, time zones and infrastructure
- KU7.** The key risks impacting on the efficient movement of goods
- KU8.** The hazards and risks to health and safety from the movement of goods
- KU9.** The need for sustainable solutions to the movement of goods
- KU10.**
 - The obligations associated with the role to
 - The business
 - Colleagues
 - Customers

Qualification Pack

Generic Skills (GS)

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

- GS1.** The place of freight forwarding within industry and commerce
- GS2.** The place of freight forwarding within a range of organization types
- GS3.** The boundaries of freight forwarding roles
- GS4.** The impact of freight forwarding roles on those with adjacent roles and responsibilities
- GS5.** The impact on the role of 24-hour global operations
- GS6.** Human geography in terms of climate, time zones and infrastructure
- GS7.** The key risks impacting on the efficient movement of goods
- GS8.** The hazards and risks to health and safety from the movement of goods
- GS9.** The need for sustainable solutions to the movement of goods
- GS10.**
 - The obligations associated with the role to
 - The business
 - Colleagues
 - Customers

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>work organization and management</i>	30	60	-	10
PC1. Manage the core functions of the role	3	7	-	1
PC2. Respond efficiently to the peaks and troughs of business	3	7	-	1
PC3. Solve or mitigate the consequences of issues that arise in the normal course of business	4	7	-	1
PC4. Maintain an efficient and secure workspace	4	7	-	1
PC5. Take account of the need for sustainable working and solutions	4	8	-	1
PC6. Maintain due process and accountability when under pressure	4	8	-	1
PC7. Respond efficiently to exceptional circumstances	4	8	-	2
PC8. Enable others to address and resolve issues within one's own area when personally unavailable	4	8	-	2
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2139
NOS Name	work organization and management
Sector	Logistics
Sub-Sector	Freight Forwarding & Custom Clearance
Occupation	Freight Forwarding Operations, Transport Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	06/02/2024
Next Review Date	06/02/2026
NSQC Clearance Date	06/02/2024

Qualification Pack

LSC/N2140: Customer relations

Description

This NOS explains about customer relations.

Scope

The scope covers the following :

- Customer relations

Elements and Performance Criteria

Customer relations

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

- PC1.** Use the framework of the law
- PC2.** Communicate with the customer verbally
- PC3.** Communicate with the customer in writing
- PC4.** Maintain clarity both ways during interactions
- PC5.** Provide the customer with confidence and value for money within the available flexibilities
- PC6.** Prepare the customer for associated risks and uncertainty where these apply
- PC7.** Acquire new customers and business through visits, presentations and value-added services

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The principles of behaviour when working with and for customers
- KU2.** The business's policy and position in relation to the type of customer and goods
- KU3.** The principles underlying marketing and advertising strategies and techniques
- KU4.** Cultural norms and expectations
- KU5.** The range of customers' preferred communication forms

Generic Skills (GS)

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

- GS1.** The principles of behaviour when working with and for customers
- GS2.** The business's policy and position in relation to the type of customer and goods
- GS3.** The principles underlying marketing and advertising strategies and techniques
- GS4.** Cultural norms and expectations
- GS5.** The range of customers' preferred communication forms

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Customer relations</i>	30	60	-	10
PC1. Use the framework of the law	4	8	-	1
PC2. Communicate with the customer verbally	4	8	-	1
PC3. Communicate with the customer in writing	4	8	-	1
PC4. Maintain clarity both ways during interactions	4	9	-	1
PC5. Provide the customer with confidence and value for money within the available flexibilities	4	9	-	2
PC6. Prepare the customer for associated risks and uncertainty where these apply	5	9	-	2
PC7. Acquire new customers and business through visits, presentations and value-added services	5	9	-	2
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2140
NOS Name	Customer relations
Sector	Logistics
Sub-Sector	Freight Forwarding & Custom Clearance
Occupation	Freight Forwarding Operations, Transport Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	06/02/2024
Next Review Date	06/02/2026
NSQF Clearance Date	06/02/2024

Qualification Pack

LSC/N2141: Business transactions

Description

This NOS explains about business transactions.

Scope

The scope covers the following :

- Business transactions

Elements and Performance Criteria

Business transactions

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

PC1. Make financial decisions based on understanding of customer behaviour

PC2. Make cost-benefit calculations in order to recommend particular plans of action

PC3. Handle and safeguard personal and other sensitive data

PC4. Risk assess the implications of the agreements

PC5.

- With regard to insurance -
- Assess insurance needs,
- Take out insurance,
- Make insurance claims based on loss or damage

PC6.

- Use the framework of the law to
- Initiate agreements,
- Conclude agreements,
- Fulfil agreements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.

- The general and specific options and procedures for the movement of goods including:
- Road
- Rail
- Air
- Sea

KU2. The geographic pre-requisites for optimal route planning

KU3. The industry-specific options for tracking and monitoring the movement of goods

KU4. The implications of customs and foreign trade legislation

KU5. The contents of sales agreements, other relevant contracts, and their uses in business

KU6. The legal framework for the handling of personal and sensitive data

KU7. The principles of insurance and their applications to the movement of goods

KU8. The basics of employment law

Qualification Pack

- KU9.** Revenues and expenses
- KU10.** Budget creation
- KU11.** The essential features of corporate taxes and duties
- KU12.** The advantages and disadvantages of different payment methods
- KU13.** The commercial and legal implications of different payment methods
- KU14.** The elements of an invoice
- KU15.** The procedures for payment transactions

Generic Skills (GS)

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

- GS1.**
 - The general and specific options and procedures for the movement of goods including:
 - Road
 - Rail
 - Air
 - Sea
- GS2.** The geographic pre-requisites for optimal route planning
- GS3.** The industry-specific options for tracking and monitoring the movement of goods
- GS4.** The implications of customs and foreign trade legislation
- GS5.** The contents of sales agreements, other relevant contracts, and their uses in business
- GS6.** The legal framework for the handling or personal and sensitive data
- GS7.** The principles of insurance and their applications to the movement of goods
- GS8.** The basics of employment law
- GS9.** Revenues and expenses
- GS10.** Budget creation
- GS11.** The essential features of corporate taxes and duties
- GS12.** The advantages and disadvantages of different payment methods
- GS13.** The commercial and legal implications of different payment methods
- GS14.** The elements of an invoice
- GS15.** The procedures for payment transactions

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Business transactions</i>	30	60	-	10
PC1. Make financial decisions based on understanding of customer behaviour	5	10	-	1
PC2. Make cost-benefit calculations in order to recommend particular plans of action	5	10	-	1
PC3. Handle and safeguard personal and other sensitive data	5	10	-	2
PC4. Risk assess the implications of the agreements	5	10	-	2
PC5. <ul style="list-style-type: none"> • With regard to insurance - • Assess insurance needs, • Take out insurance, • Make insurance claims based on loss or damage 	5	10	-	2
PC6. <ul style="list-style-type: none"> • Use the framework of the law to • Initiate agreements, • Conclude agreements, • Fulfil agreements 	5	10	-	2
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2141
NOS Name	Business transactions
Sector	Logistics
Sub-Sector	Freight Forwarding & Custom Clearance
Occupation	Freight Forwarding Operations, Transport Operations
NSQF Level	4.5
Credits	3
Version	1.0
Last Reviewed Date	06/02/2024
Next Review Date	06/02/2026
NSQC Clearance Date	06/02/2024

Qualification Pack

LSC/N2142: Costing and pricing

Description

This NOS explains about costing and pricing.

Scope

The scope covers the following :

- Costing and pricing

Elements and Performance Criteria

Costing and pricing

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

- PC1.** Make records of income and outgoings
- PC2.** Compare and assess banking services involving national and international transactions, taking their terms into account
- PC3.** Research the relevant toll systems and incorporate in cost benefit analyses
- PC4.** Calculate import charges
- PC5.** Calculate purchase costs, comparing rates and conditions
- PC6.** Make and justify qualitative and quantitative choices based on price/performance ratios
- PC7.** Carry out calculations on volume and price
- PC8.** Check calculations and generate invoices
- PC9.** Carry out trade costing including import and export calculations and cost accounting
- PC10.** Calculate prices and price discounts
- PC11.** Compare quotations
- PC12.** Identify and interpret industry-specific labelling and safety requirements for sensitive, urgent, and hazardous goods

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The principles and formal requirements of accounting
- KU2.** How to analyse and allocate receipts
- KU3.** The purposes of forms for saving and financing
- KU4.** The principles and practices underlying national and international payment transactions
- KU5.** Methods for identifying, labelling and transporting sensitive, urgent and hazardous goods

Generic Skills (GS)

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



Qualification Pack

- GS1.** The principles and formal requirements of accounting
- GS2.** How to analyse and allocate receipts
- GS3.** The purposes of forms for saving and financing
- GS4.** The principles and practices underlying national and international payment transactions
- GS5.** Methods for identifying, labelling and transporting sensitive, urgent and hazardous goods

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Costing and pricing</i>	30	60	-	10
PC1. Make records of income and outgoing	2	5	-	1
PC2. Compare and assess banking services involving national and international transactions, taking their terms into account	2	5	-	-
PC3. Research the relevant toll systems and incorporate in cost benefit analyses	2	5	-	1
PC4. Calculate import charges	2	5	-	1
PC5. Calculate purchase costs, comparing rates and conditions	2	5	-	1
PC6. Make and justify qualitative and quantitative choices based on price/performance ratios	2	5	-	1
PC7. Carry out calculations on volume and price	3	5	-	1
PC8. Check calculations and generate invoices	3	5	-	1
PC9. Carry out trade costing including import and export calculations and cost accounting	3	5	-	1
PC10. Calculate prices and price discounts	3	5	-	1
PC11. Compare quotations	3	5	-	-
PC12. Identify and interpret industry-specific labelling and safety requirements for sensitive, urgent, and hazardous goods	3	5	-	1
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2142
NOS Name	Costing and pricing
Sector	Logistics
Sub-Sector	Freight Forwarding & Custom Clearance
Occupation	Freight Forwarding Operations, Transport Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	06/02/2024
Next Review Date	06/02/2026
NSQC Clearance Date	06/02/2024

Qualification Pack

LSC/N2143: Information and communication technology

Description

This NOS is about information and communication technology

Scope

The scope covers the following :

- Information and communication technology

Elements and Performance Criteria

Information and communication technology

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

- PC1.** Maintain and upgrade IT skills to meet organizational needs and trends
- PC2.** Use IT in a safe, responsible, and appropriate manner
- PC3.**
- Use IT for all aspects of business transactions -
 - Written communications
 - Sourcing suppliers, obtaining quotations, orders
 - Agreement, delivery notes
 - Invoices
 - Payment
- PC4.** Ensure that information is easily accessible to authorized others according to need
- PC5.** Use ICT to win and sustain business, including through the design and delivery of presentations, feedback, and data

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** A range of standard software
- KU2.** In house software
- KU3.** In house protocols for the maintenance and safety of the business's networks
- KU4.** The use of ICT for the analysis and administration of customer needs and services
- KU5.** Safe working practice for the use of ICT
- KU6.** The use of ICT for marketing and PR purposes

Generic Skills (GS)

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

- GS1.** A range of standard software
- GS2.** In house software



Qualification Pack

- GS3.** In house protocols for the maintenance and safety of the business's networks
- GS4.** The use of ICT for the analysis and administration of customer needs and services
- GS5.** Safe working practice for the use of ICT
- GS6.** The use of ICT for marketing and PR purposes

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Information and communication technology</i>	30	60	-	10
PC1. Maintain and upgrade IT skills to meet organizational needs and trends	6	12	-	2
PC2. Use IT in a safe, responsible, and appropriate manner	6	12	-	2
PC3. • Use IT for all aspects of business transactions - • Written communications • Sourcing suppliers, obtaining quotations, orders • Agreement, delivery notes • Invoices • Payment	6	12	-	2
PC4. Ensure that information is easily accessible to authorized others according to need	6	12	-	2
PC5. Use ICT to win and sustain business, including through the design and delivery of presentations, feedback, and data	6	12	-	2
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2143
NOS Name	Information and communication technology
Sector	Logistics
Sub-Sector	Freight Forwarding & Custom Clearance
Occupation	Freight Forwarding Operations, Transport Operations
NSQF Level	4.5
Credits	3
Version	1.0
Last Reviewed Date	06/02/2024
Next Review Date	06/02/2026
NSQF Clearance Date	06/02/2024

Qualification Pack

LSC/N2144: Contingency management

Description

This NOS explains about contingency management.

Scope

The scope covers the following :

- Contingency management

Elements and Performance Criteria

Contingency management

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

- PC1.** Research legal options for industry-specific problems in handling transactions
- PC2.** Deal with industry-specific problems in an appropriate manner
- PC3.** React appropriately to contractual irregularities
- PC4.** Explain and record the line of action taken
- PC5.** Respond to emergencies and critical incidents
- PC6.** Treat emergencies and critical incidents as a basis for quality development
- PC7.** Use continuous quality improvement methods within the immediate and wider work group
- PC8.** Incorporate environmental considerations in the decision-making process

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The legal principles and their application to freight forwarding
- KU2.** The forms, protocols, and conditions that apply to formal agreements and negotiations within the sector
- KU3.** Impact on the distribution of risk between the exporter and importer
- KU4.** Risk, the assignment of costs, and the further consequences
- KU5.** The nature and causes of contractual irregularities
- KU6.** Principles, policies and procedures for quality assurance and control
- KU7.** Principles of reflection and review following errors and complaints
- KU8.** Continuous quality improvement strategies and methods
- KU9.** Emergency procedures
- KU10.** The impact of the movement of goods on the environment

Generic Skills (GS)

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



Qualification Pack

- GS1.** The legal principles and their application to freight forwarding
- GS2.** The forms, protocols, and conditions that apply to formal agreements and negotiations within the sector
- GS3.** Impact on the distribution of risk between the exporter and importer
- GS4.** Risk, the assignment of costs, and the further consequences
- GS5.** The nature and causes of contractual irregularities
- GS6.** Principles, policies and procedures for quality assurance and control
- GS7.** Principles of reflection and review following errors and complaints
- GS8.** Continuous quality improvement strategies and methods
- GS9.** Emergency procedures
- GS10.** The impact of the movement of goods on the environment

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Contingency management</i>	30	60	-	10
PC1. Research legal options for industry-specific problems in handling transactions	3	7	-	1
PC2. Deal with industry-specific problems in an appropriate manner	3	7	-	1
PC3. React appropriately to contractual irregularities	4	7	-	1
PC4. Explain and record the line of action taken	4	7	-	1
PC5. Respond to emergencies and critical incidents	4	8	-	1
PC6. Treat emergencies and critical incidents as a basis for quality development	4	8	-	1
PC7. Use continuous quality improvement methods within the immediate and wider work group	4	8	-	2
PC8. Incorporate environmental considerations in the decision-making process	4	8	-	2
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2144
NOS Name	Contingency management
Sector	Logistics
Sub-Sector	Freight Forwarding & Custom Clearance
Occupation	Freight Forwarding Operations, Transport Operations
NSQF Level	4.5
Credits	3
Version	1.0
Last Reviewed Date	06/02/2024
Next Review Date	06/02/2026
NSQC Clearance Date	06/02/2024

Qualification Pack

LSC/N2145: Sustainability

Description

This NOS explains about sustainability.

Scope

The scope covers the following :

- Sustainability

Elements and Performance Criteria

Sustainability

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

- PC1.** Take account of the concept of sustainability in a business context and how this is influencing Logistics and Freight Forwarding
- PC2.** Appraise contemporary debates on governance systems associated with global supply chains
- PC3.** Take account of the environmental impact of logistics activities as well as end of life management and reverse logistics
- PC4.** Evaluate the trade-offs and impacts of sustainable logistics decision making, taking into account economic, environmental and societal impacts

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The different facets of sustainability and how sustainability permeates the Logistics and Freight Forwarding industry
- KU2.** The business landscape propelling the case for sustainable supply chains
- KU3.** Life Cycle Analysis and sustainable materials
- KU4.** Carbon foot printing
- KU5.** Supplier networks
- KU6.** Engaging with suppliers
- KU7.** Drivers and barriers for ethical and green sourcing
- KU8.** Tools for ethical sourcing
- KU9.** Environmental impact of freight transport
- KU10.** Modes of transport
- KU11.** Strategies to reduce the environmental impact of freight transport

Generic Skills (GS)

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



Qualification Pack

- GS1.** The different facets of sustainability and how sustainability permeates the Logistics and Freight Forwarding industry
- GS2.** The business landscape propelling the case for sustainable supply chains
- GS3.** Life Cycle Analysis and sustainable materials
- GS4.** Carbon foot printing
- GS5.** Supplier networks
- GS6.** Engaging with suppliers
- GS7.** Drivers and barriers for ethical and green sourcing
- GS8.** Tools for ethical sourcing
- GS9.** Environmental impact of freight transport
- GS10.** Modes of transport
- GS11.** Strategies to reduce the environmental impact of freight transport

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Sustainability</i>	30	60	-	10
PC1. Take account of the concept of sustainability in a business context and how this is influencing Logistics and Freight Forwarding	7	15	-	2
PC2. Appraise contemporary debates on governance systems associated with global supply chains	7	15	-	2
PC3. Take account of the environmental impact of logistics activities as well as end of life management and reverse logistics	8	15	-	3
PC4. Evaluate the trade-offs and impacts of sustainable logistics decision making, taking into account economic, environmental and societal impacts	8	15	-	3
NOS Total	30	60	-	10

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2145
NOS Name	Sustainability
Sector	Logistics
Sub-Sector	Freight Forwarding & Custom Clearance
Occupation	Freight Forwarding Operations, Transport Operations
NSQF Level	4.5
Credits	2
Version	1.0
Last Reviewed Date	06/02/2024
Next Review Date	06/02/2026
NSQC Clearance Date	06/02/2024

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

The main headings of the Marking Scheme are the Assessment Criteria. These headings are derived before, or in conjunction with, the Test Project. In some skill competitions the Assessment Criteria may be similar to the section headings in the Standards; in others they may be different. There will normally be between five and nine Assessment Criteria. Whether or not the headings match, the Marking Scheme as a whole must reflect the weightings in the Standards.

Assessment Criteria are created by the person or people developing the Marking Scheme, who are free to define the Criteria that they consider most suited to the assessment and marking of the Test Project. Each Assessment Criterion is defined by a letter (A-I). The Assessment Criteria, the allocation of marks, and the assessment methods, should not be set out within this Technical Description. This is because the Criteria, allocation of marks, and assessment methods all depend on the nature of the Marking Scheme and Test Project, which is decided after this Technical Description is published.

The Mark Summary Form generated by the CIS will comprise a list of the Assessment Criteria and Sub Criteria.

The marks allocated to each Criterion will be calculated by the CIS. These will be the cumulative sum of marks given to each Aspect within that Assessment Criterion.

Qualification Pack

Sub Criteria:

Each Assessment Criterion is divided into one or more Sub Criteria. Each Sub Criterion becomes the heading for a WorldSkills marking form. Each marking form (Sub Criterion) contains Aspects to be assessed and marked by Measurement or Judgement, or both Measurement and Judgement.

Each marking form (Sub Criterion) specifies both the day on which it will be marked, and the identity of the marking team.

Minimum Aggregate Passing % at QP Level : 70

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

Minimum Passing % at NOS Level: 70

(Please note: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2139.work organization and management	30	60	-	10	100	10
LSC/N2140.Customer relations	30	60	-	10	100	25
LSC/N2141.Business transactions	30	60	-	10	100	20
LSC/N2142.Costing and pricing	30	60	-	10	100	20
LSC/N2143.Information and communication technology	30	60	-	10	100	5
LSC/N2144.Contingency management	30	60	-	10	100	10



Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2145.Sustainability	30	60	-	10	100	10
Total	210	420	-	70	700	100



Qualification Pack

Acronyms

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

Qualification Pack

Glossary

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

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