



Model Curriculum

QP Name: Air Cargo Customer Care Executive

QP Code: LSC/Q6302

QP Version: 1.0

NSQF Level: 4

Model Curriculum Version: 1.0

Table of Contents

Training Parameters	2
Program Overview.....	3
Training Outcomes.....	3
Compulsory Modules	3
Module Details	5
Module 1: Introduction to Air Cargo Customer Care Executive.....	5
Module 2: Performing cargo reservations.....	6
Module 3: Managing customer relationship and claims processing.....	7
Module 4: Contribution to teamwork.....	9
Module 5: Compliance with health, safety, integrity and ethics at workplace	10
Module 6: Employability Skills	11
Annexure	13
Trainer Requirements	13
Assessor Requirements	14
Assessment Strategy.....	15
References.....	17
Glossary.....	17
Acronyms and Abbreviations.....	18

Training Parameters

Sector	Logistics
Sub-Sector	Air Cargo Operations
Occupation	Cargo Commercial, Customer Support/ Relations
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221; 4222
Minimum Educational Qualification and Experience	Graduate OR Completed 3-year diploma (after 10 th) 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	390

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 and implement the procedure for dealing with lost/delayed/damaged/pilfered cargo including processing of cargo claims and service recovery aspects
- Describe the customer (shipper, consignee, freight forwarder) policy of the organization
- Assess the quantum of claims payable based on the extent of damage/pilferage and recommend compensation as per policy
- 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
- Identify the methodologies to work effectively in a team
- Interpret and act in situations and tasks according to organisational procedures
- Identify and list all workplace procedures, instructions for carrying out tasks effectively

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 Customer Care 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/N6306 Manage cargo customer relations, claims & service recovery NOS Version 1.0 NSQF Level 4	20	60	10		90

Module 3: Managing customer relationship and claims processing	20	60	10		90
LSC/N6307 Support and contribute to teamwork NOS Version 1.0 NSQF Level 4	20	60	10		90
Module 4: Contribution to teamwork	20	60	10		90
LSC/N9911 Follow health, safety, security procedures and maintain integrity and ethics at workplace NOS Version 1.0 NSQF Level 4	10	20			30
Module 5: Compliance with health, safety, integrity and ethics at workplace	10	20			30
Employability Skills DGT/VSQ/N0102	30	30			60
Total Duration	120	240	30		390

Module Details

Module 1: Introduction to Air Cargo Customer Care 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
<ul style="list-style-type: none"> • Describe the various specialized activities related to cargo commercials • List all the principles that govern cargo pricing and interline functions. • Explain the claims process • Define the processes that are involved in managing the customer relations, claims and service recovery 	<ul style="list-style-type: none"> • Follow the principles that will help perform cargo reservations functions seamlessly • Perform the various activities of an Air Cargo Customer Care Executive
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
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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: Managing customer relationship and claims processing

Mapped to LSC/N6306, v1.0

Terminal Outcomes:

- Describe the actions to be followed during irregularity to customer's shipments
- Describe and implement the procedure for dealing with lost/delayed/damaged/pilfered cargo including processing of cargo claims and service recovery aspects
- Describe the customer (shipper, consignee, freight forwarder) policy of the organization
- Act as per policy to resolve customer complaints/deficiencies
- Assess the quantum of claims payable based on the extent of damage/pilferage and recommend compensation as per policy
- 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

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the actions and process to be followed during irregular operations • Explain the procedure to deal with lost/delayed cargo customers • Explain the procedure to deal with damaged/pilfered cargo of customers • List all entries to be initiated in the system for recording customer complaints • Discuss the customer service policy of the organization • Quote the rights of the shipper with reference to shipper's right of disposition • Detail the escalation matrix 	<ul style="list-style-type: none"> • Deal with cargo customers in a courteous manner at all times • Record the details of the cargo claims received and evaluate it as per the checklist defined by the organization • Communicate to the customer about the steps and approximate timeline expected to process the claims submitted for delayed or lost cargo as per organization policies and regulatory guidelines • Escalate the complaint based on the situation and the customer's future business value to the organization • Examine the supporting documents submitted by the cargo customer to ensure its appropriateness and seek additional • Liaise with concerned operational/commercial unit/s to identify the potential locations of missing shipment or any missing piece/s • Update the customer on the claim amount approved by the management and escalate if the customer is not satisfied with the amount approved. • Follow up individual customer's service irregularity related case and update the records accordingly • Escalate to supervisor/manager in case of any repeated service irregularity suffered by a particular customer or where the

	<p>customer's profile warrants a special considered view due to a potential adverse impact in the future.</p> <ul style="list-style-type: none"> • Prepare MIS report related to claims received, settled/pending, special approvals, performance of claims over a given period, including supporting information • Close the files of resolved cases
<p>Classroom Aids</p>	
<p>Whiteboard and Markers, Chart paper and sketch pens, LCD Projector and Laptop for presentations</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>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 Cargo Claims and Loss Prevention Handbook, IATA Cargo Interchange Messages Procedures Manual (Cargo-IMP), IATA Cargo Handling Manual</p>	

Module 4: Contribution to teamwork

Mapped to LSC/N6307, v1.0

Terminal Outcomes:

- Identify the methodologies to work effectively in a team
- Interpret and act in situations and tasks according to organisational procedures
- Identify and list all workplace procedures, instructions for carrying out tasks effectively

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Observe the appropriate dress code and hygiene procedures relevant to the organization • List all workplace information, instructions and procedures that are applicable to the tasks on hand • Ask questions to seek and clarify workplace information 	<ul style="list-style-type: none"> • Identify the ways and means to maintain a non-discriminatory attitude with all stakeholders • Display courteous and helpful behaviour at all times • Follow personal hygiene procedures according to organizational policy and relevant legislation • Interpret, confirm, and act on workplace information, instructions, and procedures relevant to the particular task • Prioritize and complete tasks according to required timeframes
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, organizational policy documents, workplace instructions manual	

Module 5: 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: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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 6: Employability Skills

Mapped to DGT/VSQ/N0102, v1.0

Terminal Outcomes:

- Discuss the Employability Skills required for jobs in various industries
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan

Duration: 30:00	Duration: 30:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> ● Discuss the Employability Skills required for jobs in various industries ● List different learning and employability related GOI and private portals and their usage ● Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen ● Discuss importance of relevant 21st century skills. ● Describe the benefits of continuous learning. ● Explain the importance of active listening for effective communication ● Discuss the significance of working collaboratively with others in a team ● Discuss the significance of escalating sexual harassment issues as per POSH act. ● List the common components of salary and compute income, expenditure, taxes, investments etc. ● Discuss the legal rights, laws, and aids ● Describe the role of digital technology in today's life ● Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely ● Explain the types of entrepreneurship and enterprises ● Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> ● Practice different environmentally sustainable practices. ● Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. ● Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone ● Read and interpret text written in basic English ● Write a short note/paragraph / letter/e - mail using basic English ● Create a career development plan with well-defined short- and long-term goals ● Communicate effectively using verbal and nonverbal communication etiquette. ● Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD ● Outline the importance of selecting the right financial institution, product, and service ● Demonstrate how to carry out offline and online financial transactions, safely and securely ● Operate digital devices and use the associated applications and features, safely and securely ● Create sample word documents, excel sheets and presentations using basic features ● Utilize virtual collaboration tools to work effectively

<ul style="list-style-type: none"> ● Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement ● Detail the significance of analysing different types and needs of customers ● Explain the significance of identifying customer needs and responding to them in a professional manner. ● Discuss the significance of maintaining hygiene and dressing appropriately ● Explain the significance of maintaining hygiene and confidence during an interview ● List the steps for searching and registering for apprenticeship opportunities 	<ul style="list-style-type: none"> ● Devise a sample business plan, for the selected business opportunity ● Create a professional Curriculum Vitae (CV) ● Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively ● Perform a mock 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

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 Customer Care Executive" mapped to QP: "LSC/Q6302, 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 Customer Care Executive" mapped to QP: "LSC/Q6302, 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.

Acronyms and Abbreviations

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