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| **Model Curriculum**  **QP Name: EXIM Manager (****Electives- Domestic & Nominated Sales/ Ocean Cargo/ Air Cargo)**  **(Options – Profit Management)**  **QP Code: LSC/Q2103**  **QP Version: 2.0**  **NSQF Level: 6**  **Model Curriculum Version: 2.0** |
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Table of Contents

[Training Parameters 3](#_Toc107830583)

[Freight forwarding operations, Customer service management, Customs clearance operation 3](#_Toc107830584)

[Program Overview 4](#_Toc107830585)

[Training Outcomes 4](#_Toc107830586)

[Compulsory Modules 4](#_Toc107830587)

[Elective Modules 5](#_Toc107830588)

[Option Modules 7](#_Toc107830589)

[Module 1: Introduction to EXIM Manager 8](#_Toc107830590)

[Module 2: Daily review and process control 9](#_Toc107830591)

[Module 3: Business development and stakeholder relations 9](#_Toc107830592)

[Module 4: Performance management system 10](#_Toc107830593)

[Module 5: Profit and loss account management and cost accounting 11](#_Toc107830594)

[Module 6: Verify GST invoices 12](#_Toc107830595)

[Module 7: Guidelines on integrity and ethics 13](#_Toc107830596)

[Module 8: Compliance to health safety and security norms 13](#_Toc107830597)

[Annexure 14](#_Toc107830598)

[Trainer Requirements 14](#_Toc107830599)

[Assessor Requirements 16](#_Toc107830600)

[Assessment Strategy 17](#_Toc107830601)

[References 18](#_Toc107830602)

[Glossary 18](#_Toc107830603)

[Acronyms and Abbreviations 19](#_Toc107830604)

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# Training Parameters

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| --- | --- |
| **Sector** | Logistics |
| **Sub-Sector** | EXIM Logistics – Freight forwarding and customs clearance |
| **Occupation** | Freight forwarding operations, Customer service management, Customs clearance operation |
| **Country** | India |
| **NSQF Level** | 6 |
| **Aligned to NCO/ISCO/ISIC Code** | NCO-2015/ 1324.1200 and ISCO-08/3331 |
| **Minimum Educational Qualiﬁcation and Experience** | Graduate + 3 years of relevant experience or Class XII + 6 years of relevant experience or Class X + 8 years of relevant experience or   Class X with 2 years of  ITI +  6 years of relevant experience or Class X with 1 year of  ITI +  7 years of relevant experience or Certificate-NSQF (EXIM Supervisor - level 5) with 3 Years of relevant experience, 23 Years |
| **Pre-Requisite License or Training** | NA |
| **Minimum Job Entry Age** | 23 |
| **Last Reviewed On** | NA |
| **Next Review Date** | NA |
| **NSQC Approval Date** | NA |
| **QP Version** | 2.0 |
| **Model Curriculum Creation Date** | 04-07-2022 |
| **Model Curriculum Valid Up to Date** | 04-07-2025 |
| **Model Curriculum Version** | 2.0 |
| **Minimum Duration of the Course** | 630 |
| **Maximum Duration of the Course** | 810 |

# 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:

* Analyse activities scheduled and corresponding resources allocated
* Assess compliance to regulatory requirements
* Generate business for the organisation and manage relationships with stakeholders including clients, customs, PGAs etc.
* Analyse operational and business performance to undertake improvement initiatives
* Manage business profitably by analysing profit and loss and undertaking operations improvement initiatives
* Comply to work place integrity, ethical and regulatory practices.
* Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms.
* Inspect invoices for correct application of GST
* Manage domestic and nominated sales in coordination with counterparts in other countries, customers, transporters, customs brokers and other stakeholders
* Perform profitable ocean cargo exports/imports in compliance with the requisite regulatory requirements
* Perform profitable air cargo export/imports in compliance to IATA and DGCA guidelines and regulatory requirements
* Apply the necessary business strategies to acquire, manage and retain customers to achieve profitability

## 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 EXIM Manager | 20 | 10 |  |  | 30 |
| LSC/N9601 – Conduct daily review and facilitate operations  NOS Version 1.0  NSQF Level 6 | **20** | **50** |  |  | **70** |
| Module 2: Daily review and process control | 20 | 50 |  |  | 70 |
| LSC/N9701– [Business development and stakeholder relations](#BD)  NOS Version 1.0  NSQF Level 6 | **20** | **50** |  |  | **70** |
| Module 3: Business development and stakeholder relations | 20 | 50 |  |  | 70 |
| LSC/N9602 – Review performance and develop performance improvement plans  NOS Version 1.0  NSQF Level 6 | **20** | **50** |  |  | **70** |
| Module 4: Performance management system | 20 | 50 |  |  | 70 |
| LSC/N9603- Profit and loss account management and cost accounting  NOS Version 1.0  NSQF Level 6 | **20** | **50** |  |  | **70** |
| Module 5: Profit and loss account management and cost accounting | 20 | 50 |  |  | 70 |
| LSC/N9908 - Maintain and monitor integrity and ethics in operations  NOS Version 1.0  NSQF Level 6 | **10** | **40** |  |  | **50** |
| Module 6: Guidelines on integrity and ethics | 10 | 40 |  |  | 50 |
| LSC/N9909 - Follow and monitor health, safety and security procedures  NOS Version 1.0  NSQF Level 6 | **10** | **40** |  |  | **50** |
| Module 7: Compliance to health, safety and security norms | 10 | 40 |  |  | 50 |
| LSC/N9907- Verify and review GST application  NOS Version 1.0  NSQF Level 6 | **30** | **40** |  |  | **70** |
| Module 8: GST and it’s application | 30 | 40 |  |  | 70 |
| Employability | 30 | 60 |  |  | 90 |
|  |  |  |  |  |  |
| Total Duration | **180** | **390** | **30** |  | **570** |

## Elective Modules

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

**Electives 1: Domestic and Nominated Sales**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NOS and Module Details | Theory  Duration | Practical  Duration | On-the-Job Training Duration (Mandatory) | On-the-Job Training Duration (Recommended) | Total Duration |
| **LSC/N2210- Perform domestic and nominated sales**  NOS Version 1.0  **NSQF Level 6** | **30** | **30** |  |  | **60** |
| Module 9: Domestic and nominated sales | 30 | 30 |  |  | 60 |
| Total Duration | **30** | **30** |  |  | **60** |

**Electives 2: Ocean Cargo**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NOS and Module Details | Theory  Duration | Practical  Duration | On-the-Job Training Duration (Mandatory) | On-the-Job Training Duration (Recommended) | Total Duration |
| **LSC/N2136 – Oversee Ocean cargo freight operations**  NOS Version 1.0  **NSQF Level 6** | **30** | **30** |  |  | **60** |
| Module 10: Manage ocean cargo | 30 | 30 |  |  | 60 |
| Total Duration | **30** | **30** |  |  | **60** |

**Electives 3: Air Cargo**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NOS and Module Details | Theory  Duration | Practical  Duration | On-the-Job Training Duration (Mandatory) | On-the-Job Training Duration (Recommended) | Total Duration |
| **LSC/N2137 – Oversee Air cargo freight operations**  NOS Version 1.0  **NSQF Level 6** | **30** | **30** |  |  | **60** |
| Module 11: Manage air cargo | 30 | 30 |  |  | 60 |
| Total Duration | **30** | **30** |  |  | **60** |

## Option Modules

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

**Option 1: Profit Management**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| NOS and Module Details | Theory  Duration | Practical  Duration | On-the-Job Training Duration (Mandatory) | On-the-Job Training Duration (Recommended) | Total Duration |
| **LSC/N9604- Perform cost optimization, profit management and strategic business activities**  NOS Version 1.0  **NSQF Level 6** | **30** | **30** |  |  | **60** |
| Module 12: Cost optimization, profit management and strategic business management | 30 | 30 |  |  | 60 |
| Total Duration | **30** | **30** |  |  | **60** |

**Module Details**

## Module 1: Introduction to EXIM Manager

***Mapped to Bridge Module***

**Terminal Outcomes:**

* Describe the basic structure and function of supply chain
* Detail the various functions of an EXIM Manager

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *10:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Classify the components of supply chain and logistics sector * Detail the various sub-sectors and the opportunities in them * Detail activities in EXIM * Explain job roles in courier/ express * Detail your job role as EXIM Manager and its interface with other job roles * Discuss the documentation requirements in EXIM operations | * Identify various activities in EXIM * Identify job roles in EXIM * Identify the various MHEs and equipment used in couriers/express operations * Prepare the necessary documentation in EXIM operations |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
|  | |

## 

## Module 2: Daily review and process control

***Mapped to LSC/N9601, v1.0***

**Terminal Outcomes:**

* Detail the steps to perform in daily review and process control as per SOP

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *50:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Discuss the process of approving resource allocation inspection * Explain the importance of creating daily /weekly activity plan * Detail the ways to resolve interdepartmental issues * Illustrate the ways to achieve optimal utilization of resources * Explain the need to have a cohesive working environment between clients and organisation * Detail the ways to analyse business performance trends and forecasts * Discuss the way to prepare budgets as per SOP * State the relevant state/ country and international laws and regulations * Detail the standards for handling hazardous goods | * Analyse the previous day’s performance to chart the plan of action * Approve resource allocation post inspection of pending activities for the day * Prepare daily/ weekly activity plan * Resolve interdepartmental queries and issues * Assess optimal utilisation of all available resources * Identify training and development needs * Create a cohesive working environment between clients and organisation * Analyse business performance trends and forecasts * Prepare budgets for various operations * Review compliance to relevant state/ country and international laws and regulations * Plan corrective and preventive actions to improve outcome of business activities * Assess compliance to hazardous goods handling standards |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Computer, Management information system (MIS), Enterprise Resource Planning (ERP), performance review software, budgeting and forecasting software, stationery, worksheets, SOP etc | |

## Module 3: Business development and stakeholder relations

***Mapped to LSC/N9701, V1.0***

**Terminal Outcomes:**

* Detail the steps to be followed for business development

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *50:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * List target population to approach for business development * Assess prospective clients * Discuss client requirements * Plan customised or bundled solutions based on sales pitch * Demonstrate effective oral and written business communication * Detail the procedure for preparing costing sheets for service delivery * Demonstrate usage of ERP for updating client data * Assess when to upsell and cross-sell services to existing clients * Describe the nuances in building rapport with clients, customs, government agencies, insurance for healthy relationship * Discuss the process of writing service level agreements | * Identify target population to approach for business development * Assess prospective clients * Identify client requirements * Offer customised or bundled solutions based on sales pitch * Demonstrate effective oral and written business communication * Prepare costing sheets for service delivery * Use ERP for updating client data * Estimate when to upsell and cross-sell services to existing clients * Establish rapport with clients, customs, government agencies, insurance for healthy relationship * Prepare service level agreements * Schedule resources as per operational requirement |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Project, MS Office, Computer, Projector, TV, Stationery, Worksheets, Reefer vehicle, loading dock, MHE equipment such as pallet trucks &, forklifts, pallets, crates, sample products, weighing tables, standard formats, temperature control systems, PPE etc. | |

## Module 4: Performance management system

***Mapped to LSC/N9602, v1.0***

**Terminal Outcomes:**

* Detail the appropriate steps for performance management as per SOP

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *50:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Define performance measurement metrics for assigned activities * Explain performance review process * Explain root cause analysis for non-performing areas * Discuss the importance of performance improvement plan * Define KPIs as per organisational metrics and expectations * Explain effective ways for resolving employee grievances | * Establish performance measurement metrics for assigned activities * Demonstrate performance review process * Perform root cause analysis for non-performing areas * Develop corrective and preventive actions to avoid recurrence * Design performance improvement plan * Communicate performance improvement plan * Establish the KPIs as per organisational metrics and expectations * Examine employee grievances and undertake corrective actions |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Office  compressor, condenser, evaporator, temperature and humidity sensor, simulator, tools and tackles, consumables, cold storage equipment, gas leak detectors, electrical systems, start relays and defrost timers, pressure pumps, etc. | |

## Module 5: Profit and loss account management and cost accounting

***Mapped to LSC/N9603, v1.0***

**Terminal Outcomes:**

* Demonstrate the process of profit and loss account management and cost accounting

|  |  |
| --- | --- |
| Duration: *20:00* | Duration: *50:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Describe P&L analysis process * Explain budgeting and monitoring process * Explain methods to analyse variance between budget and actual expenditure * Compare budget with actual physical output * Detail the procedure for making budget amendments * List the risk management procedures * Detail the procedure for performing Activity Based Costing (ABC) * Discuss the audit process to identify reasons for deviation from costing * Explain the process to rationalize cost by undertaking improvement activities | * Perform P&L analysis * Perform budgeting and monitoring process * Analyse variance between budget and actual expenditure * Cross check budget with actual physical output * Prepare budget amendments * Demonstrate risk management procedures * Perform Activity Based Costing (ABC) * Perform audit to identify reasons for deviation from costing * Implement improvement activities to rationalize cost |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS Office  compressor, condenser, evaporator, temperature and humidity sensor, simulator, tools and tackles, consumables, cold storage equipment, gas leak detectors, electrical systems, start relays and defrost timers, pressure pumps, etc. | |

## Module 6: Guidelines on integrity and ethics

***Mapped to LSC/N9904, v1.0***

**Terminal Outcomes:**

* Explain the concepts of integrity, ethics
* Detail the various regulatory requirements related to logistics industry

|  |  |
| --- | --- |
| Duration: *10:00* | Duration: *40:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Describe the concepts of integrity, ethics * Detail the various regulatory requirements related to logistics industry * Explain data and information security practices * Discuss corrupt practices * Discuss regulatory requirements, code of conduct and etiquettes * Detail the procedure for documenting all integrity and ethics violations * Explain escalation matrix for reporting deviation | * Practice the principles of integrity and ethics * Follow the various regulatory requirements related to logistics industry * Perform data and information security practices * Identify corrupt practices * Comply to regulatory requirements * Practice code of conduct and etiquettes * Document all integrity and ethics violations * Report deviation as per the escalation matrix |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV | |

## Module 7: Compliance to health safety and security norms

***Mapped to LSC/N9905, v1.0***

**Terminal Outcomes:**

* Describe health, safety, and security procedures in warehouse
* Demonstrate the inspection procedure to ensure appropriate and safe conditions of activity area and equipment
* Illustrate the standard protocol to be followed during emergency situations, accidents and breach of safety

|  |  |
| --- | --- |
| Duration: *10:00* | Duration: *40:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Detail health, safety and security procedures in warehouse * Describe the 5S to be followed * Explain the inspection procedure to ensure appropriate and safe conditions of activity area and equipment * Discuss unsafe working conditions * Describe the inspection procedure to check safe handling of hazardous goods * Discuss the standard protocol to be followed during emergency situations, accidents and breach pf safety * Document health, safety and security violations * Explain the escalation matrix for reporting deviation | * Follow health, safety and security procedures in warehouse * Implement 5S at workplace * Inspect the activity area and equipment, for appropriate and safe conditions * Identify unsafe working conditions * Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods * Implement standard protocol in case of emergency situations, accidents, and breach of safety * Prepare report on health, safety and security violations * Report deviation as per the escalation matrix |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| PPEs, MHEs like Forklift, Reach stacker, pallet truck, barcode scanner, packaging devices, packing material, markers and stationery, etc | |

## Module 8: Verify GST invoices

***Mapped to LSC/N9906, v1.0***

**Terminal Outcomes:**

* Demonstrate the process of verifying GST invoices as per SOP

|  |  |
| --- | --- |
| Duration: *30:00* | Duration: *40:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Differentiate location of service recipient and place of supply of services in GST application * Determine classification of the transaction to apply the right CGST, IGST, and SGST * Detail the rules and regulation in applying and reversing GST * Discuss the details required for applying GST, such as GSTIN, PAN, email id, HSC code, SAC code, UIN number etc. * Compute the applicable GST based on documentation * Discuss the procedure for inspecting invoice for availability of mandatory information relating to GST application | * Apply the right CGST, IGST and SGST as per transaction type * Apply and reverse GST by following the appropriate rules and regulations * Calculate the correct GST based on documentation * Inspect invoice for availability of mandatory information relating to GST application |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Laptop, MS office, ERP, stationery, worksheets, computer, projector, GST guidelines etc. | |

## Module 9: Perform domestic and nominated sales

***Mapped to LSC/N2210, v1.0***

**Terminal Outcomes:**

* Detail the steps to b followed for effective handling of domestic and nominated sales

|  |  |
| --- | --- |
| Duration: *30:00* | Duration: *30:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Detail the process of analysing business environment including competitor’s service offering, pricing, market penetration and other parameters to identify new business opportunities * Explain tariffs various duty drawback opportunities and claim filing procedures with respect to exports and imports in other countries by discussing with counterparts to propose best pricing and transportation modes to customer * Discuss tariffs, benefits under different trade agreements * Explain counterparts on document filing requirements with respect to import and export authorisations, licenses, etc * Choose cost effective and efficient shippers and customs brokers to deliver the service * Explain the coordination required with customs, shipping agents, customs brokers, transporters and others to provide efficient services * Detail the customer relationship management requirements to ensure mutually profitable business | * Analyse business environment including competitor’s service offering, pricing, market penetration and other parameters to identify new business opportunities * Prepare responses to RFPs, participate in tenders and follow-up leads * Propose best in class services to acquire new businesses * Analyse tariffs various duty drawback opportunities and claim filing procedures with respect to exports and imports in other countries by discussing with counterparts to propose best pricing and transportation modes to customer * Appraise counterparts in other countries on on tariffs, benefits under different trade agreements * Propose cost effective and efficient shippers and customs brokers to deliver the service * Perform coordination with customs, shipping agents, customs brokers, transporters and others to provide efficient services * Manage customer relationship to ensure mutually profitable business |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Indian Customs EDI System (ICES), Indian Customs Electronic commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, WMS, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc. | |

## Module 10: Manage Ocean cargo

***Mapped to LSC/N2136, v1.0***

**Terminal Outcomes:**

* Detail the steps to be followed for managing ocean cargo as per SOP

|  |  |
| --- | --- |
| Duration*: 30:00* | Duration: *30:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Discuss the process of reviewing ocean freight plan to propose and amend activities and resources * State the statutory, regulatory and legal requirements of local and international companies for the type of products/cargo being transported via ocean * Explain standard material handling procedures for various types of products and cargo * State the local and international regulatory requirements for ocean cargo documentation * Explain the escalation procedure to resolve delays in customs clearance, transportation, loading/unloading, documentation etc. * List the KPIs relevant to ocean cargo EXIM processing to monitor and improve activities * Explain the importance of analysing market rates to propose changes in fee, schedule etc * Discuss the process of managing receivables to ensure timely collection * Detail the preparation of timely reports to record operational effectiveness | * Review ocean freight plan to propose and amend activities and resources * Inspect documentation for compliance to statutory, regulatory and legal requirements of local and international companies for the type of products/cargo being transported via ocean * Propose solutions for areas of non-compliance * Demonstrate standard material handling procedures for various types of products and cargo * Detail the coordination requirements with various stakeholders * Inspect EXIM documentation for adherence to requirements as per local and international regulatory requirements for ocean cargo * Resolve delays in customs clearance, transportation, loading/unloading, documentation etc. * Apply KPIs relevant to ocean cargo EXIM processing to monitor and improve activities * Analyse market rates to propose changes in fee, schedule etc * Manage receivables to ensure timely collection * Prepare timely reports to record operational effectiveness |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Indian Customs EDI System (ICES), Indian Customs Electronic Commerce/ Electronic Data Gateway (ICEGATE), Remote EDI System (RES), MS Office, computer, projector, stationery, SOPs etc | |

## Module 11: Manage air cargo

***Mapped to LSC/N2137, v1.0***

**Terminal Outcomes:**

* Detail the steps to be followed for managing air cargo as per SOP

|  |  |
| --- | --- |
| Duration: *30:00* | Duration: *30:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * Identify the optimal pricing and schedule in discussion with air freight service providers * Discuss the DGCA and IATA licenses required for handling various products including dangerous/hazardous goods * State the statutory, regulatory and legal requirements of local and international companies for the type of products/cargo being transported via air * Detail the documentation and approvals required for prohibited items, dangerous goods, and special items * Detail customs clearance procedure for Less than Container (LCL) loading at the warehouse * Detail customs clearance procedure for Full Container Load (FCL) loading at air cargo terminal/ air freight station * Describe the coordination required with customs officials, IATA agents, air freight stations/ air cargo terminals, air freight service providers and others for EXIM clearance * Explain the escalation procedure to resolve delays in customs clearance, transportation, loading/unloading, documentation etc. * List the KPIs relevant to air cargo EXIM processing to monitor and improve activities * Discuss the importance of analysing market rates to propose changes in fee, schedule etc * Explain the process to manage receivables * Discuss the procedure of preparing timely reports to record operational effectiveness | * Identify the optimal pricing and schedule in discussion with air freight service providers * Review air freight plan to propose and amend activities and resources * Inspect documentation for compliance to statutory, regulatory and legal requirements of local and international companies for the type of products/cargo being transported via air * Prepare the documentation and approvals required for prohibited items, dangerous goods, and special items * Perform customs clearance procedure for Less than Container (LCL) loading at the warehouse * Perform clearance procedure for Full Container Load (FCL) loading at air cargo terminal/ air freight station * Resolve delays in customs clearance, transportation, loading/unloading, documentation etc. * Apply KPIs relevant to air cargo EXIM processing to monitor and improve activities * Analyse market rates to propose changes in fee, schedule etc * Manage receivables to ensure timely collection * Prepare timely reports to record operational effectiveness |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| Indian Customs EDI System (ICES), Indian Customs Electronic Commerce/ Electronic Data Gateway (ICEGATE), Remote EDI System (RES), IATA guidelines, DGCA guidelines/notifications, MS Office, computer, projector, stationery, SOPs etc. | |

## Module 12: Cost optimization, profit management and strategic business management

***Mapped to LSC/N9604, v1.0***

**Terminal Outcomes:**

* Detail the process to achieve cost optimization
* Explain the process of strategic business management

|  |  |
| --- | --- |
| Duration: *30:00* | Duration: *30:00* |
| **Theory – Key Learning Outcomes** | **Practical – Key Learning Outcomes** |
| * List the operational metrics related to workforce, material deployment, capacity utilisation, cost heads etc. * Explain the procedure to analyse operational performance * Explain fleet purchase, management and branding * Describe the relationship management strategies to engage senior level client officials * Develop sales plan for institutional and retail clients * Explain the process of analysing current market offerings, pricing and business practices of competitors * Describe RFPs preparation to participate in tenders * Write Service Level Agreement (SLAs) to ensure customer satisfaction * Explain budgeting process * Detail budgetary compliance | * Analyse the operational metrics related to workforce, material deployment, capacity utilisation, cost heads etc. * Assess the operational performance to identify profitable and unprofitable businesses * Prepare preventive and corrective actions to minimise cost overruns and underutilisation of assets * Perform fleet purchase, management and branding * Create sales plan for institutional and retail clients * Analyse current market offerings, pricing and business practices of competitors * Prepare RFP’s as per SOP * Manage delivery of Service Level Agreement (SLAs) to ensure customer satisfaction * Perform budgeting process * Analyse budgetary compliance * Propose innovative process solutions to resolve business bottlenecks * Engage cross-functional team to achieve business targets * Propose strategies to improve process and minimise errors and delays |
| **Classroom Aids** | |
| Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser | |
| **Tools, Equipment and Other Requirements** | |
| MS office, ERP, performance review software, computer, stationery, worksheets, etc. | |

# Annexure

## Trainer Requirements

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Trainer Prerequisites | | | | | | |
| Minimum Educational Qualification | **Specialization** | **Relevant Industry Experience** | | **Training Experience** | | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| Graduate |  | 4 | EXIM | 1 | EXIM |  |

|  |  |
| --- | --- |
| Trainer Certification | |
| Domain Certification | **Platform Certification** |
| Certified for Job Role: “Exim Manager ” mapped to QP: “LSC/Q2103, v1.0”. Minimum accepted score is 80% | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 80% |

## Assessor Requirements

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| Assessor Prerequisites | | | | | | |
| Minimum Educational Qualification | **Specialization** | **Relevant Industry Experience** | | **Training/Assessment Experience** | | **Remarks** |
| ***Years*** | ***Specialization*** | ***Years*** | ***Specialization*** |  |
| Graduate |  | 2 | EXIM | 1 | EXIM |  |

|  |  |
| --- | --- |
| Assessor Certification | |
| Domain Certification | **Platform Certification** |
| Certified for Job Role: “EXIM Manager ” mapped to QP: “LSC/Q2103, v1.0”. Minimum accepted score is 80% | Recommended that the Assessor is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2601”. Minimum accepted score is 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.

1. **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.
2. **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.
3. **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:
   1. True / False Statements
   2. Multiple Choice Questions
   3. Matching Type Questions
   4. Fill in the blanks
   5. Scenario based Questions
   6. 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 |
| 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 |
| 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 |