Model Curriculum

**QP Name: Air Cargo Booking Executive
(Optional – Air Transportation of Temperature Controlled Cargo)**

QP Code: LSC/Q6301

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

Logistics Sector Skill Council|| Logistics Sector Skill Council, No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai, Tamil Nadu 600035

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Training Parameters

Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221
Minimum Educational Qualification and Experience	Graduate OR Completed 3-year diploma (after 10th) with 3 Years of experience in Airline/Freight forwarding/Logistics industry OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience in Airline/Freight forwarding/Logistics industry
Pre-Requisite License or Training	NA
Minimum Job Entry Age	21 Years
Last Reviewed On	15/03/2024
Next Review Date	15/03/2027
NSQC Approval Date	15/03/2024
QP Version	1.0
Model Curriculum Creation Date	01/02/2024
Model Curriculum Valid Up to Date	15/03/2027
Model Curriculum Version	1.0
Minimum Duration of the Course	390
Maximum Duration of the Course	450

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Describe the procedure for booking general, special cargo and special products
- Interpret cargo tariff, acceptance process and associated rules for general, special cargo and special products from the cargo systems
- Apply volume weight or higher chargeable weight, where appropriate and explain the details, including its impact on the freight charges to the customer
- Use the cargo reservations software, to make a shipment booking, issuance of the AWB in case of a direct customer and collect the charges applicable for the AWB issued
- Describe the process involved in arriving at the cargo tariff for general, special cargo and special products
- Identify the process involved in evaluating potential airlines for interline partnerships
- Describe the basic principles used to arrive at the available cargo capacity for a particular flight
- Compile the existing short, long term capacity agreement details, including blocked space agreements
- Adjust on a dynamic basis, the capacity on a flight-to-flight basis based on the updated advice, basis the forecasted passenger bookings, baggage requirements, fuel consumption etc.
- Define the rebooking process to be followed for cancelled flights
- Process capacity requests from interline carriers to conform with the existing agreement with such carriers
- Compile trucking capacity utilization report including the punctuality of operations and appropriateness of communications, both related to the processing of incoming/outgoing messages and general
- Describe the steps involved in determining whether to outsource or organically undertake the process of systems development
- Define the factors to be considered while evaluating potential cargo systems to meet the organizational commercial/operational objectives
- Define and create the cargo performance measurement milestones, flight and shipment, to meet customer and regulatory requirements
- Determine and provide reports to various levels at pre-determined frequency as decision-support tool
- Provide flight/shipment milestone communication protocols to network
- Describe the customer (shipper, consignee, freight forwarder) policy of the organization
- Assess the value of customer's business and recommend appropriate measures to senior management to retain customer's future business
- Escalate any customer complaints/deficiencies if no resolution is possible
- Discuss the commercial aspects related to the carriage of temperature controlled cargo

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	**20**	**10**			**30**
Module 1: Introduction to Air Cargo Booking Executive	20	10			30
LSC/N6301 Perform cargo reservations **NOS Version 1.0** **NSQF Level 4**	**20**	**60**	**10**		**90**
Module 2: Performing cargo reservations	20	60	10		90
LSC/N6302 Perform cargo pricing and interline functions **NOS Version 1.0** **NSQF Level 4**	**20**	**30**	**10**		**60**
Module 3: Performing cargo pricing and interline functions	20	30	10		60
LSC/N6303 Perform cargo capacity optimization functions **NOS Version 1.0** **NSQF Level 4**	**20**	**30**	**10**		**60**
Module 4: Performing cargo capacity optimization	20	30	10		60
LSC/N6304 Administer cargo reservations and IT operations **NOS Version 1.0** **NSQF Level 4**	**20**	**40**			**60**
Module 5: IT administration functions and interface with other systems	20	40			60
LSC/N9911 Follow health, safety, security procedures and maintain integrity and ethics at workplace **NOS Version 1.0** **NSQF Level 4**	**20**	**40**			**60**
Module 6: Compliance with health, safety, integrity and ethics at workplace	20	40			60
Employability Skills **DGT/VSQ/N0101**	**15**	**15**			**30**
Total Duration	**135**	**225**	**30**		**390**

Optional Modules

The table lists the optional modules, their duration and mode of delivery.

Optional 1: Temperature Controlled Cargo

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N6305 Optimise Air Transportation of Temperature Controlled Cargo **NOS Version 1.0** **NSQF Level 4**	**30**	**30**			**60**
Module 8: Managing Temperature Controlled Cargo	30	30			60
Total	**30**	**30**			**60**

Module Details

Module 1: Introduction to Air Cargo Booking Executive
Bridge Module

Terminal Outcomes:

- Describe and perform all functions that relate to cargo commercial activities

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
• Describe the various specialized activities related to cargo commercials • List all the principles that govern cargo pricing and interline functions. • Explain the cargo capacity optimization functions	• Follow the principles that will help perform cargo reservations functions seamlessly • Perform cargo capacity optimization functions • Illustrate the various activities involved creating, administering cargo IT systems and its interface with other systems that impact carriage of cargo by flight
Classroom Aids	
Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements	
Computers with web camera, Airport Map World Map, Airline Cargo Operations and Procedure Manual, Airline Cargo Reservations System Manual, Airline Special Products Manual, IATA Cargo Handling Manual, IATA Manuals pertaining to Special Cargo, IATA TACT Rules and Tariff, IATA Cargo Interchange Message Procedures (Cargo-IMP), Cargo Office/Terminal Design Document including Facilities	

Module 2: Performing cargo reservations
Mapped to LSC/N6301, v1.0
Terminal Outcomes:

- Describe the procedure for booking general, special cargo and special products
- Use the cargo reservations software, make a shipment booking, issue AWB in case of direct customer and collect payment for the AWB issued
- Apply volume weight or higher chargeable weight, where appropriate and explain the details, including its impact on the freight charges to the customer

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the procedure to apply tariff for general, special cargo and special products - Describe cargo shipment booking process for general, special cargo and special products - Explain the implication of the need for appropriate documents while accepting special cargo - Describe the process to be followed for effecting changes to cargo shipment booking due to change in weight - List all the relevant documents and information to be collected while performing booking function - Detail the customs clearance process to the customer. - Discuss the airline and international shipping requirements and guidelines on packaging	- Gather all the details and documents of the shipment required for cargo booking. - Provide the tariff details to the customer and the associated costs - Perform additional steps applicable for special cargo/special products - Use the cargo reservations software, make a shipment booking, issue AWB in case of direct customer and collect payment for the AWB issued - Apply volume weight or higher chargeable weight, wherever appropriate and explain the details, including its impact on the freight charges to the customer - Assess the applicable rate/charges, including other applicable charges such as TSP for the shipments - Interpret the requirement for cargo insurance and obtain necessary insurance coverage to safeguard transit loss. - Inspect the packaging of cargo to ensure safety during transit. - Communicate the necessary information to the customers including any potential delays and the transit details. - Perform the final booking steps by coordinating with customer. - Perform additional documentation required for customs purposes, as applicable.
Classroom Aids	
Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements	
Computers with web camera, World Map, Airline Cargo Reservations Systems Manual, Airline Special Cargo Manual, Airline Freighter Handling Manual, Airline Cargo Handling Manual, IATA Cargo Handling Manual, IATA TACT Rules and Tariff, Manual, IATA Dangerous Goods Regulations, IATA Live Animal Regulations	

Module 3: Performing cargo pricing and interline functions
Mapped to LSC/N6302, v1.0

Terminal Outcomes:

- Describe the process involved in arriving at the cargo tariff for general, special cargo and special products
- Prepare tariff station-wise for general, special cargo and special products

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Detail the existing price structure, tariff station-wise and product-wise tariff - Describe the pricing policy and principles for general, special cargo and special products - Explain the revenue budget preparation process. - Describe Special Prorate Agreement - Cargo - List the review points which would be required to decide to continue, enhance or curtail the interline partnership - Explain the IATA TACT Rules related to interline partnerships - Explain the international aviation legislation, interline agreements and tariffs.	- Prepare the details of the individual station applicable pricing tariff for all types of cargo - general, special and special products - Obtain competition-related detailed pricing feedback, sector/route wise from all route stations and analyze. - Prepare the draft pricing tariff sheet based on the directions from Manager and Supervisor for final vetting and approval - Assist and contribute to the preparation of cargo pricing revenue budget for route network - Liaise with IT team to co-ordinate pricing related inputs into the computerized system and to ensure that they are up to date - Maintain and update blocked space agreements - Maintain and update all existing and new interline agreements with reviews initiated on a timebound basis based on their individual validity period - Assist in the process of responding to the audit of pricing section by an internal audit by matching the sale with revenue receipts for normal as well as ad hoc approval of tariff application - Advise and update IATA of the existing, new interline partnerships and the type of agreements signed for publication in the TACT Rules - Verify discounts and promotions based on various factors. - Determine the success of interline relationship and evaluate performance against KPIs.
Classroom Aids	
Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations	
Tools, Equipment and Other Requirements	
Computers with web camera, World Map, Airline Cargo Tariff Manual, Airline Cargo Handling Manual, Airline Special Products Manual, Airline Freighter Handling Manual, Airline Cargo Reservations Systems Manual, IATA TACT Rules/Tariff, IATA Cargo Handling Manual, IATA Cargo Accounting Settlement System - CASS	

Module 4: Performing cargo capacity optimization
Mapped to LSC/N6303, v1.0

Terminal Outcomes:

- Describe the basic principles used to arrive at the available cargo capacity for a particular flight
- List the factors considered to determine whether a shipment is eligible for confirmation
- List all the aspects to be checked while managing overbooking of a flight
- Compile the existing short, long term capacity agreement details, including blocked space agreements
- Adjust the capacity on a flight-to-flight basis based on the updated advice, which impact the available cargo capacity based on various factors such as forecasted passenger bookings, baggage requirements, fuel consumption etc.
- Define the rebooking process to be followed for cancelled flights
- Process capacity requests from interline carriers to conform with the existing agreement with such carriers
- Compile trucking capacity utilization report including the punctuality of operations and appropriateness of communications, both related to the processing of incoming/outgoing messages and general

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the basic principles used to arrive at the available cargo capacity for a particular flight - List the factors to considered to determine whether a shipment is eligible for confirmation - List all the aspects to be checked while managing overbooking of a flight - Detail the flight release process to the operations unit - Describe the process of rebooking an offloaded shipment due to any issue - Define the rebooking process to be followed for cancelled flights - List all the factors to be considered while evaluating an odd sized project cargo to be loaded on multiple ULDs on a freighter fleet	- Gather the details of aircraft, passenger and freighter and trucking schedules - Tabulate the standard available capacity of each type of aircraft, passenger/freighter and truck and liaise with the aircraft performance section to adjust the capacity as appropriate - Compile the existing short, long term capacity agreement details, including blocked space agreements - Prepare the matrix of all schedules with connections to enable stations to sell through capacity - Adjust dynamically the capacity on a flight-to-flight basis based on the updated advice, which impact the available cargo capacity based on various factors such as forecasted passenger bookings, baggage requirements, fuel consumption etc. - Manage overbooking of capacity within the parameters/limitations as per laid down limits and procedures - Release flight control to operations/stations at the agreed time limit before STD (Scheduled Time of Departure) of the flight - Plan capacity in case of rebooking of consignments offloaded on previous flights or cancelled flights - Liaise with operations in case of flight

	cancellation/diversion to rebook the consignments by subsequent flights
	• Liaise with trucking companies to determine the available capacity on a day-to-day basis and advise the stations using such trucking capacity to adjust their loads according to the available capacity
	• Process capacity requests from interline carriers to conform with the existing agreement with such carriers
	• Liaise with interline carriers on capacity requests for carriage on their sectors within the provisions as per the interline agreement with such carriers
	• Co-ordinate with freighter/charter section to provide details related to the requirement of supplemental capacity
	• Liaise with pricing unit to sell last-minute unsold capacity at adhoc rates within the parameters determined by supervisor/manager of both units
	• Prepare reports of underutilization of capacity related to short/long term agreement and blocked space agreement and submit them to supervisor/manager for appropriate action
	• Allocate capacity for special cargo/special products through liaison with respective specialist and/or qualified/licensed personnel to ensure conformance with the company, national and international requirements
	• Compile trucking capacity utilization report including the punctuality of operations and appropriateness of communications, both related to the processing of incoming/outgoing messages and general
	• Update & manage capacity on industry platforms (example: Freightos, Cargo Connect) and track such online bookings.

Classroom Aids

Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations

Tools, Equipment and Other Requirements

Computers with web camera, World Map, Airline Cargo Handling Manual, Airline Cargo Reservations Systems Manual, Airline/GHA Load Control Manual, Airline Freighter Handling Manual, Airline Special Products Manual, IATA Cargo Interchange Messages Procedures Manual (Cargo-IMP), IATA Cargo Handling Manual, IATA Airport Handling Manual, IATA Ground Operations Manual, IATA ULD Control Regulations

Module 5: IT administration functions and interface with other systems
Mapped to LSC/N6304, v1.0

Terminal Outcomes:

- Describe the steps involved in determining whether to outsource or organically undertake the process of systems development
- Define the factors to be considered while evaluating potential cargo systems to meet the organizational commercial/operational objectives
- Define and create the cargo performance milestones, flight and shipment, to meet customer and regulatory requirements
- Determine and provide reports to various levels at pre-determined frequency as decision-support tool
- Provide flight/shipment milestone communication protocols to network
- Monitor the performance of cargo systems to assess and escalate it for technical support, where required
- Determine maintenance/upgrade related planned downtime in co-ordination with user sections

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the steps involved in determining whether to outsource or organically undertake the process of systems development - Define the factors to be considered while evaluating potential cargo systems to meet the organizational commercial/operational objectives - Define and create the cargo performance milestones, flight and shipment, to meet customer and regulatory requirements - Determine and provide reports to various levels at pre-determined frequency as decision-support tool - List the key points to be included in Business Continuity Plan (BCP), should cargo IT systems be down unexpectedly or for a significantly extended time than the planned downtime - Define the process to be followed while liaising with forwarders to get into multilateral AWB agreement to provide for issuance of e-AWB - Protect the cargo IT requirements while discussing with other departments related to interface of their systems with the cargo IT systems	- Gather details about the different IT ecosystems prevailing in the market to enable the senior management to make informed decisions for an appropriate IT strategy - Compile and present data obtained from IT systems service providers to enable middle/senior management to analyze and choose the most appropriate IT system provider - Support and facilitate the use of generic IT tools such as PCs, laptops, the various generic software as well as specific software associated with the functions of individuals based on their roles and responsibilities - Facilitate stock-taking of IT equipment, tools and implements used in the organization to ensure its optimum utilization and resource planning - Initiate and assist in remote control access to designated individuals, where authorized - Facilitate the creation of master data table related to aircraft/truck schedules, ULDs, tariff, embargo details where applicable, individual aircraft-related data and so on - Liaise with stations to ensure GHAs have the communication capability with the customer airlines' system - Create performance measurement

	milestones with the section in charge of quality and standards
	• Create reporting systems, flight wise, daily, weekly, monthly, quarterly, annual, with the ability to compare different time periods as per organizational requirements
	• Disseminate shipment, flight communication protocols to be followed as provided by IATA as Cargo IMP (Interchange Message Procedure) to be used by network
	• Participate in the IT systems development-related meetings/workshops at the working level and provide inputs
	• Contribute to the creation of use cases for testing of newer technologies which is aimed at improving operational processes and workflows
	• Liaise with IATA to get the current and updated communication protocols for implementation in the organization systems
	• Co-ordinate with other user departments such as load control, flight operations, departure control and so on to understand the interface aspect of those systems with cargo IT systems
	• Implement disaster recovery plan and periodical test of data backup and recovery techniques

Classroom Aids

Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations

Tools, Equipment and Other Requirements

Computers with web camera, World Map, Airline Cargo Handling Manual, Airline Cargo Reservations Systems, Airline Cargo Reservations Systems Manual, Airline Cargo Operations Systems Manual, Airline/GHA Load Control Manual, Airline Freighter Handling Manual, Airline Cargo Special Products Manual, IATA Cargo Interchange Messages Procedures Manual (Cargo-IMP), IATA Cargo Handling Manual, Airline Cargo IT systems Manual

Module 6: Compliance with health, safety, integrity and ethics at workplace.
Mapped to LSC/N9911, v1.0

Terminal Outcomes:

- Detail the steps involved in the implementation of health & safety measures

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Detail the safety regulations and procedures w.r.t fire hazards, biohazards, etc. - Explain various PPE utilized in logistics and their uses. - Describe data safety regulations and clear worktable policy. - Explain the importance of taking care of personal health and hygiene. - Detail the standard procedures to be followed during emergency situations. - Explain 5s at workplace and code of ethics.	- Follow health, safety and security measures during all activities. - Wear all safety equipment including protective gear, helmets etc., in relevant bay areas. - Recognize unsafe conditions and safety practices at the workplace and report it to concerned authorities. - Comply with data safety regulations of the organization and follow clear worktable policy. - Maintain personal health and hygiene. - Practise basic first aid methods. - Follow procedures to handle emergency situations. - Protect data and information related to business or commercial decisions. Prevent company and customer information leakage. - Refrain from indulging in corrupt practices and consult senior management when in an ethical dilemma. - Follow organization procedures with respect to documentation. - Report deviations as per escalation matrix.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computers with web camera, PPE, System tools, Fire fighting equipment, LLMS (learning version).	

Module 7: Employability Skills
Mapped to DGT/VSQ/N0101, v1.0

Terminal Outcomes:

- Appraise the significance of employability skills in meeting the job requirements
- Identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices.
- Illustrate English and communication skills, customer service, entrepreneurship, and getting ready for jobs and apprenticeship.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Detail the importance of Employability Skills in meeting the job requirements - Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. - Describe positive attitude, self - motivation, problem solving, time management skills and continuous learning mindset in different situations. - Discuss the significance of reporting sexual harassment issues in time - Appraise the significance of using financial products and services safely and securely. - Explain the importance of managing expenses, income, and savings. - Detail the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws - Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely - Categorize the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges - Discuss the significance of maintaining hygiene and dressing appropriately - Discuss how to search and register for apprenticeship opportunities	- Analyze 21st century skills. - Practice appropriate basic English sentences/phrases while speaking - Demonstrate how to communicate in a well -mannered way with others. - Illustrate working with others in a team - Demonstrate how to conduct oneself appropriately with all genders and PwD - Operate digital devices and use the associated applications and features, safely and securely - Differentiate between types of customers - Create a biodata - Experiment with various sources to search and apply for jobs - Identify customer needs and address them - Compose the significance of dressing up neatly and maintaining hygiene for an interview
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs	

Tools, Equipment and Other Requirements

Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer, LLMS (learning version).

Module 8: Managing temperature controlled cargo
Mapped to LSC/N6305, v1.0

Terminal Outcomes:

- Describe & interpret all the market information related to air transportation of Temperature Controlled Cargo
- Tabulate the relevant information to present a complete picture related to the infrastructure and capabilities
- List the customers, the specific type of Temperature Controlled Cargo transported, the lanes used and frequency and quantum of space requirements
- Prepare the report of uplifted shipment details and the 'no show' factor as against booked list and follow up with the customers as appropriate
- Brief the Standards and Procedures unit of the complete details related to the product to enable creation, enhancement of procedures and processes
- State the types of certification available and list their individual requirements to assess time, resource requirements and feasibility to obtain them
- Enumerate the Temperature Controlled Cargo ULD providers with their capabilities, cost, service conditions to enable senior management to evaluate their suitability

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Describe the information to be collated to establish the status of Temperature Controlled Cargo market - Identify all the factors that impact the carriage of Temperature Controlled Cargo - List the customers, the specific type of Temperature Controlled Cargo transported, the lanes used and frequency and quantum of space requirements - Enumerate the Temperature Controlled Cargo ULD providers with their capabilities, cost, service conditions to enable senior management to evaluate their suitability - Identify the types of certifications, both regulatory and industry appropriate to transport of Temperature Controlled Cargo - List the individual specific requirements, certification-wise, to help evaluate the appropriateness of the type of certification to be obtained - Detail the specific handling instructions for each type of cargo	- Extract all relevant market information related to the air transportation of all types of Temperature Controlled Cargo such as Pharmaceuticals, certain types of foodstuff - Tabulate the relevant information related to the capability to carry Temperature Control Cargo such as: - Routes and lanes of this traffic with volumes and frequency - Types of special temperature controlled ULDs such as RAPs, RKNs (active/passive) - Physical locational capabilities for the various temperature ranges such as CRT, COL, FRO and so on - Certification - IATA/CEIV or GDP or both - Availability of trained personnel at various levels in all the stations - Prepare the list of existing and potential customers of Temperature Controlled Cargo with all the relevant information for senior management to evolve a suitable strategy to position the organization in this vertical

	• Liaise with pricing unit to determine the pricing levels - both published and adhoc for various Temperature Controlled Products for evaluation/approval to supervisor/manager
	• Co-ordinate with capacity optimization unit to arrive at pre-determined regular capacity requirements, station/route/sector-wise
	• Liaise between stations and capacity optimization/pricing units to facilitate one-off or occasional capacity requirements related to Temperature Controlled Cargo
	• Gather specific information with associated reasons, if any, from cargo operations related to 'no show', unbooked shipments delivered for carriage, offload due to space/payload/regulatory/safety/security reasons
	• Provide qualitative analysis related to Temperature Controlled cargo movement and organization plan to the Marketing and Sales units to enable them to devise their strategy
	• Gather all the basic product information related to Temperature Controlled Cargo in a structured manner
	• Provide all relevant Temperature Controlled Cargo related information to Standards and Procedures Unit for inclusion in the appropriate Product, Handling, Quality and other appropriate manuals
	• Liaise with Quality management/Standards and Procedures team to identify the internal audit process to ensure commercial, regulatory and certification related conformance with the requirements
	• Liaise with relevant internal sections/units in the conduct of internal audit and compilation of results, action plan and implementation of remedial measures
	• Support the working-level teams during the preparation for obtaining/renewal of Temperature Controlled Cargo related certification such as GDP, IATA CEIV and such other certification audits
	• Co-ordinate pre-audit preparations

	leading up to external audit by customers/regulators
	• Compile and distribute post-audit work plan on CAPA (corrective and preventive action), assigning responsibility to the relevant unit and monitor progress to ensure timely conclusion and implementation of corrective measures
	• Compile external customer/regulatory audit findings/observations and distribute work plan to formulate CAPA and successful and timely implementation of such plans
	• Follow up and gather compliance-related corrective measures and feed the information to senior management
	• Gather Temperature Controlled ULDs related supplier and product information to enable senior management to evaluate for appropriate decision
	• Verify the accuracy of all necessary documentation, including temperature logs, certificates, and permits
	• Implement quality assurance process to meet the required standards

Classroom Aids

White/Black board/ Chart paper, Markers, Computer and Projector, Checklists, Student guide/handbook

Tools, Equipment and Other Requirements

Computers with web camera, World Map, Airline Cargo Handling Manual, Airline Cargo Reservations Systems, Airline Cargo Reservations Systems Manual, Airline Cargo Operations Manual, Airline Cargo Operations Systems Manual, Airline Cargo Special Products Manual, IATA Temperature Control Regulations, IATA Perishable Regulations, IATA Cargo Handling Manual

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Any Degree	Air Cargo Management & Logistics	2	Air Cargo Management & Logistics			

Trainer Certification	
Domain Certification	**Platform Certification**
Certified for Job Role: "Air Cargo Booking Executive" mapped to QP: "LSC/Q6301, v1.0". Minimum accepted score is 80%	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%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
Any Degree	Air Cargo Management & Logistics	2	Air Cargo Management & Logistics			

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Air Cargo Booking Executive" mapped to QP: "LSC/Q6301, v1.0". Minimum accepted score is 80%	Recommended that the Assessor is certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, V2.0" with Minimum score of 80%

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. **Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.
   Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. **Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.

3. **On-Job Training:** OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.

4. **Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

   i. True / False Statements
   ii. Multiple Choice Questions
   iii. Matching Type Questions
   iv. Fill in the blanks
   v. Scenario based Questions
   vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts "Training of Assessors" program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

1) Guidance regarding NSQF
2) Qualification Pack Structure
3) Guidance for the assessor to conduct theory, practical and viva assessments
4) Guidance for trainees to be given by assessor before the start of the assessments.
5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
6) Viva guidance for uniformity and consistency across the batch.
7) Mock assessments
8) Sample question paper and practical demonstration

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do **upon the completion of the training**.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do **upon the completion of a module.** A set of terminal outcomes help to achieve the training outcome.

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards