



Model Curriculum

QP Name: EXIM Supervisor
(Options – Business Development)

QP Code: LSC/Q2104

QP Version: 2.0

NSQF Level: 5

Model Curriculum Version: 2.0

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Training Parameters

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	5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/ 3351 & 3122.4 and ISCO-08/3331
Minimum Educational Qualification and Experience	<p>Completed / Pursuing 2nd year of UG OR Completed / Pursuing 2nd year of diploma (after 12th) OR Completed 12th + 1 year Vocational Education & training OR Completed 3 year diploma after 10th + 1 year relevant experience in Freight Forwarding OR Completed 12th Grade + 2 year relevant experience in Freight Forwarding OR Completed 10th Grade + 4 year relevant experience in Freight Forwarding OR Completed Previous relevant Qualification of NSQF Level 4 (EXIM Executive) + 3 year relevant experience in Freight Forwarding</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	25-08-2022
Last Reviewed On	25-08-2025
Next Review Date	25-08-2022
NSQC Approval Date	2.0
QP Version	04-07-2022
Model Curriculum Creation Date	25-08-2025
Model Curriculum Valid Up to Date	2.0
Model Curriculum Version	2.0
Minimum Duration of the Course	570
Maximum Duration of the Course	630

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:

- Prepare documentation for Export and Import processing including EDI filing
- Prepare resource allocation plan based on activities scheduled
- Manage customs clearance activities including documentation clearance, cargo inspection, clarification of queries and stakeholder coordination
- Perform freight forwarding by arranging necessary documentation, inspection and transportation
- Comply to workplace 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.
- Generate business for the organisation and manage relationships with stakeholders including clients, customs, PGAs etc

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 Supervisor	20	10			30
LSC/N2134 – Allocate resource and supervise work in EXIM NOS Version 1.0 NSQF Level 5	20	60	10		90
Module 2: Resource allocation and EXIM operations management	20	60	10		90
LSC/N2343– Supervise customs clearance activities NOS Version 1.0 NSQF Level 5	20	60	10		90
Module 3: Supervision of customs clearance activities	20	60	10		90
LSC/N2135 – Supervise freight forwarding activities NOS Version 1.0	20	60	10		90

NSQF Level 5					
Module 4: Supervision of freight forwarding activities	20	60	10		90
LSC/N9908– Maintain and monitor integrity and ethics in operations NOS Version 1.0 NSQF Level 5	20	40			60
Module 5: Guidelines on integrity and ethics	20	40			60
LSC/N9909 - Follow health, safety and security procedures NOS Version 1.0 NSQF Level 5	20	40			60
Module 6: Compliance to health, safety and security norms	20	40			60
LSC/N9907 – Verify and review GST application NOS Version 1.0 NSQF Level 5	20	70			90
Module 7: GST and it's application	20	70			90
Employability Skills DGT/VSQ/N0102	30	30			60
Total Duration	170	370	30		570

Option Modules

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

Option 1: Business Development

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N9701 – Business development and stakeholder relations NOS Version 1.0 NSQF Level 5	30	30			60
Module 8: Business development and stakeholder relations	30	30			60
Total Duration	30	30			60

Module Details

Module 1: Introduction to EXIM Supervisor

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of an EXIM Supervisor

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 EXIM • Detail your job role as EXIM supervisor and its interface with other job roles • Discuss the documentation requirements in EXIM operations 	<ul style="list-style-type: none"> • 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: Resource allocation and EXIM operations management

Mapped to LSC/N2134, v1.0

Terminal Outcomes:

- Detail the steps involved in resource allocation and EXIM operations management

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the allocation of manpower, material, and other resources as per activities • Explain escalation procedure with manager and internal stakeholders to resolve queries • Describe relationship to be maintained with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, and regulatory bodies • Detail EXIM documentation requirements • Explain escalation procedure when additional inputs are required 	<ul style="list-style-type: none"> • Analyse daily order details in terms of origin/destination country, shipment date, nature of cargo that needs to be cleared • Plan daily activities based on priorities and exceptions • Allocate manpower, material, and other resources as per activities • Review progress and priorities in daily activities • Manage relationships with other departments, contractors, transporters, freight operators, clients, shipping companies, customs, and regulatory bodies • Prepare EXIM documentation
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, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.	

Module 3: Supervision of customs clearance activities

Mapped to LSC/N2343, V1.0

Terminal Outcomes:

- Detail the steps to be followed for effective supervision of customs clearance activities

Duration: 20:00	Duration: 60:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Explain various customs rules and regulatory requirements • Compute duties and tariffs levied to and from foreign destinations and export schemes and drawbacks • Discuss regulatory and product requirements for EXIM documentation • Explain customs clearance query escalation procedure • Detail packaging requirements for various countries/ products/ cargo • Explain customs clearance documentation filing process • Prepare export and import declarations • Explain cargo release procedure from customs • Detail customs inspection process • Explain documentation requirements for achieving Let Export Order (LEO)/ Out of Customs Charge (OCC) for cargo from customs 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Follow customs rules and regulatory requirements • Track emerging changes in customs regulations to apply the same in practice • Calculate duties and tariffs levied to and from foreign destinations and export schemes and drawbacks • Inspect all EXIM documentation for adherence to regulatory and product requirements • Track timely shipment clearance • Inspect cargo to ensure safe loading and unloading • Perform customs clearance documentation filing • Prepare export and import declarations • Perform appropriate tasks to ensure cargo release from customs • Perform customs inspection process • Manage documentation requirements for achieving Let Export Order (LEO)/ Out of Customs Charge (OCC) for cargo from customs • Prepare import and export declarations for customs documentation processing • Coordinate between client, customs and various PGAs to resolve queries and delays
<p>Classroom Aids</p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Indian Customs EDI System (ICES), Indian Customs Electronic commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, MHE, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.</p>	

Module 4: Supervision of freight forwarding activities

Mapped to LSC/N2135, v1.0

Terminal Outcomes:

- Detail the appropriate steps to be followed for effective supervision of freight forwarding activities as per SOP

Duration: 20:00	Duration:60:00
<p>Theory – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Discuss inspection process for safe loading/unloading of cargo • Inspect cargo documentation in ERP for accuracy and adequacy as per regulatory requirements • Explain escalation matrix to resolve cargo movement queries • Describe the working process requirement with shipping lines, airlines, IATA agents, insurance agents, road and rail freight operators to offer effective multi modal transportation services to the customer globally 	<p>Practical – Key Learning Outcomes</p> <ul style="list-style-type: none"> • Plan daily activities based on priorities and pending activities • Inspect cargo for safe loading/unloading and identify damaged cargo/packaging • Plan cargo movement activities by coordinating with transport coordinator, transporters, customers and other stakeholders • Inspect cargo documentation in ERP for accuracy and adequacy as per regulatory requirements • Approve cargo documentation based on analysis • Plan for high priority and missed shipments by allocation of additional resources • Establish relationship with shipping lines, airlines, IATA agents, insurance agents, road and rail freight operators to offer effective multi modal transportation services to the customer globally
<p>Classroom Aids</p> <p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser</p>	
<p>Tools, Equipment and Other Requirements</p> <p>Indian Customs EDI System (ICES), Indian Customs Electronic Commerce/ Electronic Data Gateway (ICEGATE), Remote EDI System (RES), MS Office, computer, projector, stationery, SOPs etc.</p>	

Module 5: Guidelines on integrity and ethics

Mapped to LSC/N9908, v1.0

Terminal Outcomes:

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

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	
LLMS(learning version), SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV	

Module 6: Compliance to health safety and security norms

Mapped to LSC/N9909, 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: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 of safety • Document health, safety and security violations • Explain the escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • 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	
LLMS(learning version), PPEs, MHEs like Forklift, Reach stacker, pallet truck, barcode scanner, packaging devices, packing material, markers and stationery, etc	

Module 7: GST and it's application

Mapped to LSC/N9907, v1.0

Terminal Outcomes:

- Demonstrate the process of verifying GST invoices as per SOP

Duration: 20:00	Duration: 70:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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	
Indian Customs EDI System (ICES), Indian Customs Electronic commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, MHE, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.	

Module 8: 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
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<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 	<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

<p>associated financial and legal risks with its mitigation plan</p> <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 analyzing 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"> • Utilize virtual collaboration tools to work effectively • 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	
LLMS(Learning version), 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	

Module 9: Business development and stakeholder relations

Mapped to LSC/N9701, V1.0

Terminal Outcomes:

- Detail the steps to be followed for business development

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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 	<ul style="list-style-type: none"> • 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.	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate		2	EXIM	1	EXIM	

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "EXIM Supervisor" mapped to QP: "LSC/Q2104, v2.0". 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" with minimum score of 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 TH Pass		2	EXIM	1	EXIM	

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "EXIM Supervisor" mapped to QP: "LSC/Q2104, v2.0". 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
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