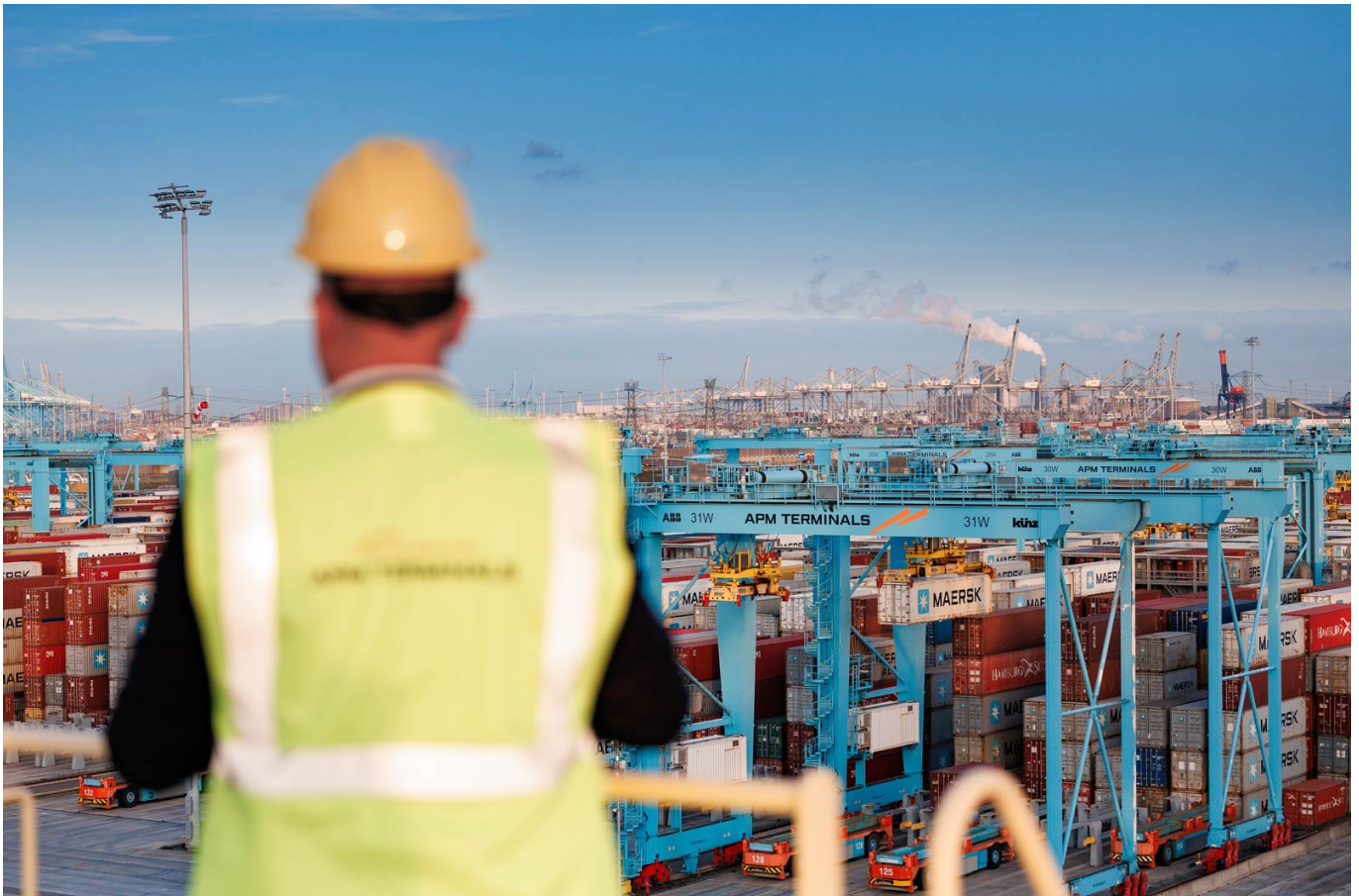


## Qualification Pack



# Port Terminals/CFS/ICD Supervisor

Electives: Dry bulk cargo/ Reefer cargo/ Hazardous goods

Options: Agency Operations

QP Code: LSC/Q3514

Version: 1.0

NSQF Level: 5

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## Qualification Pack

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## Qualification Pack

### LSC/Q3514: Port Terminals/CFS/ICD Supervisor

#### Brief Job Description

The individual supervises the terminal activities and allocates resources for cargo handling, storage and movement using ERP and IOT based applications. S/he ensures optimal utilisation of yard and container movement at terminals. S/he plans and supervises the repair and maintenance of containers using ERP while overseeing operations, complying with regulations and general cleanliness within a port terminal.

#### Personal Attributes

The job holder should plan and budget for activities. She/he should have digital/computer skills and mathematical aptitude to estimate yard space requirements and quantity estimation. She/he should have English and Vernacular language proficiency, demonstrable in spoken, written and oral communication.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N3532: Allocate resources and streamline operations at the yard using ERP](#)
2. [LSC/N3533: Plan and ensure optimal yard space utilisation using ERP](#)
3. [LSC/N3534: Review port and cargo documentation and regulatory compliance](#)
4. [LSC/N3535: Extract and analyse shipment information using IOT applications and GIS](#)
5. [LSC/N3536: Execute predictive container maintenance using ERP and coordinate for servicing](#)
6. [LSC/N3537: Optimize container utilization and movement](#)
7. [LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace](#)
8. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

##### Electives(mandatory to select at least one):

###### Elective 1: Dry bulk cargo

This unit is about supervision of dry bulk cargo loading/unloading and movement.

1. [LSC/N3538: Handle dry bulk cargo at Ports/CFS/ICD](#)

###### Elective 2: Reefer cargo

This unit is about the supervision of loading/unloading of reefer cargo.

## Qualification Pack

1. [LSC/N3539: Handle reefer cargo at Ports/CFS/ICD](#)

### Elective 3: Hazardous goods

The unit is about handling hazardous cargo at port terminals, CFS and ICDs.

1. [LSC/N3540: Handle hazardous goods at Ports/CFS/ICD](#)

### Options(Not mandatory):

Option : Agency Operations

This unit is about generating new business and maintaining relations with all stakeholders.

1. [LSC/N9701: Business development and stakeholder relations](#)

## Qualification Pack (QP) Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICD and CFS
<b>Occupation</b>	Port Operations Coordination
<b>Country</b>	India
<b>NSQF Level</b>	5
<b>Credits</b>	25
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1324

## Qualification Pack

<b>Minimum Educational Qualification &amp; Experience</b>	<p>Completed 3 year UG degree (in Logistics/ Supply Chain/ Maritime) with 1.5 years of experience in port operations</p> <p>OR</p> <p>Completed 2nd year diploma after 12th (in Logistics/ Supply Chain/ Maritime) with 3 Years of experience in port operations</p> <p>OR</p> <p>Completed 3 year diploma after 10th (in Logistics/Supply Chain/ Maritime) with 4.5 years of experience in port operations</p> <p>OR</p> <p>12th grade Pass with 6 Years of experience in port operations</p> <p>OR</p> <p>Previous relevant Qualification of NSQF Level (4) with 3 Years of experience in port operations</p>
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	21 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	30/05/2027
<b>NSQC Approval Date</b>	30/05/2024
<b>Version</b>	1.0
<b>Reference code on NQR</b>	QG-05-TW-02625-2024-V1-LSC
<b>NQR Version</b>	1.0

## Qualification Pack

# LSC/N3532: Allocate resources and streamline operations at the yard using ERP

## Description

This unit is about allocating resources for cargo movement, supervising and streamlining operations at the yard using ERP.

## Scope

The scope covers the following :

- Prepare the work plan and allocate resources using ERP
- Monitor daily operations
- Inspect the yard

## Elements and Performance Criteria

### *Prepare the work plan and allocate resources using ERP*

To be competent, the user/individual on the job must be able to:

- PC1.** Obtain details of vessel docking plans, cargo and container movement plans, etc. from ERP.
- PC2.** Develop daily work plan factoring in priority cases, time-bound requirements, special handling requirements, etc using ERP.
- PC3.** Get the work plan approved by the yard manager or CFS/ICD manager and allocate tasks to subordinates.
- PC4.** Budget and allocate the requisite MHE for tasks at hand.

### *Monitor daily operations*

To be competent, the user/individual on the job must be able to:

- PC5.** Inspect the yard for markings/demarcation, storage and cleanliness per safety norms.
- PC6.** Monitor cargo loading, unloading and movement operations.
- PC7.** Engage resources in alternate operations when there is a delay in planned operations.
- PC8.** Allocate additional and ad-hoc staffing and equipment during exigency.
- PC9.** Escalate issues regarding MHE operations, transporter delays, vessel delays, accidents, damages, etc., to the manager.
- PC10.** Provide corrective and preventive action plans based on accident and damage reports.
- PC11.** Liaise with port officials, customs officials and external stakeholders.

### *Inspect the yard*

To be competent, the user/individual on the job must be able to:

- PC12.** Conduct periodic inspections of the yard for cleanliness, usage of PPEs, adherence to SOP and ensure regulations and norms for the workforce are followed.
- PC13.** Ensure cargo bays are marked, segregated and containers, cargo are stored per prescribed norms.
- PC14.** Check parking and positioning of equipment as per SOP.

## Qualification Pack

- PC15.** Ensure all necessary precautions for storing hazardous cargo are complied with, and emergency services are available.
- PC16.** Schedule maintenance of MHE and equipment if required.
- PC17.** Prepare an inspection report highlighting any anomalies or changes, any deviation from SOP etc. and submit as required.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** documentation and reporting as per the organisation's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** risk and impact of not followed defined procedures/work instructions
- KU6.** the coding system followed to label cargo
- KU7.** IT system and ERP system of the organisation
- KU8.** basics of operations in a port terminal, ICD and CFS
- KU9.** use of various cargo handling equipment
- KU10.** vessel layout and loading and unloading activities
- KU11.** yard layout and yard planning
- KU12.** procedures of cargo movement and related compliances
- KU13.** requirements regarding handling of cargo
- KU14.** different types of vessels and cargo and container sizes
- KU15.** different types of cranes and MHEs, their capacities, constraints and usage
- KU16.** handling of hazardous and non-hazardous cargo
- KU17.** marking of material and people movement areas
- KU18.** stuffing and de-stuffing norms for different cargo
- KU19.** special characteristics and handling requirements of shipments, if any

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** interpreting written instructions
- GS2.** shipping manifest, bill of lading shipping bills and related documents
- GS3.** Enterprise Resource Planning (ERP) and computer-generated reports
- GS4.** cargo stowage plans and vessel plans
- GS5.** SOP, safety regulation and compliance manuals and reports
- GS6.** work orders and instructions
- GS7.** various reports and letters

## Qualification Pack

- GS8.** communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities
- GS9.** communicate with cargo equipment operators and ground staff over VHF radio
- GS10.** guide cargo handlers for smooth operations
- GS11.** check if the cargo, vehicle or operation meets compliance
- GS12.** decide on the appropriate response and documentation of different queries and events
- GS13.** plan and estimate the coordination required to resolve a query
- GS14.** maintain punctuality and respond promptly
- GS15.** prioritise and execute tasks based on client requirements
- GS16.** make work plans and resource allocation plans
- GS17.** make checks on the execution of work plans
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to assigned timelines and compliance requirements
- GS20.** address the urgency regarding shipments and activities
- GS21.** identify trends/common causes for delays, damages, etc.
- GS22.** coordinate and handle major issues with different departments
- GS23.** provide suggestions for meeting compliance in different activities
- GS24.** anticipate compliance requirements for different activities
- GS25.** review yard plans to ensure the storage yard meets compliance
- GS26.** ensure compliance in all documentation and operations
- GS27.** check that all security measures and safety protocols are followed at all times



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Prepare the work plan and allocate resources using ERP</i>	<b>6</b>	<b>14</b>	-	<b>2</b>
<b>PC1.</b> Obtain details of vessel docking plans, cargo and container movement plans, etc. from ERP.	1	3	-	-
<b>PC2.</b> Develop daily work plan factoring in priority cases, time-bound requirements, special handling requirements, etc using ERP.	2	4	-	1
<b>PC3.</b> Get the work plan approved by the yard manager or CFS/ICD manager and allocate tasks to subordinates.	1	3	-	-
<b>PC4.</b> Budget and allocate the requisite MHE for tasks at hand.	2	4	-	1
<i>Monitor daily operations</i>	<b>14</b>	<b>25</b>	-	<b>4</b>
<b>PC5.</b> Inspect the yard for markings/demarcation, storage and cleanliness per safety norms.	2	4	-	1
<b>PC6.</b> Monitor cargo loading, unloading and movement operations.	2	4	-	1
<b>PC7.</b> Engage resources in alternate operations when there is a delay in planned operations.	2	3	-	-
<b>PC8.</b> Allocate additional and ad-hoc staffing and equipment during exigency.	2	3	-	1
<b>PC9.</b> Escalate issues regarding MHE operations, transporter delays, vessel delays, accidents, damages, etc., to the manager.	2	4	-	-
<b>PC10.</b> Provide corrective and preventive action plans based on accident and damage reports.	2	3	-	-
<b>PC11.</b> Liaise with port officials, customs officials and external stakeholders.	2	4	-	1
<i>Inspect the yard</i>	<b>10</b>	<b>21</b>	-	<b>4</b>

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> Conduct periodic inspections of the yard for cleanliness, usage of PPEs, adherence to SOP and ensure regulations and norms for the workforce are followed.	2	4	-	1
<b>PC13.</b> Ensure cargo bays are marked, segregated and containers, cargo are stored per prescribed norms.	1	3	-	1
<b>PC14.</b> Check parking and positioning of equipment as per SOP.	2	3	-	-
<b>PC15.</b> Ensure all necessary precautions for storing hazardous cargo are complied with, and emergency services are available.	1	3	-	-
<b>PC16.</b> Schedule maintenance of MHE and equipment if required.	2	4	-	1
<b>PC17.</b> Prepare an inspection report highlighting any anomalies or changes, any deviation from SOP etc. and submit as required.	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3532
<b>NOS Name</b>	Allocate resources and streamline operations at the yard using ERP
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICD and CFS
<b>Occupation</b>	Port Operations Coordination
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### LSC/N3533: Plan and ensure optimal yard space utilisation using ERP

#### Description

This unit is about planning to ensure optimal yard space utilisation within the port, CFS or ICD and supervising timely cargo movement.

#### Scope

The scope covers the following :

- Review yard space utilisation
- Assess storage requirements for incoming cargo and vessel berthing
- Coordinate for timely movement of cargo

#### Elements and Performance Criteria

##### *Review yard space utilisation*

To be competent, the user/individual on the job must be able to:

- PC1.** Review the yard and bay space utilisation by cargo, container and data from ERP regarding open and closed yards, dry bulk cargo vs container, etc. and assess available storage capacity.
- PC2.** Review the ageing of different containers and cargo that have come onto the port / CFS and are due for movement to the CFS/ client, respectively.
- PC3.** Identify reasons for delay and check reasons for over or under-utilisation of yard space by conducting meetings with yard staff and taking corrective action.
- PC4.** Recommend the implementation of an AI-integrated centralised portal of information like an Intelligent Rack Storing System for efficient yard planning to the management.

##### *Assess storage requirements of incoming cargo and vessel berthing*

To be competent, the user/individual on the job must be able to:

- PC5.** Obtain details from ERP for the vessel berthing plan and cargo loading and unloading plan into the CFS, ICD.
- PC6.** Coordinate with the vessel docking supervisor/ transport supervisor, vessel officer and cargo surveyor to get a go-ahead for cargo/ container loading/ unloading.
- PC7.** Check if the yard has the appropriate capacity to handle the incoming cargo.
- PC8.** Adjust by shipping out aged cargo onto the CFS, shipper or exporting the cargo onto the vessel (port in case of CFS).
- PC9.** Identify and finalise yards and bays for storage of incoming cargo, considering the various demarcations and precautions to be taken, particularly for hazardous and dry bulk cargo.
- PC10.** Prepare a schedule in ERP for vessel docking, including berth availability, priority cargo, perishable cargo, resource availability, etc.
- PC11.** Prepare cargo storage plans based on the vessel berthing plan and get them approved by the terminal manager.
- PC12.** Obtain a sign off from the manager and communicate to the shipper, port authority, vessel and cargo handling supervisor.

## Qualification Pack

- PC13.** Communicate the vessel docking plan/ cargo storage plan to the cargo handlers, lifting supervisors and vessel planners.
- PC14.** Address the queries of shipping lines and agents regarding cargo operations and storage.
- PC15.** Check that all cargo handling activities executed are as per schedule and SOP.
- PC16.** Communicate regarding amendments and delays, if any, as and when required.
- PC17.** Document damages to cargo/ container during loading/ unloading.
- PC18.** Provide guidance and resolve/escalate any issues faced in loading/ unloading.
- PC19.** Check that all cargo is stored at the yard's planned/allocated storage location.
- PC20.** Escalate issues to the terminal manager if required.

### *Coordinate for timely movement of cargo*

To be competent, the user/individual on the job must be able to:

- PC21.** Obtain vessel information related to docking schedule, berth, bays and containers to be unloaded/ loaded from vessel transporters and shippers to move cargo to and from the CFS/ICD.
- PC22.** Communicate and finalise cargo movement plan with lifting supervisors, vessel supervisors, cargo equipment handlers, and manual cargo handlers.
- PC23.** Oversee cargo movement from the port terminal, CFS via rail and road lines and export via vessels.
- PC24.** Review cargo movement documentation and ensure correctness.
- PC25.** Prepare a report on cargo storage plans, their adherence, cargo movement plans and cargo ageing.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** documentation and reporting as per the organisation's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** risk and impact of not followed defined procedures/work instructions
- KU6.** the coding system followed to label cargo
- KU7.** IT system and ERP system of the organisation
- KU8.** basics of operations in a port terminal, ICD and CFS
- KU9.** use of various cargo handling equipment
- KU10.** vessel layout and loading and unloading activities
- KU11.** yard layout and yard planning
- KU12.** procedures of cargo movement and related compliances
- KU13.** requirements regarding handling of cargo
- KU14.** different types of vessels and cargo and container sizes
- KU15.** different types of cranes and MHEs, their capacities, constraints and usage
- KU16.** handling of hazardous and non-hazardous cargo

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- KU17.** marking of material and people movement areas
- KU18.** stuffing and de-stuffing norms for different cargo
- KU19.** special characteristics and handling requirements of shipments, if any

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** interpreting written instructions
- GS2.** shipping manifest, bill of lading shipping bills and related documents
- GS3.** Enterprise Resource Planning (ERP) and computer-generated reports
- GS4.** cargo stowage plans and vessel plans
- GS5.** SOP, safety regulation and compliance manuals and reports
- GS6.** work orders and instructions
- GS7.** various reports and letters
- GS8.** communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities
- GS9.** communicate with cargo equipment operators and ground staff over VHF radio
- GS10.** guide cargo handlers for smooth operations
- GS11.** check if the cargo, vehicle or operation meets compliance
- GS12.** decide on the appropriate response and documentation of different queries and events
- GS13.** plan and estimate the coordination required to resolve a query
- GS14.** maintain punctuality and respond promptly
- GS15.** prioritise and execute tasks based on client requirements
- GS16.** make work plans and resource allocation plans
- GS17.** make checks on the execution of work plans
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to assigned timelines and compliance requirements
- GS20.** address the urgency regarding shipments and activities
- GS21.** identify trends/common causes for delays, damages, etc.
- GS22.** coordinate and handle major issues with different departments
- GS23.** provide suggestions for meeting compliance in different activities
- GS24.** anticipate compliance requirements for different activities
- GS25.** review yard plans to ensure the storage yard meets compliance
- GS26.** ensure compliance in all documentation and operations
- GS27.** check that all security measures and safety protocols are followed at all times

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Review yard space utilisation</i>	<b>5</b>	<b>10</b>	-	<b>1</b>
<b>PC1.</b> Review the yard and bay space utilisation by cargo, container and data from ERP regarding open and closed yards, dry bulk cargo vs container, etc. and assess available storage capacity.	1	2	-	-
<b>PC2.</b> Review the ageing of different containers and cargo that have come onto the port / CFS and are due for movement to the CFS/ client, respectively.	1	2	-	1
<b>PC3.</b> Identify reasons for delay and check reasons for over or under-utilisation of yard space by conducting meetings with yard staff and taking corrective action.	1	3	-	-
<b>PC4.</b> Recommend the implementation of an AI-integrated centralised portal of information like an Intelligent Rack Storing System for efficient yard planning to the management.	2	3	-	-
<i>Assess storage requirements of incoming cargo and vessel berthing</i>	<b>19</b>	<b>38</b>	-	<b>6</b>
<b>PC5.</b> Obtain details from ERP for the vessel berthing plan and cargo loading and unloading plan into the CFS, ICD.	1	2	-	-
<b>PC6.</b> Coordinate with the vessel docking supervisor/ transport supervisor, vessel officer and cargo surveyor to get a go-ahead for cargo/ container loading/ unloading.	1	3	-	1
<b>PC7.</b> Check if the yard has the appropriate capacity to handle the incoming cargo.	1	2	-	-
<b>PC8.</b> Adjust by shipping out aged cargo onto the CFS, shipper or exporting the cargo onto the vessel (port in case of CFS).	1	3	-	1
<b>PC9.</b> Identify and finalise yards and bays for storage of incoming cargo, considering the various demarcations and precautions to be taken, particularly for hazardous and dry bulk cargo.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> Prepare a schedule in ERP for vessel docking, including berth availability, priority cargo, perishable cargo, resource availability, etc.	1	2	-	1
<b>PC11.</b> Prepare cargo storage plans based on the vessel berthing plan and get them approved by the terminal manager.	2	2	-	-
<b>PC12.</b> Obtain a sign off from the manager and communicate to the shipper, port authority, vessel and cargo handling supervisor.	1	2	-	-
<b>PC13.</b> Communicate the vessel docking plan/ cargo storage plan to the cargo handlers, lifting supervisors and vessel planners.	1	2	-	-
<b>PC14.</b> Address the queries of shipping lines and agents regarding cargo operations and storage.	2	3	-	1
<b>PC15.</b> Check that all cargo handling activities executed are as per schedule and SOP.	1	2	-	-
<b>PC16.</b> Communicate regarding amendments and delays, if any, as and when required.	1	2	-	-
<b>PC17.</b> Document damages to cargo/ container during loading/ unloading.	2	3	-	1
<b>PC18.</b> Provide guidance and resolve/escalate any issues faced in loading/ unloading.	1	2	-	-
<b>PC19.</b> Check that all cargo is stored at the yard's planned/allocated storage location.	1	3	-	-
<b>PC20.</b> Escalate issues to the terminal manager if required.	1	3	-	1
<i>Coordinate for timely movement of cargo</i>	<b>6</b>	<b>12</b>	-	<b>3</b>
<b>PC21.</b> Obtain vessel information related to docking schedule, berth, bays and containers to be unloaded/ loaded from vessel transporters and shippers to move cargo to and from the CFS/ICD.	1	2	-	-
<b>PC22.</b> Communicate and finalise cargo movement plan with lifting supervisors, vessel supervisors, cargo equipment handlers, and manual cargo handlers.	1	2	-	1



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC23.</b> Oversee cargo movement from the port terminal, CFS via rail and road lines and export via vessels.	1	2	-	-
<b>PC24.</b> Review cargo movement documentation and ensure correctness.	1	3	-	1
<b>PC25.</b> Prepare a report on cargo storage plans, their adherence, cargo movement plans and cargo ageing.	2	3	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3533
<b>NOS Name</b>	Plan and ensure optimal yard space utilisation using ERP
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICD and CFS
<b>Occupation</b>	Port Operations Coordination
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQF Clearance Date</b>	30/05/2024

## Qualification Pack

# LSC/N3534: Review port and cargo documentation and regulatory compliance

## Description

This unit is about reviewing port and cargo documentation, documenting regulatory compliances and coordinating for the same.

## Scope

The scope covers the following :

- Review port and cargo documentation
- Coordinate and perform customer service
- Report and document cargo movement
- Resolve escalated issues

## Elements and Performance Criteria

### *Review port and cargo documentation*

To be competent, the user/individual on the job must be able to:

- PC1.** Coordinate with shipping liners, vessel operators, freight transporters, importers and exporters, and the port authorities to obtain requisite cargo documents.
- PC2.** Review documentation of transport vehicles and their certificates for fitness for operation, presence of requisite license, etc.
- PC3.** Review cargo documents like bill of lading, shipping bills, PGA (Participative Government Agencies) clearances, etc., for compliance with regulations and standards.
- PC4.** Prepare and review storage plans and yard layout to check for compliances, particularly regarding hazardous and reefer cargo.
- PC5.** Review fitness certificates and related documents regarding operations of various MHEs, cranes and terminal equipment.
- PC6.** Review and approve gate entry and exit passes for transporter's vehicles.
- PC7.** Prepare and review compliance reports regarding yard and terminal layout, fitness of equipment and personnel, various incidents, cargo handling, etc.

### *Coordinate and perform customer service*

To be competent, the user/individual on the job must be able to:

- PC8.** Respond to and resolve queries raised by port and customs authorities, customs brokers, shipping liners, clients, and transporters regarding the status of different shipments.
- PC9.** Coordinate between the vessel, shipper/ importer, agents and port authorities to ensure that all compliances and requirements are met.

### *Report and Document cargo movement*

To be competent, the user/individual on the job must be able to:

- PC10.** Obtain safe and secured go-ahead from the cargo surveyor upon completion of loading/unloading activities.
- PC11.** Collect counter signature from transporter for actuals received or dispatched.

## Qualification Pack

- PC12.** Check consignments received against order and delivery documentation to confirm that the cargo's quality, quantity and condition are acceptable, identifying and referring any discrepancies.
- PC13.** Maintain records relating to cargo receipt/storage/dispatch, ensuring that these are up-to-date and complete.
- PC14.** Check if receipt and delivery are documented in ERP.
- PC15.** Prepare daily reports highlighting the cargo storage and movement, plan vs actual performance, cargo ageing, and details of accidents and damages, if any.

### *Resolve escalated issues*

To be competent, the user/individual on the job must be able to:

- PC16.** Review escalated issues and identify the root cause for providing corrective action.
- PC17.** Provide technical guidance to the team for execution.
- PC18.** Escalate the issues to the manager when external or additional help is required.
- PC19.** Coordinate with other departments, transporters, freight operators, port authorities, shipping companies and others to resolve required escalations.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** documentation and reporting as per the organisation's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** risk and impact of not followed defined procedures/work instructions
- KU6.** the coding system followed to label cargo
- KU7.** IT system and ERP system of the organisation
- KU8.** basics of operations in a port terminal, ICD and CFS
- KU9.** use of various cargo handling equipment
- KU10.** vessel layout and loading and unloading activities
- KU11.** yard layout and yard planning
- KU12.** procedures of cargo movement and related compliances
- KU13.** requirements regarding handling of cargo
- KU14.** different types of vessels and cargo and container sizes
- KU15.** different types of cranes and MHEs, their capacities, constraints and usage
- KU16.** handling of hazardous and non-hazardous cargo
- KU17.** marking of material and people movement areas
- KU18.** stuffing and de-stuffing norms for different cargo
- KU19.** special characteristics and handling requirements of shipments, if any

## Generic Skills (GS)

## Qualification Pack

User/individual on the job needs to know how to:

- GS1.** interpreting written instructions
- GS2.** shipping manifest, bill of lading shipping bills and related documents
- GS3.** Enterprise Resource Planning (ERP) and computer-generated reports
- GS4.** cargo stowage plans and vessel plans
- GS5.** SOP, safety regulation and compliance manuals and reports
- GS6.** work orders and instructions
- GS7.** various reports and letters
- GS8.** communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities
- GS9.** communicate with cargo equipment operators and ground staff over VHF radio
- GS10.** guide cargo handlers for smooth operations
- GS11.** check if the cargo, vehicle or operation meets compliance
- GS12.** decide on the appropriate response and documentation of different queries and events
- GS13.** plan and estimate the coordination required to resolve a query
- GS14.** maintain punctuality and respond promptly
- GS15.** prioritise and execute tasks based on client requirements
- GS16.** make work plans and resource allocation plans
- GS17.** make checks on the execution of work plans
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to assigned timelines and compliance requirements
- GS20.** address the urgency regarding shipments and activities
- GS21.** identify trends/common causes for delays, damages, etc.
- GS22.** coordinate and handle major issues with different departments
- GS23.** provide suggestions for meeting compliance in different activities
- GS24.** anticipate compliance requirements for different activities
- GS25.** review yard plans to ensure the storage yard meets compliance
- GS26.** ensure compliance in all documentation and operations
- GS27.** check that all security measures and safety protocols are followed at all times

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Review port and cargo documentation</i>	<b>10</b>	<b>22</b>	-	<b>3</b>
<b>PC1.</b> Coordinate with shipping liners, vessel operators, freight transporters, importers and exporters, and the port authorities to obtain requisite cargo documents.	1	3	-	-
<b>PC2.</b> Review documentation of transport vehicles and their certificates for fitness for operation, presence of requisite license, etc.	2	3	-	1
<b>PC3.</b> Review cargo documents like bill of lading, shipping bills, PGA (Participative Government Agencies) clearances, etc., for compliance with regulations and standards.	1	3	-	-
<b>PC4.</b> Prepare and review storage plans and yard layout to check for compliances, particularly regarding hazardous and reefer cargo.	2	4	-	1
<b>PC5.</b> Review fitness certificates and related documents regarding operations of various MHEs, cranes and terminal equipment.	1	3	-	-
<b>PC6.</b> Review and approve gate entry and exit passes for transporter's vehicles.	1	3	-	-
<b>PC7.</b> Prepare and review compliance reports regarding yard and terminal layout, fitness of equipment and personnel, various incidents, cargo handling, etc.	2	3	-	1
<i>Coordinate and perform customer service</i>	<b>3</b>	<b>6</b>	-	<b>1</b>
<b>PC8.</b> Respond to and resolve queries raised by port and customs authorities, customs brokers, shipping liners, clients, and transporters regarding the status of different shipments.	1	3	-	-
<b>PC9.</b> Coordinate between the vessel, shipper/ importer, agents and port authorities to ensure that all compliances and requirements are met.	2	3	-	1
<i>Report and Document cargo movement</i>	<b>9</b>	<b>19</b>	-	<b>3</b>

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> Obtain safe and secured go-ahead from the cargo surveyor upon completion of loading/unloading activities.	1	3	-	-
<b>PC11.</b> Collect counter signature from transporter for actuals received or dispatched.	1	3	-	-
<b>PC12.</b> Check consignments received against order and delivery documentation to confirm that the cargo's quality, quantity and condition are acceptable, identifying and referring any discrepancies.	2	4	-	1
<b>PC13.</b> Maintain records relating to cargo receipt/storage/dispatch, ensuring that these are up-to-date and complete.	2	3	-	1
<b>PC14.</b> Check if receipt and delivery are documented in ERP.	1	3	-	-
<b>PC15.</b> Prepare daily reports highlighting the cargo storage and movement, plan vs actual performance, cargo ageing, and details of accidents and damages, if any.	2	3	-	1
<i>Resolve escalated issues</i>	<b>8</b>	<b>13</b>	-	<b>3</b>
<b>PC16.</b> Review escalated issues and identify the root cause for providing corrective action.	2	3	-	-
<b>PC17.</b> Provide technical guidance to the team for execution.	2	3	-	1
<b>PC18.</b> Escalate the issues to the manager when external or additional help is required.	2	3	-	1
<b>PC19.</b> Coordinate with other departments, transporters, freight operators, port authorities, shipping companies and others to resolve required escalations.	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3534
<b>NOS Name</b>	Review port and cargo documentation and regulatory compliance
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICD and CFS
<b>Occupation</b>	Port Operations Coordination
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQF Clearance Date</b>	30/05/2024



## Qualification Pack

# LSC/N3535: Extract and analyse shipment information using IOT applications and GIS

## Description

This unit is about extracting information, tracking shipments status and analysing the same.

## Scope

The scope covers the following :

- Feed information into the ERP
- Track the position of consignments and containers globally using GIS
- Document and report

## Elements and Performance Criteria

### *Feed information into ERP*

To be competent, the user/individual on the job must be able to:

- PC1.** Implement IOT-based solutions for the data to be directly transferred from RFID scanners and sensors to ERP.
- PC2.** Login to IOT applications/ software to analyse the data transmitted.
- PC3.** Obtain details of all containers moving in and out of the CFS, including container number, cargo content, destination, shipper and vessel details, date of servicing, etc.
- PC4.** Cross-verify container status based on physical inspection report and yard utilisation report.
- PC5.** Correct the information in the shipment tracking ERP.

### *Track the position of consignments and containers globally using GIS*

To be competent, the user/individual on the job must be able to:

- PC6.**
  - Collect complete tracking identifiers listed below from carriers:
  - Transport means identifiers (e.g., IMO vessel number).
  - Transport equipment identifiers (e.g., shipping container).
  - Identifier of all cargo carried by a transporter means for a specific transport movement (i.e., manifest).
- PC7.** Check the cargo's real time position using GIS Based Cargo Tracking system.
- PC8.** Track the container's position using smart supply chain and ERP by feeding the Container index number.
- PC9.** Extract information regarding present location, shipper details, cargo content, estimated date of arrival at destination, etc.
- PC10.** Estimate equipment and workforce requirements considering the type of cargo, stuffing/destuffing/packing requirement based on location and route.

### *Document and report*

To be competent, the user/individual on the job must be able to:

- PC11.** Prepare detailed documentation and present the analysis to the CFS or ICD manager.
- PC12.** Highlight any accidents, issues in tracking, etc.

## Qualification Pack

**PC13.** Suggest corrective action in case of container packing or sealing errors that have led to damage or accidents.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** documentation and reporting as per the organisation's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** risk and impact of not followed defined procedures/work instructions
- KU6.** the coding system followed to label cargo
- KU7.** IT system and ERP system of the organisation
- KU8.** basics of operations in a port terminal, ICD and CFS
- KU9.** use of various cargo handling equipment
- KU10.** vessel layout and loading and unloading activities
- KU11.** yard layout and yard planning
- KU12.** procedures of cargo movement and related compliances
- KU13.** requirements regarding handling of cargo
- KU14.** different types of vessels and cargo and container sizes
- KU15.** different types of cranes and MHEs, their capacities, constraints and usage
- KU16.** handling of hazardous and non-hazardous cargo
- KU17.** marking of material and people movement areas
- KU18.** stuffing and de-stuffing norms for different cargo
- KU19.** special characteristics and handling requirements of shipments, if any

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** interpreting written instructions
- GS2.** shipping manifest, bill of lading shipping bills and related documents
- GS3.** Enterprise Resource Planning (ERP) and computer-generated reports
- GS4.** cargo stowage plans and vessel plans
- GS5.** SOP, safety regulation and compliance manuals and reports
- GS6.** work orders and instructions
- GS7.** various reports and letters
- GS8.** communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities
- GS9.** communicate with cargo equipment operators and ground staff over VHF radio
- GS10.** guide cargo handlers for smooth operations

## Qualification Pack

- GS11.** check if the cargo, vehicle or operation meets compliance
- GS12.** decide on the appropriate response and documentation of different queries and events
- GS13.** plan and estimate the coordination required to resolve a query
- GS14.** maintain punctuality and respond promptly
- GS15.** prioritise and execute tasks based on client requirements
- GS16.** make work plans and resource allocation plans
- GS17.** make checks on the execution of work plans
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to assigned timelines and compliance requirements
- GS20.** address the urgency regarding shipments and activities
- GS21.** identify trends/common causes for delays, damages, etc.
- GS22.** coordinate and handle major issues with different departments
- GS23.** provide suggestions for meeting compliance in different activities
- GS24.** anticipate compliance requirements for different activities
- GS25.** review yard plans to ensure the storage yard meets compliance
- GS26.** ensure compliance in all documentation and operations
- GS27.** check that all security measures and safety protocols are followed at all times

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Feed information into ERP</i>	<b>11</b>	<b>24</b>	-	<b>4</b>
<b>PC1.</b> Implement IOT-based solutions for the data to be directly transferred from RFID scanners and sensors to ERP.	2	4	-	-
<b>PC2.</b> Login to IOT applications/ software to analyse the data transmitted.	3	5	-	1
<b>PC3.</b> Obtain details of all containers moving in and out of the CFS, including container number, cargo content, destination, shipper and vessel details, date of servicing, etc.	2	5	-	1
<b>PC4.</b> Cross-verify container status based on physical inspection report and yard utilisation report.	2	5	-	1
<b>PC5.</b> Correct the information in the shipment tracking ERP.	2	5	-	1
<i>Track the position of consignments and containers globally using GIS</i>	<b>12</b>	<b>23</b>	-	<b>4</b>
<b>PC6.</b> <ul style="list-style-type: none"> <li>• Collect complete tracking identifiers listed below from carriers:</li> <li>• Transport means identifiers (e.g., IMO vessel number).</li> <li>• Transport equipment identifiers (e.g., shipping container).</li> <li>• Identifier of all cargo carried by a transporter means for a specific transport movement (i.e., manifest).</li> </ul>	2	4	-	1
<b>PC7.</b> Check the cargo's real time position using GIS Based Cargo Tracking system.	2	4	-	-
<b>PC8.</b> Track the container's position using smart supply chain and ERP by feeding the Container index number.	3	5	-	1
<b>PC9.</b> Extract information regarding present location, shipper details, cargo content, estimated date of arrival at destination, etc.	3	5	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> Estimate equipment and workforce requirements considering the type of cargo, stuffing/destuffing/packing requirement based on location and route.	2	5	-	1
<i>Document and report</i>	<b>7</b>	<b>13</b>	-	<b>2</b>
<b>PC11.</b> Prepare detailed documentation and present the analysis to the CFS or ICD manager.	3	5	-	1
<b>PC12.</b> Highlight any accidents, issues in tracking, etc.	2	4	-	1
<b>PC13.</b> Suggest corrective action in case of container packing or sealing errors that have led to damage or accidents.	2	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3535
<b>NOS Name</b>	Extract and analyse shipment information using IOT applications and GIS
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICD and CFS
<b>Occupation</b>	Port Operations Coordination
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

# LSC/N3536: Execute predictive container maintenance using ERP and coordinate for servicing

## Description

The unit is about executing container maintenance and coordinating for servicing.

## Scope

The scope covers the following :

- Implement predictive maintenance in ERP
- Identify containers for maintenance using manual methods
- Coordinate for servicing

## Elements and Performance Criteria

### *Implement predictive maintenance in ERP*

To be competent, the user/individual on the job must be able to:

- PC1.** Track the status of different containers in the ERP, their ageing and damage reports.
- PC2.** Analyse the data from reports/ ERP and forecast the schedule of predictive container maintenance.
- PC3.** Have the predictive container maintenance schedule programmed in ERP.
- PC4.** Extract the report generated for predictive maintenance and schedule accordingly.

### *Identify containers for maintenance using manual methods*

To be competent, the user/individual on the job must be able to:

- PC5.** Obtain information related to the container's health, date of last servicing, ageing since then, number of cycles completed, accidents, damages, previous damage reports, if any, etc.
- PC6.** Analyse the information to identify ailing containers that need to be put for servicing and repair.
- PC7.** Conduct physical verification of containers in the yard for damages and service ageing.
- PC8.** Identify the containers that require service or repairs and segregate them.

### *Coordinate for servicing*

To be competent, the user/individual on the job must be able to:

- PC9.** Post identification, update the service or repair requirement status in ERP and mark them out of service.
- PC10.** Contact the service and repair agent regarding the requirement.
- PC11.** Coordinate and fix timelines for on-site or off-site servicing and arrange for pickup and drop of containers in case of off-site servicing.
- PC12.** Review initial service assessment to see estimated part changes and repairs and authorise repairs.
- PC13.** Inspect containers, post servicing and repairs and check for compliance with requirements; check for errors and take corrective action.
- PC14.** Induct the containers which have cleared repair/service requirements back into service.

## Qualification Pack

**PC15.** Update service/repairs undertaken in ERP and endorse the usage of containers in ERP.

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** documentation and reporting as per the organisation's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** risk and impact of not followed defined procedures/work instructions
- KU6.** the coding system followed to label cargo
- KU7.** IT system and ERP system of the organisation
- KU8.** basics of operations in a port terminal, ICD and CFS
- KU9.** use of various cargo handling equipment
- KU10.** vessel layout and loading and unloading activities
- KU11.** yard layout and yard planning
- KU12.** procedures of cargo movement and related compliances
- KU13.** requirements regarding handling of cargo
- KU14.** different types of vessels and cargo and container sizes
- KU15.** different types of cranes and MHEs, their capacities, constraints and usage
- KU16.** handling of hazardous and non-hazardous cargo
- KU17.** marking of material and people movement areas
- KU18.** stuffing and de-stuffing norms for different cargo
- KU19.** special characteristics and handling requirements of shipments, if any

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** interpreting written instructions
- GS2.** shipping manifest, bill of lading shipping bills and related documents
- GS3.** Enterprise Resource Planning (ERP) and computer-generated reports
- GS4.** cargo stowage plans and vessel plans
- GS5.** SOP, safety regulation and compliance manuals and reports
- GS6.** work orders and instructions
- GS7.** various reports and letters
- GS8.** communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities
- GS9.** communicate with cargo equipment operators and ground staff over VHF radio
- GS10.** guide cargo handlers for smooth operations
- GS11.** check if the cargo, vehicle or operation meets compliance



## Qualification Pack

- GS12.** decide on the appropriate response and documentation of different queries and events
- GS13.** plan and estimate the coordination required to resolve a query
- GS14.** maintain punctuality and respond promptly
- GS15.** prioritise and execute tasks based on client requirements
- GS16.** make work plans and resource allocation plans
- GS17.** make checks on the execution of work plans
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to assigned timelines and compliance requirements
- GS20.** address the urgency regarding shipments and activities
- GS21.** identify trends/common causes for delays, damages, etc.
- GS22.** coordinate and handle major issues with different departments
- GS23.** provide suggestions for meeting compliance in different activities
- GS24.** anticipate compliance requirements for different activities
- GS25.** review yard plans to ensure the storage yard meets compliance
- GS26.** ensure compliance in all documentation and operations
- GS27.** check that all security measures and safety protocols are followed at all times

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Implement predictive maintenance in ERP</i>	<b>8</b>	<b>16</b>	-	<b>3</b>
<b>PC1.</b> Track the status of different containers in the ERP, their ageing and damage reports.	2	4	-	1
<b>PC2.</b> Analyse the data from reports/ ERP and forecast the schedule of predictive container maintenance.	2	4	-	1
<b>PC3.</b> Have the predictive container maintenance schedule programmed in ERP.	2	4	-	-
<b>PC4.</b> Extract the report generated for predictive maintenance and schedule accordingly.	2	4	-	1
<i>Identify containers for maintenance using manual methods</i>	<b>8</b>	<b>16</b>	-	<b>2</b>
<b>PC5.</b> Obtain information related to the container's health, date of last servicing, ageing since then, number of cycles completed, accidents, damages, previous damage reports, if any, etc.	2	4	-	-
<b>PC6.</b> Analyse the information to identify ailing containers that need to be put for servicing and repair.	2	4	-	-
<b>PC7.</b> Conduct physical verification of containers in the yard for damages and service ageing.	2	4	-	1
<b>PC8.</b> Identify the containers that require service or repairs and segregate them.	2	4	-	1
<i>Coordinate for servicing</i>	<b>14</b>	<b>28</b>	-	<b>5</b>
<b>PC9.</b> Post identification, update the service or repair requirement status in ERP and mark them out of service.	2	4	-	-
<b>PC10.</b> Contact the service and repair agent regarding the requirement.	2	4	-	-
<b>PC11.</b> Coordinate and fix timelines for on-site or off-site servicing and arrange for pickup and drop of containers in case of off-site servicing.	2	4	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> Review initial service assessment to see estimated part changes and repairs and authorise repairs.	2	4	-	1
<b>PC13.</b> Inspect containers, post servicing and repairs and check for compliance with requirements; check for errors and take corrective action.	2	4	-	1
<b>PC14.</b> Induct the containers which have cleared repair/service requirements back into service.	2	4	-	1
<b>PC15.</b> Update service/repairs undertaken in ERP and endorse the usage of containers in ERP.	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3536
<b>NOS Name</b>	Execute predictive container maintenance using ERP and coordinate for servicing
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICD and CFS
<b>Occupation</b>	Port Operations Coordination
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### LSC/N3537: Optimize container utilization and movement

#### Description

The unit is about optimizing utilization and movement of available containers and their stuffing and cargo containerisation.

#### Scope

The scope covers the following :

- Identify and use available containers
- Allocate resources for container handling, stuffing and de-stuffing
- Review gate movement of containers

#### Elements and Performance Criteria

##### *Identify and use available containers*

To be competent, the user/individual on the job must be able to:

- PC1.** Track the status of containers in the ERP and identify containers that are empty or returning from servicing or repairing and containers that are carrying LCL load.
- PC2.** Check with the shipper the requirement regarding the type of cargo and if FCL or LCL is required and recommend the solution with available containers.
- PC3.** Check that necessary precautions and segregation of type of cargo have been considered while allocating LCL containers.
- PC4.** Coordinate with clients and finalise the timelines for container loading and movement.

##### *Allocate resources for container handling, stuffing and de-stuffing*

To be competent, the user/individual on the job must be able to:

- PC5.** Obtain the weekly container movement plan and prepare the daily stuffing, de-stuffing and storage plans.
- PC6.** Budget and allocate resources according to the plans.
- PC7.** Conduct morning meetings with staff, equipment handlers and workers to communicate the daily plan and allocate the tasks.
- PC8.** Coordinate with the shipper or transporter to ensure the cargo is available for stuffing.
- PC9.** Oversee that container cargo handling operations are done with all precautions and as per SOP to minimise errors and damages inside and outside the CFS/ ICD/ port terminal.

##### *Review gate movement of containers and reporting*

To be competent, the user/individual on the job must be able to:

- PC10.** Check gate logs and entries for container movement into and outside the CFS/ ICD/ port terminals.
- PC11.** Prepare documentation of daily container movement and cargo handling activities.
- PC12.** Update the ERP regarding the container details, location and status.
- PC13.** Provide daily end-of-the-day reports to the manager regarding the status of activities.

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** documentation and reporting as per the organisation's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** risk and impact of not followed defined procedures/work instructions
- KU6.** the coding system followed to label cargo
- KU7.** IT system and ERP system of the organisation
- KU8.** basics of operations in a port terminal, ICD and CFS
- KU9.** use of various cargo handling equipment
- KU10.** vessel layout and loading and unloading activities
- KU11.** yard layout and yard planning
- KU12.** procedures of cargo movement and related compliances
- KU13.** requirements regarding handling of cargo
- KU14.** different types of vessels and cargo and container sizes
- KU15.** different types of cranes and MHEs, their capacities, constraints and usage
- KU16.** handling of hazardous and non-hazardous cargo
- KU17.** marking of material and people movement areas
- KU18.** stuffing and de-stuffing norms for different cargo
- KU19.** special characteristics and handling requirements of shipments, if any

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** interpreting written instructions
- GS2.** shipping manifest, bill of lading shipping bills and related documents
- GS3.** Enterprise Resource Planning (ERP) and computer-generated reports
- GS4.** cargo stowage plans and vessel plans
- GS5.** SOP, safety regulation and compliance manuals and reports
- GS6.** work orders and instructions
- GS7.** various reports and letters
- GS8.** communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities
- GS9.** communicate with cargo equipment operators and ground staff over VHF radio
- GS10.** guide cargo handlers for smooth operations
- GS11.** check if the cargo, vehicle or operation meets compliance
- GS12.** decide on the appropriate response and documentation of different queries and events
- GS13.** plan and estimate the coordination required to resolve a query

## Qualification Pack

- GS14.** maintain punctuality and respond promptly
- GS15.** prioritise and execute tasks based on client requirements
- GS16.** make work plans and resource allocation plans
- GS17.** make checks on the execution of work plans
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to assigned timelines and compliance requirements
- GS20.** address the urgency regarding shipments and activities
- GS21.** identify trends/common causes for delays, damages, etc.
- GS22.** coordinate and handle major issues with different departments
- GS23.** provide suggestions for meeting compliance in different activities
- GS24.** anticipate compliance requirements for different activities
- GS25.** review yard plans to ensure the storage yard meets compliance
- GS26.** ensure compliance in all documentation and operations
- GS27.** check that all security measures and safety protocols are followed at all times

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and use available containers</i>	<b>9</b>	<b>18</b>	-	<b>2</b>
<b>PC1.</b> Track the status of containers in the ERP and identify containers that are empty or returning from servicing or repairing and containers that are carrying LCL load.	3	5	-	1
<b>PC2.</b> Check with the shipper the requirement regarding the type of cargo and if FCL or LCL is required and recommend the solution with available containers.	2	4	-	-
<b>PC3.</b> Check that necessary precautions and segregation of type of cargo have been considered while allocating LCL containers.	2	4	-	-
<b>PC4.</b> Coordinate with clients and finalise the timelines for container loading and movement.	2	5	-	1
<i>Allocate resources for container handling, stuffing and de-stuffing</i>	<b>12</b>	<b>24</b>	-	<b>5</b>
<b>PC5.</b> Obtain the weekly container movement plan and prepare the daily stuffing, de-stuffing and storage plans.	2	4	-	1
<b>PC6.</b> Budget and allocate resources according to the plans.	2	5	-	1
<b>PC7.</b> Conduct morning meetings with staff, equipment handlers and workers to communicate the daily plan and allocate the tasks.	3	5	-	1
<b>PC8.</b> Coordinate with the shipper or transporter to ensure the cargo is available for stuffing.	2	5	-	1
<b>PC9.</b> Oversee that container cargo handling operations are done with all precautions and as per SOP to minimise errors and damages inside and outside the CFS/ ICD/ port terminal.	3	5	-	1
<i>Review gate movement of containers and reporting</i>	<b>9</b>	<b>18</b>	-	<b>3</b>
<b>PC10.</b> Check gate logs and entries for container movement into and outside the CFS/ ICD/ port terminals.	2	4	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> Prepare documentation of daily container movement and cargo handling activities.	2	4	-	1
<b>PC12.</b> Update the ERP regarding the container details, location and status.	3	5	-	1
<b>PC13.</b> Provide daily end-of-the-day reports to the manager regarding the status of activities.	2	5	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3537
<b>NOS Name</b>	Optimize container utilization and movement
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICD and CFS
<b>Occupation</b>	Port Operations Coordination
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQF Clearance Date</b>	30/05/2024

## Qualification Pack

# LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

## Description

This unit deals in detail with application of health, safety, security procedures at workplace and maintaining integrity, ensuring data security, professional and ethical practice.

## Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations
- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

## Elements and Performance Criteria

### *Follow health, safety and security measures during all activities*

To be competent, the user/individual on the job must be able to:

- PC1.** Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.
- PC2.** Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.
- PC3.** Follow organisation procedures concerning documentation.
- PC4.** Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.

### *Maintain a healthy and hygienic workplace*

To be competent, the user/individual on the job must be able to:

- PC5.** Ensure that the work area and supplies are organised and cleaned regularly.
- PC6.** Comply with data safety regulations of the organisation and follow clear worktable area policy.
- PC7.** Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.
- PC8.** Undertake periodical preventive health check-ups.
- PC9.** Participate in fire drills and follow 5S at workplace.

### *Handle emergency situations*

To be competent, the user/individual on the job must be able to:

- PC10.** Act immediately during emergencies and move to safety.
- PC11.** Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.
- PC12.** In case of fire, follow fire safety practices taught during fire drills.
- PC13.** Follow procedures to rescue victims of fire without endangering self.

## Qualification Pack

### *Maintain integrity and ensure data security*

To be competent, the user/individual on the job must be able to:

- PC14.** Refrain from indulging in corrupt practices.
- PC15.** Protect customers' information and ensure acquired information is not used for personal advantage.
- PC16.** Protect data and information related to business or commercial decisions.

### *Professional and ethical practice*

To be competent, the user/individual on the job must be able to:

- PC17.** Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.
- PC18.** Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.
- PC19.** Consult senior management when in an ethical dilemma.

### *Ensure regulatory compliance*

To be competent, the user/individual on the job must be able to:

- PC20.** Check that documentation concerning operations is up to date and in accordance with the regulations.
- PC21.** Coordinate with regulatory authorities and assist in inspections and clearances.
- PC22.** Report any issues with regulatory compliance.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Company's policies on the use of language, Human Resources policies, code of ethics and business
- KU2.** Company's whistle-blower policy and rules related to sexual harassment
- KU3.** Company's reporting structure and documentation policy
- KU4.** Principles of code of ethics and business ethics
- KU5.** Different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU6.** The documentary compliance required for different type of products for Health Safety and Environment (HSE) practices
- KU7.** Relevant Occupational Health and Safety (OHS) regulations
- KU8.** Enterprise /site emergency procedures and techniques
- KU9.** Procedures for recording, reporting and maintenance of workplace safety and hygiene
- KU10.** Health and safety hazards commonly present in the work environment and related precautions
- KU11.** Possible causes of risk, hazard or accident in the workplace
- KU12.** Where to find all the general health and safety equipment in the workplace
- KU13.** Various dangers associated with the use of electrical equipment
- KU14.** Preventative and remedial actions to be taken in the case of exposure to toxic materials
- KU15.** Importance of using protective clothing/equipment while working

## Qualification Pack

- KU16.** Various causes of fire and precautionary activities to prevent the fire accident
- KU17.** Different methods of extinguishing fire and techniques of using the different fire extinguishers
- KU18.** Rescue techniques applied during a fire hazard and safe lifting and carrying practices
- KU19.** Various types of safety signs and their meaning
- KU20.** Appropriate basic first aid treatment relevant to the condition e.g., shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Read policy documents, work-related documents, various acts and regulations
- GS2.** Write instructions, communications to internal staff, emails and letters, and reports
- GS3.** Interact with internal and external stakeholders
- GS4.** Communicate with peers and subordinates
- GS5.** Take appropriate action in a vulnerable situation
- GS6.** Identify breaches and take necessary actions
- GS7.** Identify the documentary requirement for a specific product or regulation and take necessary action
- GS8.** Plan and organise steps/ actions as per the company's guidelines, if any violation of the code of ethics is noticed in the company
- GS9.** Plan and organise training sessions and sensitisation sessions for workforce
- GS10.** Plan review meetings to monitor compliance with ethics and regulations
- GS11.** Prevent company and customer information leakage
- GS12.** Provide proper advice or guidance to colleagues to deal with sensitive issues
- GS13.** Suggest solutions to managers and workers when in an ethical dilemma
- GS14.** Identify conflict of interests and take necessary actions
- GS15.** Review reports to identify common trends of defaults
- GS16.** Conduct a review to analyse the reasons for the default
- GS17.** Check that all regulatory compliances are adhered to
- GS18.** Check that any unethical behaviour gets captured before damage or negative impact happens
- GS19.** Write Health and safety compliance report
- GS20.** Interpret general health and safety guidelines
- GS21.** Communicate general health and safety guidelines to co-workers
- GS22.** Decide on the corrective action to be taken in case of any potential hazards

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security measures during all activities</i>	<b>6</b>	<b>10</b>	-	<b>2</b>
<b>PC1.</b> Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
<b>PC2.</b> Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
<b>PC3.</b> Follow organisation procedures concerning documentation.	1	2	-	-
<b>PC4.</b> Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
<i>Maintain a healthy and hygienic workplace</i>	<b>5</b>	<b>14</b>	-	<b>3</b>
<b>PC5.</b> Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
<b>PC6.</b> Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
<b>PC7.</b> Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
<b>PC8.</b> Undertake periodical preventive health check-ups.	1	3	-	1
<b>PC9.</b> Participate in fire drills and follow 5S at workplace.	1	3	-	-
<i>Handle emergency situations</i>	<b>6</b>	<b>9</b>	-	<b>2</b>
<b>PC10.</b> Act immediately during emergencies and move to safety.	2	2	-	1
<b>PC11.</b> Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
<b>PC13.</b> Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
<i>Maintain integrity and ensure data security</i>	<b>4</b>	<b>8</b>	-	-
<b>PC14.</b> Refrain from indulging in corrupt practices.	2	3	-	-
<b>PC15.</b> Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
<b>PC16.</b> Protect data and information related to business or commercial decisions.	1	3	-	-
<i>Professional and ethical practice</i>	<b>4</b>	<b>8</b>	-	<b>1</b>
<b>PC17.</b> Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
<b>PC18.</b> Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
<b>PC19.</b> Consult senior management when in an ethical dilemma.	1	2	-	-
<i>Ensure regulatory compliance</i>	<b>5</b>	<b>11</b>	-	<b>2</b>
<b>PC20.</b> Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
<b>PC21.</b> Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
<b>PC22.</b> Report any issues with regulatory compliance.	2	4	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9911
<b>NOS Name</b>	Follow health, safety, security procedures and maintain integrity, ethics at workplace
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024



## Qualification Pack

### DGT/VSQ/N0102: Employability Skills (60 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

To be competent, the user/individual on the job must be able to:

- PC1.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

##### *Constitutional values - Citizenship*

To be competent, the user/individual on the job must be able to:

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

To be competent, the user/individual on the job must be able to:

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

##### *Basic English Skills*

To be competent, the user/individual on the job must be able to:

## Qualification Pack

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

To be competent, the user/individual on the job must be able to:

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

### *Communication Skills*

To be competent, the user/individual on the job must be able to:

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

### *Diversity & Inclusion*

To be competent, the user/individual on the job must be able to:

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

To be competent, the user/individual on the job must be able to:

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

To be competent, the user/individual on the job must be able to:

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

### *Entrepreneurship*

To be competent, the user/individual on the job must be able to:

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### *Customer Service*

To be competent, the user/individual on the job must be able to:

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.

## Qualification Pack

**PC28.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

To be competent, the user/individual on the job must be able to:

**PC29.** create a professional Curriculum vitae (Résumé)

**PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

**PC31.** apply to identified job openings using offline /online methods as per requirement

**PC32.** answer questions politely, with clarity and confidence, during recruitment and selection

**PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills and different learning and employability related portals

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

**KU6.** importance of career development and setting long- and short-term goals

**KU7.** about effective communication

**KU8.** POSH Act

**KU9.** Gender sensitivity and inclusivity

**KU10.** different types of financial institutes, products, and services

**KU11.** how to compute income and expenditure

**KU12.** importance of maintaining safety and security in offline and online financial transactions

**KU13.** different legal rights and laws

**KU14.** different types of digital devices and the procedure to operate them safely and securely

**KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

**KU16.** how to identify business opportunities

**KU17.** types and needs of customers

**KU18.** how to apply for a job and prepare for an interview

**KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** read and write different types of documents/instructions/correspondence

**GS2.** communicate effectively using appropriate language in formal and informal settings



## Qualification Pack

- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> understand the difference between job and career	-	-	-	-
<b>PC11.</b> prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC12.</b> follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
<b>PC13.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>2</b>	-	-
<b>PC14.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC15.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC16.</b> select financial institutions, products and services as per requirement	-	-	-	-
<b>PC17.</b> carry out offline and online financial transactions, safely and securely	-	-	-	-
<b>PC18.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC19.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC20.</b> operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
<b>PC21.</b> use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
<b>PC22.</b> use basic features of word processor, spreadsheets, and presentations	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC23.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC24.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC25.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC26.</b> identify different types of customers	-	-	-	-
<b>PC27.</b> identify and respond to customer requests and needs in a professional manner.	-	-	-	-
<b>PC28.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC29.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC30.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC31.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC32.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC33.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0102
<b>NOS Name</b>	Employability Skills (60 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	4
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	27/08/2024
<b>Next Review Date</b>	27/08/2027
<b>NSQC Clearance Date</b>	27/08/2024



## Qualification Pack

### LSC/N3538: Handle dry bulk cargo at Ports/CFS/ICD

#### Description

This unit is about supervision of dry bulk cargo loading/unloading and movement.

#### Scope

The scope covers the following :

- Loading/unloading dry bulk cargo

#### Elements and Performance Criteria

##### *Loading/unloading dry bulk cargo*

To be competent, the user/individual on the job must be able to:

- PC1.** Obtain details of incoming cargo from port/ shipper into the CFS, ICD as per the cargo plan and allocate resources.
- PC2.** Check the IMSBC (International Maritime Solid Bulk Cargo) code of the item to be loaded/unloaded is presented in the documentation and that the vessel/yard has the appropriate safety systems in place.
- PC3.** Identify and finalise bays for storage of incoming cargo considering the various demarcations and precautions to be taken based on cargo type.
- PC4.** Discuss, finalise and communicate cargo movement plan with the workforce and ensure all equipment is ready for operations when vessel docking/transport arrives.
- PC5.** Review the pre-operative checklist to ensure all equipment is functional and get an OK report from all operators and handlers.
- PC6.** Review that the unloading area has been prepared for receipt of material and necessary precautions and PPEs have been taken.
- PC7.** Supervise unloading/loading of dry bulk cargo using GSU cranes, conveyor belts, etc.
- PC8.** Ensure minimum spillage and wastage of dry bulk cargo during transfer operations and monitor the same.
- PC9.** Ensure compliance with IMDG, DG shipping and other material handling guidelines while unloading hazardous/dangerous cargo.
- PC10.** Ensure the yard space is cleaned post-loading/unloading of cargo.
- PC11.** Oversee cargo movement from the port terminal, CFS via rail and road lines and export via vessels.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** documentation and reporting as per the organisation's mandate
- KU3.** security procedures to be followed

## Qualification Pack

- KU4.** escalation matrix for reporting identified problems
- KU5.** risk and impact of not followed defined procedures/work instructions
- KU6.** the coding system followed to label cargo
- KU7.** IT system and ERP system of the organisation
- KU8.** basics of operations in a port terminal, ICD and CFS
- KU9.** use of various cargo handling equipment
- KU10.** vessel layout and loading and unloading activities
- KU11.** yard layout and yard planning
- KU12.** procedures of cargo movement and related compliances
- KU13.** requirements regarding handling of cargo
- KU14.** different types of vessels and cargo and container sizes
- KU15.** different types of cranes and MHEs, their capacities, constraints and usage
- KU16.** handling of hazardous and non-hazardous cargo
- KU17.** marking of material and people movement areas
- KU18.** stuffing and de-stuffing norms for different cargo
- KU19.** special characteristics and handling requirements of shipments, if any

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** interpreting written instructions
- GS2.** shipping manifest, bill of lading shipping bills and related documents
- GS3.** Enterprise Resource Planning (ERP) and computer-generated reports
- GS4.** cargo stowage plans and vessel plans
- GS5.** SOP, safety regulation and compliance manuals and reports
- GS6.** work orders and instructions
- GS7.** various reports and letters
- GS8.** communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities
- GS9.** communicate with cargo equipment operators and ground staff over VHF radio
- GS10.** guide cargo handlers for smooth operations
- GS11.** check if the cargo, vehicle or operation meets compliance
- GS12.** decide on the appropriate response and documentation of different queries and events
- GS13.** plan and estimate the coordination required to resolve a query
- GS14.** maintain punctuality and respond promptly
- GS15.** prioritise and execute tasks based on client requirements
- GS16.** make work plans and resource allocation plans
- GS17.** make checks on the execution of work plans
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to assigned timelines and compliance requirements



## Qualification Pack

- GS20.** address the urgency regarding shipments and activities
- GS21.** identify trends/common causes for delays, damages, etc.
- GS22.** coordinate and handle major issues with different departments
- GS23.** provide suggestions for meeting compliance in different activities
- GS24.** anticipate compliance requirements for different activities
- GS25.** review yard plans to ensure the storage yard meets compliance
- GS26.** ensure compliance in all documentation and operations
- GS27.** check that all security measures and safety protocols are followed at all times

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Loading/unloading dry bulk cargo</i>	<b>30</b>	<b>60</b>	-	<b>10</b>
<b>PC1.</b> Obtain details of incoming cargo from port/ shipper into the CFS, ICD as per the cargo plan and allocate resources.	3	5	-	1
<b>PC2.</b> Check the IMSBC (International Maritime Solid Bulk Cargo) code of the item to be loaded/unloaded is presented in the documentation and that the vessel/yard has the appropriate safety systems in place.	2	6	-	1
<b>PC3.</b> Identify and finalise bays for storage of incoming cargo considering the various demarcations and precautions to be taken based on cargo type.	2	6	-	-
<b>PC4.</b> Discuss, finalise and communicate cargo movement plan with the workforce and ensure all equipment is ready for operations when vessel docking/transport arrives.	3	5	-	1
<b>PC5.</b> Review the pre-operative checklist to ensure all equipment is functional and get an OK report from all operators and handlers.	3	5	-	1
<b>PC6.</b> Review that the unloading area has been prepared for receipt of material and necessary precautions and PPEs have been taken.	3	5	-	1
<b>PC7.</b> Supervise unloading/loading of dry bulk cargo using GSU cranes, conveyor belts, etc.	3	6	-	1
<b>PC8.</b> Ensure minimum spillage and wastage of dry bulk cargo during transfer operations and monitor the same.	3	6	-	1
<b>PC9.</b> Ensure compliance with IMDG, DG shipping and other material handling guidelines while unloading hazardous/dangerous cargo.	3	6	-	1
<b>PC10.</b> Ensure the yard space is cleaned post-loading/unloading of cargo.	3	5	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> Oversee cargo movement from the port terminal, CFS via rail and road lines and export via vessels.	2	5	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3538
<b>NOS Name</b>	Handle dry bulk cargo at Ports/CFS/ICD
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICD and CFS
<b>Occupation</b>	Port Operations Coordination
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### LSC/N3539: Handle reefer cargo at Ports/CFS/ICD

#### Description

This unit is about the supervision of loading/unloading of reefer cargo.

#### Scope

The scope covers the following :

- Loading/unloading of reefer cargo

#### Elements and Performance Criteria

##### *Loading/unloading of reefer cargo*

To be competent, the user/individual on the job must be able to:

- PC1.** Obtain details of incoming reefer cargo from the port/ shipper into the Container Freight Station (CFS) and inland Container Depot (ICD) as per the cargo plan and allocate resources.
- PC2.** Identify and finalise bays for storing incoming reefer cargo, considering the various demarcations and precautions based on cargo type.
- PC3.** Discuss, finalise and communicate the container movement plan with the workforce and ensure all equipment is ready for operations when vessel docking/transport arrives.
- PC4.** Review the pre-operative checklist to ensure all temperature control equipment is functional and get an OK report from all operators and handlers.
- PC5.** Prioritise reefer cargo movement and ensure they are loaded/unloaded within the defined timelines for maintaining reefer temperature.
- PC6.** Take a go-ahead from the cargo surveyor that the load is safe and secure.
- PC7.** Ensure container power lines are disconnected before removal and ensure re-connection post loading/unloading.
- PC8.** Check that the correct temperature is being maintained in the container post-unloading.
- PC9.** Review that the unloading area has been prepared for receipt of material and necessary precautions and PPEs have been taken.
- PC10.** Check if the container units contain fumigants where they are present and take necessary precautions.
- PC11.** Supervise unloading/loading of container cargo using the appropriate crane.
- PC12.** On completing cargo loading/ unloading, signal the cargo handlers to stop operations.

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** documentation and reporting as per organization's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems

## Qualification Pack

- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** coding system followed to label cargo
- KU7.** IT system and ERP system of the organization
- KU8.** basics of operations in a port terminal, ICD and CFS
- KU9.** use of various cargo handling equipment
- KU10.** vessel layout and loading and unloading activities
- KU11.** yard layout and yard planning
- KU12.** procedures of cargo movement and related compliances
- KU13.** requirements regarding handling of cargo
- KU14.** different type of vessels and cargo and container sizes
- KU15.** different types of cranes and MHEs, their capacities, constraints and usage
- KU16.** handling of hazardous and non-hazardous cargo
- KU17.** marking of material and people movement areas
- KU18.** stuffing and de-stuffing norms with respect to different cargo
- KU19.** special characteristics and handling requirements of shipments, if any
- KU20.** reefer controls for setting temperature and humidity
- KU21.** ambient temperature and humidity requirement for different products

## Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** interpreting written instructions
- GS2.** shipping manifest, Bill of lading, shipping bills and related documents
- GS3.** ERP and computer generated reports
- GS4.** cargo stowage plans and vessel plans
- GS5.** SOP, safety regulation and compliance manuals and reports
- GS6.** work-orders and instructions
- GS7.** various reports and letters
- GS8.** communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities
- GS9.** communicate with cargo equipment operators and ground staff over VHF radio
- GS10.** guide cargo handlers for smooth operations
- GS11.** check if the cargo, vehicle or operation meets compliance
- GS12.** decide on the appropriate response and documentation of different queries and events
- GS13.** plan and estimate the coordination required to resolve a query
- GS14.** maintain punctuality and respond promptly
- GS15.** prioritise and execute tasks based on client requirements
- GS16.** make work plans and resource allocation plans
- GS17.** make checks on the execution of work plans
- GS18.** be a team player and achieve joint goals



## Qualification Pack

- GS19.** adhere to assigned timelines and compliance requirements
- GS20.** address the urgency regarding shipments and activities
- GS21.** identify trends/common causes for delays, damages, etc.
- GS22.** coordinate and handle major issues with different departments
- GS23.** provide suggestions for meeting compliance in different activities
- GS24.** anticipate compliance requirements for different activities
- GS25.** review yard plans to ensure the storage yard meets compliance
- GS26.** ensure compliance in all documentation and operations
- GS27.** check that all security measures and safety protocols are followed at all times

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Loading/unloading of reefer cargo</i>	<b>30</b>	<b>60</b>	-	<b>10</b>
<b>PC1.</b> Obtain details of incoming reefer cargo from the port/ shipper into the Container Freight Station (CFS) and inland Container Depot (ICD) as per the cargo plan and allocate resources.	2	5	-	1
<b>PC2.</b> Identify and finalise bays for storing incoming reefer cargo, considering the various demarcations and precautions based on cargo type.	2	5	-	1
<b>PC3.</b> Discuss, finalise and communicate the container movement plan with the workforce and ensure all equipment is ready for operations when vessel docking/transport arrives.	3	5	-	1
<b>PC4.</b> Review the pre-operative checklist to ensure all temperature control equipment is functional and get an OK report from all operators and handlers.	3	5	-	1
<b>PC5.</b> Prioritise reefer cargo movement and ensure they are loaded/unloaded within the defined timelines for maintaining reefer temperature.	3	5	-	1
<b>PC6.</b> Take a go-ahead from the cargo surveyor that the load is safe and secure.	3	5	-	1
<b>PC7.</b> Ensure container power lines are disconnected before removal and ensure re-connection post loading/unloading.	2	5	-	1
<b>PC8.</b> Check that the correct temperature is being maintained in the container post-unloading.	2	5	-	-
<b>PC9.</b> Review that the unloading area has been prepared for receipt of material and necessary precautions and PPEs have been taken.	3	5	-	1
<b>PC10.</b> Check if the container units contain fumigants where they are present and take necessary precautions.	2	5	-	-
<b>PC11.</b> Supervise unloading/loading of container cargo using the appropriate crane.	3	5	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> On completing cargo loading/ unloading, signal the cargo handlers to stop operations.	2	5	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3539
<b>NOS Name</b>	Handle reefer cargo at Ports/CFS/ICD
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICD and CFS
<b>Occupation</b>	Port Operations Coordination
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Qualification Pack

### LSC/N3540: Handle hazardous goods at Ports/CFS/ICD

#### Description

The unit is about handling hazardous cargo at port terminals, CFS and ICDs.

#### Scope

The scope covers the following :

- Identify and segregate hazardous goods
- Oversee that adequate precautions are taken while handling hazardous goods
- Inspect and review storage of hazardous goods

#### Elements and Performance Criteria

##### *Identify and segregate hazardous goods*

To be competent, the user/individual on the job must be able to:

- PC1.** read and interpret different cargo labels associated with different classes and types of hazardous goods
- PC2.** check for permissible limits and available documentation for hazardous goods as per approvals and acceptable specifications
- PC3.** check IMDG code to identify the precautions and permissible limits for handling
- PC4.** ensure that the port and yard terminal are equipped to handle the identified class of hazardous goods
- PC5.** check if all the necessary precautions, PPEs and emergency response teams are in position prior to loading/unloading of cargo
- PC6.** check that the allocated storage bay in the yard is adequately separated and precautions concerning heat, light, temperature control, etc., are taken
- PC7.** provide instructions for the segregation of hazardous goods as per classification
- PC8.** use separate teams for handling different classes of hazardous goods

##### *Oversee that adequate precautions are taken while handling hazardous goods*

To be competent, the user/individual on the job must be able to:

- PC9.** check if appropriate PPEs, MHEs and other equipment are being used to prevent contamination or exposure
- PC10.** check if all PPEs and equipment are functional and contamination proof
- PC11.** ensure all precautions are taken as per SOP while handling hazardous cargo
- PC12.** confirm emergency response action with the emergency and cargo handling teams before operations
- PC13.** inspect containers for damages, leakage, exposure and labels
- PC14.** check if cargo movement via conveyors and dump trucks are spillage-free
- PC15.** ensure clear and obstacle free cargo movement from vessel to yard and yard to transport
- PC16.** ensure that all required precautions and segregations for cargo storage are undertaken
- PC17.** report closure of exercise highlighting handling losses, storage location and coordinates, etc.

## Qualification Pack

### *Inspect and review storage of hazardous goods*

To be competent, the user/individual on the job must be able to:

- PC18.** periodically inspect yard space to check for adequate segregation and precautions for storing hazardous goods
- PC19.** report any leakage, damages, exceptions in handling precautions, and segregation to the manager
- PC20.** document and file inspection reports

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** documentation and reporting as per the organization's mandate
- KU3.** security procedures to be followed
- KU4.** escalation matrix for reporting identified problems
- KU5.** risk and impact of not following defined procedures/work instructions
- KU6.** coding system followed to label cargo
- KU7.** IT system and ERP system of the organization
- KU8.** basics of operations in a port terminal, ICD and CFS
- KU9.** use of various cargo handling equipment
- KU10.** vessel layout and loading and unloading activities
- KU11.** yard layout and yard planning
- KU12.** procedures of cargo movement and related compliances
- KU13.** requirements regarding handling of cargo
- KU14.** different types of vessels and cargo and container sizes
- KU15.** different types of cranes and MHEs, their capacities, constraints and usage
- KU16.** identifying dangerous goods/hazardous substances using labels, International Maritime Dangerous Goods (IMDG) Code markings, Hazardous Chemicals (HAZCHEM) signs and other relevant identification criteria
- KU17.** handling of hazardous and non-hazardous cargo
- KU18.** marking of material and people movement areas
- KU19.** stuffing and de-stuffing norms for different cargo
- KU20.** special characteristics and handling requirements of shipments, if any

### **Generic Skills (GS)**

User/individual on the job needs to know how to:

- GS1.** interpreting written instructions
- GS2.** shipping manifest, bill of lading, shipping bills and related documents
- GS3.** ERP and computer generated reports

## Qualification Pack

- GS4.** cargo stowage plans and vessel plans
- GS5.** SOP, safety regulation and compliance manuals and reports
- GS6.** work orders and instructions
- GS7.** various reports and letters
- GS8.** communicate with customers, freight operators, transporters, shipping companies, other supervisors and port authorities
- GS9.** communicate with cargo equipment operators and ground staff over VHF radio
- GS10.** guide cargo handlers for smooth operations
- GS11.** check if the cargo, vehicle or operation meets compliance
- GS12.** decide on the appropriate response and documentation of different queries and events
- GS13.** plan and estimate the coordination required to resolve a query
- GS14.** maintain punctuality and respond promptly
- GS15.** prioritise and execute tasks based on client requirements
- GS16.** make work plans and resource allocation plans
- GS17.** make checks on the execution of work plans
- GS18.** be a team player and achieve joint goals
- GS19.** adhere to assigned timelines and compliance requirements
- GS20.** address the urgency regarding shipments and activities
- GS21.** identify trends/common causes for delays, damages, etc.
- GS22.** coordinate and handle major issues with different departments
- GS23.** provide suggestions for meeting compliance in different activities
- GS24.** anticipate compliance requirements for different activities
- GS25.** review yard plans to ensure the storage yard meets compliance
- GS26.** ensure compliance in all documentation and operations
- GS27.** check that all security measures and safety protocols are followed at all times

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and segregate hazardous goods</i>	<b>13</b>	<b>27</b>	-	<b>5</b>
<b>PC1.</b> read and interpret different cargo labels associated with different classes and types of hazardous goods	2	4	-	1
<b>PC2.</b> check for permissible limits and available documentation for hazardous goods as per approvals and acceptable specifications	2	4	-	1
<b>PC3.</b> check IMDG code to identify the precautions and permissible limits for handling	2	4	-	1
<b>PC4.</b> ensure that the port and yard terminal are equipped to handle the identified class of hazardous goods	2	3	-	-
<b>PC5.</b> check if all the necessary precautions, PPEs and emergency response teams are in position prior to loading/unloading of cargo	1	3	-	-
<b>PC6.</b> check that the allocated storage bay in the yard is adequately separated and precautions concerning heat, light, temperature control, etc., are taken	1	3	-	1
<b>PC7.</b> provide instructions for the segregation of hazardous goods as per classification	1	3	-	1
<b>PC8.</b> use separate teams for handling different classes of hazardous goods	2	3	-	-
<i>Oversee that adequate precautions are taken while handling hazardous goods</i>	<b>14</b>	<b>27</b>	-	<b>3</b>
<b>PC9.</b> check if appropriate PPEs, MHEs and other equipment are being used to prevent contamination or exposure	1	3	-	-
<b>PC10.</b> check if all PPEs and equipment are functional and contamination proof	2	3	-	1
<b>PC11.</b> ensure all precautions are taken as per SOP while handling hazardous cargo	2	3	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> confirm emergency response action with the emergency and cargo handling teams before operations	2	3	-	-
<b>PC13.</b> inspect containers for damages, leakage, exposure and labels	2	3	-	1
<b>PC14.</b> check if cargo movement via conveyors and dump trucks are spillage-free	1	3	-	-
<b>PC15.</b> ensure clear and obstacle free cargo movement from vessel to yard and yard to transport	2	3	-	-
<b>PC16.</b> ensure that all required precautions and segregations for cargo storage are undertaken	1	3	-	1
<b>PC17.</b> report closure of exercise highlighting handling losses, storage location and coordinates, etc.	1	3	-	-
<i>Inspect and review storage of hazardous goods</i>	<b>3</b>	<b>6</b>	-	<b>2</b>
<b>PC18.</b> periodically inspect yard space to check for adequate segregation and precautions for storing hazardous goods	1	2	-	1
<b>PC19.</b> report any leakage, damages, exceptions in handling precautions, and segregation to the manager	1	2	-	-
<b>PC20.</b> document and file inspection reports	1	2	-	1
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3540
<b>NOS Name</b>	Handle hazardous goods at Ports/CFS/ICD
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Port Terminals, ICDs and CFS
<b>Occupation</b>	Port Operations Coordination
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQF Clearance Date</b>	30/05/2024

## Qualification Pack

### LSC/N9701: Business development and stakeholder relations

#### Description

This unit is about generating new business and maintaining relations with all stakeholders

#### Scope

The scope covers the following :

- Generate new business prospects
- Maintain customer relations
- Coordinate with government officials, vendors and contractors

#### Elements and Performance Criteria

##### *Generate new business prospects*

To be competent, the user/individual on the job must be able to:

- PC1.** update information into ERP, inform the relevant departments on sale closure
- PC2.** obtain the list of existing clients and new prospects from the company's sales database.
- PC3.** prepare sales targets and relationship strategies
- PC4.** Prioritize the clients for contact based on the previous relationship building calls made to each of them
- PC5.** call clients and prospects to seek a meeting
- PC6.** meet clients to offer new services and take feedback for current services
- PC7.** identify client's business needs and offer customized and bundled solutions
- PC8.** negotiate costs, close the deal and collect organizational and payment details of the client
- PC9.** take the client's feedback

##### *Maintain customer relations*

To be competent, the user/individual on the job must be able to:

- PC10.** regularly interact with the client over the phone, emails or personal visits and quickly respond to their queries
- PC11.** address the queries raised by the customers effectively and on time
- PC12.** take appropriate actions on escalations raised by customers
- PC13.** handle customer grievances such as damage or tampering with shipment, extra charges levied, failure to deliver as per commitment, delays, etc.
- PC14.** Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.

##### *Coordinate with government officials, vendors and contractors*

To be competent, the user/individual on the job must be able to:

- PC15.** liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them
- PC16.** analyse and manage insurance claim requests
- PC17.** coordinate with marketing agencies for publicity of company services

## Qualification Pack

- PC18.** negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment periods, etc.
- PC19.** Coordinate with labour contractors and local vendors for sufficient workforce carrier vehicle availability per work demand

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** company's reporting structure to support and expedite project activities
- KU3.** company's policy and work instructions on quality standards and documentation policy
- KU4.** importance of the individual's role in the workflow
- KU5.** company's policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards and handling of dangerous and special goods
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined Turn Around Time (TATs) and output metrics for daily operations
- KU13.** just in time (JIT) mode of inventory management
- KU14.** the coding system followed to label items
- KU15.** The organization's Information Technology (IT) and Enterprise resource planning (ERP) systems
- KU16.** process flow of service operation, value chain and basic supply chain value map within the sub sector
- KU17.** state/country taxes and routing
- KU18.** local and global geographical knowledge
- KU19.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU24.** transit rules and regulations
- KU25.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU26.** customer relationship management
- KU27.** about contract management and SLA
- KU28.** factors for evaluation of performance of vendors

## Qualification Pack

### Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read company quality policy, work instructions and customer requirement
- GS2.** read transit rules and trade policies
- GS3.** read regulatory requirement associated with custom clearance
- GS4.** read e-mails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** write e-mails and letters to government officials, customers, vendors, etc.
- GS6.** note information about vendors on factors like quality of service, on-time order completion, cooperation etc
- GS7.** listen to the requirements of the client
- GS8.** communicate with clients, government officials and other external stakeholders by using various communication channels
- GS9.** exchange information with other managers, supervisory and operational staff at all levels
- GS10.** carefully listen to vendor concerns and issues
- GS11.** decide on corrective measures to improve customer ratings
- GS12.** decide on actions to be taken on escalations raised by the customer
- GS13.** decide appropriate action for poor performance and lack of cooperation by vendor/ Third-party logistics (3PL)
- GS14.** identify and prioritise, select clients and prospects for generating business
- GS15.** liaison with customers, government officials, vendors and staff to ensure that smooth functioning of service centre/office
- GS16.** plan and organise review meetings with vendors and contractors
- GS17.** organise projects/ training plans for performance improvement
- GS18.** take prompt action on queries raised by the customer
- GS19.** understand customer requirement and offer customised or bundled solutions
- GS20.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS21.** resolve the queries raised by customers as well as government officials
- GS22.** address the queries raised by vendors, contractors and other external stakeholders that are not resolved by supervisor and executives
- GS23.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS24.** identify bundles and customisations that cater to the requirement of majority of customers
- GS25.** analyse key reasons for non-performance and customer dissatisfaction
- GS26.** identify key areas that are crucial for performance improvement
- GS27.** improve work processes by adopting best practices concerning quality of service to the customers
- GS28.** act constructively on any problems identified by customers, vendors or government officials
- GS29.** handle personality clashes effectively

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generate new business prospects</i>	<b>14</b>	<b>28</b>	-	<b>4</b>
<b>PC1.</b> update information into ERP, inform the relevant departments on sale closure	1	3	-	1
<b>PC2.</b> obtain the list of existing clients and new prospects from the company's sales database.	2	3	-	1
<b>PC3.</b> prepare sales targets and relationship strategies	2	3	-	-
<b>PC4.</b> Prioritize the clients for contact based on the previous relationship building calls made to each of them	2	3	-	-
<b>PC5.</b> call clients and prospects to seek a meeting	2	3	-	-
<b>PC6.</b> meet clients to offer new services and take feedback for current services	2	3	-	-
<b>PC7.</b> identify client's business needs and offer customized and bundled solutions	1	3	-	1
<b>PC8.</b> negotiate costs, close the deal and collect organizational and payment details of the client	1	4	-	1
<b>PC9.</b> take the client's feedback	1	3	-	-
<i>Maintain customer relations</i>	<b>6</b>	<b>17</b>	-	<b>3</b>
<b>PC10.</b> regularly interact with the client over the phone, emails or personal visits and quickly respond to their queries	1	3	-	1
<b>PC11.</b> address the queries raised by the customers effectively and on time	1	4	-	-
<b>PC12.</b> take appropriate actions on escalations raised by customers	1	3	-	-
<b>PC13.</b> handle customer grievances such as damage or tampering with shipment, extra charges levied, failure to deliver as per commitment, delays, etc.	1	4	-	1

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> Provide regular information to clients regarding new offerings, discounts, customised solutions, etc.	2	3	-	1
<i>Coordinate with government officials, vendors and contractors</i>	<b>10</b>	<b>15</b>	-	<b>3</b>
<b>PC15.</b> liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	1
<b>PC16.</b> analyse and manage insurance claim requests	2	3	-	1
<b>PC17.</b> coordinate with marketing agencies for publicity of company services	2	3	-	-
<b>PC18.</b> negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment periods, etc.	2	3	-	1
<b>PC19.</b> Coordinate with labour contractors and local vendors for sufficient workforce carrier vehicle availability per work demand	2	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>60</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9701
<b>NOS Name</b>	Business development and stakeholder relations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	2
<b>Version</b>	3.0
<b>Last Reviewed Date</b>	30/05/2024
<b>Next Review Date</b>	30/05/2027
<b>NSQC Clearance Date</b>	30/05/2024

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion
5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles
6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

**Minimum Aggregate Passing % at QP Level : 70**



## Qualification Pack

**(Please note:** Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

### Minimum Passing % at NOS Level: 50

**(Please note:** A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

## Assessment Weightage

### Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3532.Allocate resources and streamline operations at the yard using ERP	30	60	-	10	100	15
LSC/N3533.Plan and ensure optimal yard space utilisation using ERP	30	60	-	10	100	15
LSC/N3534.Review port and cargo documentation and regulatory compliance	30	60	-	10	100	10
LSC/N3535.Extract and analyse shipment information using IOT applications and GIS	30	60	-	10	100	15
LSC/N3536.Execute predictive container maintenance using ERP and coordinate for servicing	30	60	-	10	100	10
LSC/N3537.Optimize container utilization and movement	30	60	-	10	100	10
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	5
<b>Total</b>	<b>230</b>	<b>450</b>	<b>-</b>	<b>70</b>	<b>750</b>	<b>90</b>

## Qualification Pack

Elective: 1 Dry bulk cargo

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3538.Handle dry bulk cargo at Ports/CFS/ICD	30	60	-	10	100	10
<b>Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>	<b>100</b>	<b>10</b>

Elective: 2 Reefer cargo

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3539.Handle reefer cargo at Ports/CFS/ICD	30	60	-	10	100	10
<b>Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>	<b>100</b>	<b>10</b>

Elective: 3 Hazardous goods

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3540.Handle hazardous goods at Ports/CFS/ICD	30	60	-	10	100	10
<b>Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>	<b>100</b>	<b>10</b>

Optional: 1 Agency Operations



### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N9701.Business development and stakeholder relations	30	60	-	10	100	10
<b>Total</b>	<b>30</b>	<b>60</b>	<b>-</b>	<b>10</b>	<b>100</b>	<b>10</b>



## Qualification Pack

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training

## Qualification Pack

### Glossary

<b>Sector</b>	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
<b>Scope</b>	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
<b>Organisational Context</b>	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
<b>Electives</b>	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
<b>Options</b>	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.