



Model Curriculum

**QP Name: Land Transportation Manager
(Options: Bid process management)**

QP Code: LSC/Q1004

QP Version: 2.0

NSQF Level: 6

Model Curriculum Version: 2.0

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Training Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Customer Support/Relations, Documentation and Reporting
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1324.0200 and ISCO-88/1324
Minimum Educational Qualification and Experience	<p>Pursuing first year of 2-year PG program after completing 3 year UG degree OR Pursuing PG diploma after completing 3 year UG degree OR Completed 4 year UG OR Completed 12th Grade + 2 years of Vocational Education & Training. in Logistics OR Completed 12th grade + 4 years relevant experience in Transportation OR Completed Previous relevant Qualification of NSQF Level 5 (Land Transportation Supervisor) + 3 years relevant experience in warehousing</p>
Pre-Requisite License or Training	NA
Minimum Job Entry Age	23
Last Reviewed On	25-08-2022
Next Review Date	25-08-2025
NSQC Approval Date	25-08-2022
QP Version	2.0
Model Curriculum Creation Date	04-07-2022
Model Curriculum Valid Up to Date	25-08-2025
Model Curriculum Version	2.0
Minimum Duration of the Course	660
Maximum Duration of the Course	720

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.
- Manage multimodal operation activities in coordination with various stakeholders
- Direct hub and spoke activities to ensure streamlined operations
- 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.

Options:

- Manage bid processing activities to improve business turnover

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 Land Transportation Manager	20	10			30
LSC/N9601 Daily review and process control V1.0 NSQF Level 6	20	35	5		60
Module 2: Conduct daily review and facilitate operations	20	35	5		60
LSC/N9701– Business development and stakeholder relations V1.0 NSQF Level 6	20	35	5		60
Module 3: Business development and stakeholder relations	20	35	5		60
LSC/N9602 – Performance management system V1.0	20	35	5		60

NSQF Level 6					
Module 4: Review performance and develop performance improvement plan	20	35	5		60
LSC/N9603 - Profit and loss account management and cost accounting V1.0 NSQF Level 6	20	35	5		60
Module 5: Profit and loss account management and cost accounting	20	35	5		60
LSC/N1007 - Multimodal operations management V1.0 NSQF Level 6	20	35	5		60
Module 6: Multimodal operations	20	35	5		60
LSC/N1008 – Hub and spoke operations management V1.0 NSQF Level 6	20	35	5		60
Module 7: Manage hub and spoke operations	20	35	5		60
LSC/ N9908 - Guidelines on integrity and ethics V1.0 NSQF Level 6	20	40			60
Module 8: Maintain and monitor integrity and ethics in operations	20	40			60
LSC/N9909 - Compliance to health, safety and security norms V1.0 NSQF Level 6	20	40			60
Module 9: Follow and monitor health, safety and security procedures	20	40			60
LSC/N9907 - Verify and review GST application V1.0 NSQF Level 6	20	40			60
Module 10: Verify and review GST application	20	40			60
Employability DGT/VSQ/N0103	30	60			90
Total Duration	230	400	30		660

Optional Modules

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

Option 1: Bid process management.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
LSC/N9702: Bid process management V1.0 NSQF Level 6	30	30			60
Module 11: Bid process management	30	30			60
Total Duration	30	30			60

Module Details

Module 1: Introduction to Land Transportation Manager

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of land transportation, Logistics sector.
- Detail the various documentations and activities.

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe various activities in land transportation • Explain job roles in land transportation • Detail your job role as land transport manager and its interface with other job roles • Explain various activities in a transport yard • Describe the various MHEs and equipment used in land transportation 	<ul style="list-style-type: none"> • Classify the components of supply chain and logistics sector • List down the various sub-sectors and the opportunities in them • Illustrate the activities in land transportation • Identify the job roles in land transportation • Perform your job role as land transport manager and its interface with other job roles • Discuss the documentation requirements for goods transport
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
TMS(Learning version), LLMS(Learning version), Teaching board, computer, projector, video player or TV	

Module 2: Daily review and process control

Mapped to LSC/ N9601, v1.0

Terminal Outcomes:

- Perform and review daily tasks
- List the action plans involved in business activities

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the resource allocation methods. • Explain daily/ weekly activity plan. • Detail optimal utilisation of all available resources • Describe budget preparation process. • Detail compliance to hazardous goods handling standards 	<ul style="list-style-type: none"> • Analyse the previous day’s performance to chart the plan of action • Approve resource allocation post inspection of pending activities for the day • 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	
TMS(Learning version), 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 aspects of business development.
- Prepare costing sheets, SLAs.
- Maintain relationship with clients

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail customised or bundled products available • Describe the etiquettes of effective oral and written business communication • Explain the procedure for preparing costing sheets • Define the nuances in building rapport with clients, customs, government agencies, insurance for healthy relationship 	<ul style="list-style-type: none"> • Identify target population to be approached 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 • 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	
TMS(Learning version), ERP, software packages, etc	

Module 4: Performance management system

Mapped to LSC/N9602, v1.0

Terminal Outcomes:

- Practice people management.
- Devise KPIs and PIP.

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Define performance measurement metrics for assigned activities • Explain performance review process • Detail the process of preparing root cause analysis. • Describe performance improvement plan 	<ul style="list-style-type: none"> • Prepare performance measurement metrics according to activities assigned. • Perform root cause analysis for non-performing areas • Develop corrective and preventive actions to avoid recurrence • Design performance improvement plan according to employee • Communicate performance improvement plan • Define 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	
TMS(Learning version), SOP, MIS, ERP, worksheets, stationery, computer, projector 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: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the process of analysing profit & loss (P&L) • Explain budgeting and monitoring process • Detail methods to analyse variance between budget and actual expenditure • 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 	<ul style="list-style-type: none"> • Prepare profit & loss (P&L) analysis sheet. • Perform budgeting and monitoring process • Analyse variance between budget and actual expenditure • Evaluate budgetary compliance • Compare budget with actual physical output • Plan budget amendments • Demonstrate risk management procedures • Prepare 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	
TMS(Learning version), Computers, MIS, ERP, performance review software	

Module 6: Multimodal operations management

Mapped to LSC/ N1007, v1.0

Terminal Outcomes:

- Explain Multimodal transportation.
- Devise route plan, resource allocation, compliance etc.

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain multimodal transport plan to stakeholders • Describe the coordination activities to be undertaken with port authorities, railways, Inland Container Depot (ICDs), custom officials, airport authority for required clearances, documents and aligning timeliness for trans-shipment 	<ul style="list-style-type: none"> • Assess the multimodal transport requirements for the cargo type • Analyse the air, ocean, inland waterway, rail and road routes possible to transport the cargo • Plan the sequential multimodal route to be taken based on delivery, timeline and cost considerations • Check availability and cost effectiveness of transporters to undertake the movement • Plan resource allocation for various activities • Review compliance of activities to timelines, budget and other transportation metrics • Evaluate business and P&L performance to undertake improvement initiatives
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
TMS(Learning version), Material Handling Equipment (MHEs), inventory models, routing software, optimisation software stationery, Personal Protective Equipment (PPEs), worksheets, SOP etc.	

Module 7: Hub and spoke operations management.

Mapped to LSC/ N1008, v1.0

Terminal Outcomes:

- Manage hub operations as per SOP.
- Detail compliance and insurance documentation process.
- Check daily reports.

Duration: 20:00	Duration: 35:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail daily work plan on hub activities. • Describe dispute resolution procedure. • Explain the documentation inspecting procedure. • Define the points to be checked in daily reports. 	<ul style="list-style-type: none"> • Analyse daily work plan for execution of hub activities {sorting/ packing/ labelling/ aggregating/ break-bulk/ container loading (Less than Container Load (LCL)/ Full Container Load (FCL))/ forwarding} • Approve resource allocation based on work plan • Discuss dispute resolution procedure with vendors, shippers and other stakeholders • Inspect documentation for correctness • Review insurance documentation for compliance to requirements • Analyse daily reports to undertaken preventive and corrective action
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
TMS(Learning version), Computer, Enterprise Resource Planning (ERP), Material Handling Equipment (MHEs), inventory models, routing software, optimisation software stationery, Personal Protective Equipment (PPEs), worksheets, SOP etc.	

Module 8: 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 the various 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"> • Illustrate the importance of integrity and how ethics needs to be followed. • 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 • Demonstrate what are the integrity and ethic violations. • 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	
TMS(Learning version),LLMS(Learning version)	

Module 9: Compliance to health, safety and security norms

Mapped to LSC/ N9909, v1.0

Terminal Outcomes:

- Describe health, safety, and security procedures
- 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. • Describe the 5S to be followed in industry. • Explain the inspection procedure to ensure appropriate and safe conditions of activity area and equipment • Discuss what are 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"> • Demonstrate the health, safety and security procedures to be followed. • 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	
TMS(Learning version), LLMS(Learning version)	

Module 10: Verify and review GST application.

Mapped to LSC/N9907, v1.0

Terminal Outcomes:

- Describe the GST application procedure in invoicing process
- Practice GST documents approval process
- Detail the rules and regulation in applying and reversing GST

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe the GST application procedure in invoicing process • Detail the rules and regulation in applying and reversing GST • Describe GST documents approval process 	<ul style="list-style-type: none"> • Prepare invoice and practice GST application. • Demonstrate applying and reversing GST and the rules, regulation involved. • Inspect to identify faults in a document with GST computation • Practice GST documents approval process • Examine for pending litigation from previous regime • Review monthly returns for compliance to regulations • Examine correctness of tax payment records and acknowledgements received.
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
TMS(Learning version), Laptop, MS office, ERP, stationery, worksheets, computer, projector, GST guidelines etc.	

Module 11: Employability Skills

Mapped to DGT/VSQ/N0103, 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: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Outline the importance of Employability Skills for the current job market and future of work • 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 relevant 21st century skills required for employment • Highlight the importance of practicing 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 • Explain the importance of communication etiquette including active listening for effective communication • Discuss the significance of escalating sexual harassment issues as per POSH act • Discuss various financial institutions, products, and services • Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions • Discuss the legal rights, laws, and aids • Describe the role of digital technology in day-to-day life and the workplace 	<ul style="list-style-type: none"> • Research and prepare a note on different industries, trends, required skills and the available opportunities • Demonstrate how to practice different environmentally sustainable practices • Create a pathway for adopting a continuous learning mindset for personal and professional development • Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Read and understand text written in basic English • Write a short note/paragraph / letter/e - mail using correct basic English • Create a career development plan • Identify well-defined short- and long-term goals • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette • Write a brief note/paragraph on a familiar topic • Role play a situation on how to work collaboratively with others in a team • Demonstrate how to behave, communicate, and conduct appropriately with all genders and PwD • Demonstrate how to conduct offline and online financial transactions, safely and securely and check passbook/statement • Calculate income and expenditure for budgeting • Demonstrate how to operate digital devices and use the associated applications and features, safely and securely

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| <ul style="list-style-type: none"> • Discuss the significance of displaying responsible online behaviour while using various social media platforms • 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 • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement • Discuss various tools used to collect customer feedback • Discuss the significance of maintaining hygiene and dressing appropriately • Discuss the significance of maintaining hygiene and dressing appropriately for an interview • List the steps for searching and registering for apprenticeship opportunities | <ul style="list-style-type: none"> • Demonstrate how to connect devices securely to internet using different means • Follow the dos and don'ts of cyber security to protect against cyber crimes • Create an e-mail id and follow e- mail etiquette to exchange e -mails • Show how to create documents, spreadsheets and presentations using appropriate applications • Utilize virtual collaboration tools to work effectively • Create a sample business plan, for the selected business opportunity • Classify different types of customers • Demonstrate how to identify customer needs and respond to them in a professional manner • Draft a professional Curriculum Vitae (CV) • Use various offline and online job search sources to find and apply for jobs • Role play a mock interview |
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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

TMS(Learning version), 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 11: Bid process management.

Mapped to LSC/N9702

Terminal Outcomes:

- Describe P&L analysis process
- Prepare budget amendments
- Explain the process to rationalise cost by undertaking improvement activities

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe activities to identify new business proposals • Detail the work allocation to various internal teams for proposal preparation • Discuss the process for client relationship management 	<ul style="list-style-type: none"> • Analyse technical requirement of the tender specification as mentioned in the Request for Proposal (RFP) • Prepare preliminary feasibility study and cost analysis of the tender based on CAPEX and OPEX requirements • Review queries on bid scope with client • Prepare CAPEX, OPEX, project quote in discussion with engineering, procurement, implementation, operations, HR and finance team • Review the proposal for compliance to all tender requirements
Classroom Aids	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
TMS(Learning version), Computer, Enterprise Resource Planning (ERP), MS office, stationery, worksheets, SOP etc.	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate (Any Degree)	NA	2	Land Transportation	1	Land Transportation	Graduation is preferred

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Land Transportation Manager” mapped to LSC/Q1003, 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	
Graduate (Any Degree)	NA	2	“Land Transportation”	1	“Land Transportation”	Graduation is preferred

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Land Transportation Manager” mapped to QP: “LSC/Q1003, 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