QUALIFICATION FILE – Special Cargo Operations Coordinator

☒ **Short Term Training (STT)** ☐ **Long Term Training (LTT)** ☐ **Apprenticeship**

☒ **Upskilling** ☐ **Dual/Flexi Qualification** ☐ **For ToT** ☐ **For ToA**

☒ **General** ☐ **Multi-skill (MS)** ☐ **Cross Sectoral (CS)** ☐ **Future Skills**

NCrF/NSQF Level: 4.5

Submitted By:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Submitting Body Contact Details:

Name: Ms. Reena Murray

Position in the Organization: Head - Standards & Quality Assurance

Address if different from the above: Same as above

Tel Number: 044 4851 4607

E-mail Address: reena@lsc-india.com

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Section 1: Basic Details

1.	**Qualification Name**	Special Cargo Operations Coordinator
2.	**Sector/s**	Logistics

3.	**Type of Qualification:** ☐ New ☒ Revised ☐ Has Electives/Options ☐ **OEM**	**NQR Code & version of the existing /previous qualification:** NA	**Qualification Name of the existing version:** Special Cargo Operations Coordinator

4.	a. **OEM Name** b. **Qualification Name** *(Wherever applicable)*	Special Cargo Operations Coordinator

5.	**National Qualification Register (NQR) Code & Version** *(Will be issued after NSQC approval)*	QG-4.5-TW-046192025-V1-LSC & V1.0	6. **NCQF/NSQF Level:** 4.5

7.	**Award (Certificate/Diploma/ Advanced Diploma/ Any Other)** *(Wherever applicable specify multiple entry/exits also & provide details in annexure)*	Certificate
8.	**Brief Description of the Qualification**	The Special Cargo Operations Coordinator performs end-to-end advanced functions for special cargo (fragile goods, hazardous materials, oversized freight, perishable goods, high-value items), from reservations to transport and handling coordination and necessary support. He/ she will ensure that special cargoes are transported safely, efficiently, and in compliance with regulations. He/ she will work under the supervision of a DG specialist.

9.	**Eligibility Criteria for Entry for Student/Trainee/Learner/Employee**	a. **Entry Qualification & Relevant Experience:** See table below

S. No.	Academic/Skill Qualification (with Specialization - if applicable)	Relevant Experience (with Specialization - if applicable)
1	UG Certificate or equivalent	0.5 year relevant experience in freight forwarding
2	12th Grade Pass or equivalent	1.5 year relevant experience in freight forwarding
3	10th Grade pass or equivalent	4.5 year relevant experience in freight forwarding

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		4	Previous relevant Qualification of NSQF Level 4	1.5 years of relevant experience in freight forwarding
		5	Previous relevant Qualification of NSQF Level 3.5	3 years relevant experience in freight forwarding

b. **Age:**

10.	**Credits Assigned to this Qualification** *(as per National Credit Framework (NCrF))*	16		11. **Common Cost Norm Category (I/II/III)** *(wherever applicable)*: I

12.	**Any Licensing Requirements for Undertaking Training on This Qualification** *(wherever applicable)*	NA

13.	**Training Duration by Modes of Training Delivery** *(Specify **Total Duration** as per selected training delivery modes and as per requirement of the qualification)*	☒ **Offline Only** ☐ **Online Only** ☐ **Blended**

Training Delivery Modes	Theory (Hours)	Practical (Hours)	OJT Mandatory (Hours)	OJT Recommended (Hours)	Total (Hours)
Classroom (offline)	170	280	30	-	480
Online					

(Refer Blended Learning Annexure for details)

14.	**Aligned to NCO/ISCO Code/s** *(if code is not available, then mention the same)*	NCO-2015/3351
15.	**Progression Path After Attaining the Qualification** *(Please show Professional and Academic progression) (wherever applicable)*	EXIM - Supervisor (Level 5)
16.	**Other Indian Languages in which the Qualification & Model Curriculum are being Submitted**	Hindi
17.	**Is similar Qualification(s) available on NQR-if yes, justification for this qualification**	☐ Yes ☒ No URLs of similar Qualifications:
18.	**Is the Job Role Amenable to Persons with Disability**	☐ Yes ☒ No *If "Yes", specify applicable type of Disability:*

19.	**How participation of women will be encouraged?**	The Job Role is gender neutral and can be performed by women in equality to men.
20.	**Are Greening/ Environment Sustainability Aspects Covered** *(Specify the NOS/Module which covers it), wherever applicable*	☐ **Yes** ☒ **No**
21.	**Is Qualification Suitable to be Offered in Schools/Colleges**	Schools ☐ Yes ☒ No Colleges ☒ Yes ☐ No
22.	**Name and Contact Details of Submitting / Awarding Body SPOC** *(In case of CS or MS, provide details of both Lead AB & Supporting ABs)*	**Name**: Ms. Reena Murray **Email**: reena@lsc-india.com **Contact No.**: 044 4851 4607 **Website**: www.lsc-india.com
23.	**Final Approval Date by NSQC:** 07-10-2025	**24. Validity Duration:** 3 years **25. Next Review Date:** 07-10-2028

Section 2: Module Summary

NOS of Qualifications
(In exceptional cases these could be described as components)

Mandatory NOS:
Specify the training duration and assessment criteria at NOS/ Module level. For further details refer curriculum document.

*Th.-Theory **Pr.**-Practical **OJT**-On the Job **Man.**-Mandatory Training **Rec.**-Recommended **Proj.**-Project*

S. No	NOS/Module Name	NOS/Module Code & Version *(if applicable)*	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) *(if applicable)*
1	Introduction to Special Cargo Operations Coordinator	Bridge module	Non-core	4.5	1	20	10	-	-	30	0	0		0	0	0
2	Perform reservations for special cargo	LSC/N2148 & V1.0	Core	4.5	2	20	35	5		60	30	60	-	10	100	10

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S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/NS QF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks					
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)
3	Track and coordinate the transit of special cargo	LSC/N2149 & V1.0	Core	4.5	2	20	35	5		60	30	60	-	10	100	20
4	Manage special cargo movement through various modes of transport	LSC/N2150 & V1.0	Core	4.5	2	20	35	5		60	30	60	-	10	100	20
5	Resolve exceptions during special cargo operations	LSC/N2151 & V1.0	Core	4.5	2	20	35	5		60	30	60	-	10	100	20
6	Ensure regulatory compliance and Risk Management	LSC/N2152 & V1.0	Core	4.5	2	20	35	5		60	30	60		10	100	10
7	Follow health, safety and security procedures at cargo operational area	LSC/N2153 & V1.0	Core	4.5	2	20	35	5		60	30	60	-	10	100	10
8	Employability Skills (90 Hours)	DGT/VSQ/N 0103 & V1.0	Non-Core	4.5	3	30	60			90	20	30	-	-	50	10
	Duration (in Hours) / Total Marks				**16**	**170**	**280**	**30**	**-**	**480**	**200**	**390**	**-**	**60**	**650**	**100**

Elective NOS: NA

Assessment - Minimum Qualifying Percentage

Please specify any one of the following:

Minimum Pass Percentage – Aggregate at qualification level: __70__ % *(Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)*

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Minimum Pass Percentage – NOS/Module-wise: ___50___% *(Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.*

Section 3: Training Related

1.	**Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	Any degree + 2 years of relevant industrial experience Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0". Minimum accepted score is 80%
2.	**Master Trainer's Qualification and experience in the relevant sector (in years)** *(as per NCVET guidelines)*	Any degree + minimum 5 years of experience in the logistics industry. Certified for Job Role: "Special Cargo Operations Coordinator" mapped to QP: "LSC/Q2121, V1.0". Minimum accepted score is 80%
3.	**Tools and Equipment Required for the Training**	☒Yes ☐No *(If "Yes", details to be provided in Annexure)*
4.	**In Case of Revised Qualification, Details of Any Upskilling Required for Trainer**	NA

Section 4: Assessment Related

1.	**Assessor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines)*	Any degree + 2 years of relevant industrial experience Recommended that the Assessor is certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%
2.	**Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines) wherever applicable*	Any degree + 2 years of relevant industrial experience Certified for Job Role: "Special Cargo Operations Coordinator" mapped to QP: "LSC/Q2121, V1.0". Minimum accepted score is 80%

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3.	**Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years)** *(as per NCVET guidelines) wherever applicable*	Any degree + 5 years of relevant industrial experience + 1 year assessment experience Recommended that the Assessor is certified for the Job Role: "Lead Assessor", mapped to the Qualification Pack: "MEP/Q2701, V2.0". Minimum accepted score is 80%
4.	**Assessment Mode** *(Specify the assessment mode)*	Online and Offline
5.	**Tools and Equipment Required for Assessment**	☒ Same as for training ☐ Yes ☐ No *(details to be provided in Annexure-if it is different for Assessment)*

Section 5: Evidence of Need for the Qualification

Provide Annexure/Supporting documents name.

1.	**Latest Skill Gap Study (not older than 2 years) (Yes/No):** Yes
2.	**Latest Market Research Reports or any other source (not older than 2 years) (Yes/No):** No
3.	**Government /Industry initiatives/ requirement (Yes/No):** No
4.	**Number of Industry validation provided:** 26
5.	**Estimated nos. of persons to be trained and employed:** As per Annexure: Training and Employment Details
6.	**Evidence of Concurrence/Consultation with Line Ministry/State Departments:** Yes

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	**Annexure:** NCrF/NSQF level justification based on NCrF level/NSQF descriptors *(Mandatory)*	Yes

2.	**Annexure:** List of tools and equipment relevant for qualification *(Mandatory, except in case of online course)*	Yes

3.	**Annexure:** Detailed Assessment Criteria *(Mandatory)*	Assessment of the Candidates on completion of the Training is a very important activity that is monitored by Logistics Sector Skill Council (LSC). It ensures sustained quality of training delivery. It also indicates to the LSC the need for any changes in training content. LSC has developed policies related to affiliation of assessment agencies and assessment process to enhance the quality of assessments and they are outlined in succeeding paragraphs.
		
		1) Guidelines on affiliation of assessment agencies:
		
		As per NSDC guidelines on affiliation of assessment agency, we are adhering the following:
		
		    a) Application evaluation
		    b) Affiliation certificate
		    c) SME profile validation
		    d) Question bank validation
		    e) TOA process
		    f) Link through SIP
		2) Assessment process:
		
		  1) The assessment process would begin by developing the correct qualitative questions for theory/practical and viva. Questions papers are submitted by Assessment Bodies (AB) to LSC for approval.
		
		 2) AB submits Assessor's details, their experience and credentials to LSC for approval.
		
		 3) Third step in the process would be allocation of batches by LSC to AB for which LSC has shifted from a manual allocation system to automated allocation on the basis of grading system on the below mentioned parameters.
		
		     i. Quality of the assessors submitted by the assessment agency.

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		ii. Certification of the assessor by LSC basis the training of assessor's program conducted by LSC. iii. Adherence to schedule of assessments by the assessment agencies. iv. Integrity of the assessor in conducting quality assessments. v. Quality of the question papers submitted by the assessment agencies to LSC. vi. Submission of quality documents of the assessments conducted as insisted by LSC. vii. Time of submission of the required assessment related documents to LSC for approval viii. Time of submission of results in SDMS system post approval by LSC Basis the above grading metrics the system would allocate the batches to the assessment agencies, which has brought transparency in the system of who are allocated how many batches and it is made very clear to the ecosystem that performance matters a lot. This has in turn also helped to improve the quality of the trainings as the check list of documents advised by LSC to be submitted by the assessment agencies speaks on the quality of trainings happening.
4.	**Annexure:** Assessment Strategy *(Mandatory)*	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 validated and approved by the SSC. 3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below) 4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria 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.

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		6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack.
5.	**Annexure:** Blended Learning *(Mandatory, in case selected Mode of delivery is Blended Learning)*	No
6.	**Annexure:** Multiple Entry-Exit Details *(Mandatory, in case qualification has multiple Entry-Exit)*	No
7.	**Annexure:** Acronym and Glossary *(Optional)*	Yes
8.	**Supporting Document:** Model Curriculum *(Mandatory - Public view)*	Yes
9.	**Supporting Document:** Career Progression *(Mandatory - Public view)*	Yes
10.	**Supporting Document:** Occupational Map *(Mandatory)*	Yes
11.	**Supporting Document:** Assessment SOP *(Mandatory)*	https://drive.google.com/file/d/1G3IXYAboNyUNjTb6nHRY6fuK3HQkEsLu/view?usp=sharing
12.	**Any other document you wish to submit:**	NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process	The individual in the job will be able to: ● Possesses knowledge in multidisciplinary contexts, broadly, within the chosen fields of technology/ skills/ job role ● Deeper knowledge and understanding of specialized field of technology / skills/ job role and its underlying principles	The Job holder possess deep and advanced knowledge about special cargo such as fragile goods, hazardous materials, oversized freight, perishable goods, high-value items. The individual applies cognitive and practical skills to perform end-to-end advanced functions for special cargo. Hence this job role qualifies for Level 4.5.	4.5

	● Specialized knowledge and a range of cognitive and practical skills to accomplish tasks and to solve a problem by selecting appropriate information, methods, tools, and materials.		
Professional and Technical Skills/ Expertise/ Professional Knowledge	● Possesses a range of professional and technical skills, displays clarity of knowledge and practice in broad range of activities/ tasks. ● Project management Skills	The Job holder demonstrates advanced cognitive, professional and technical skills for performing end to end functions for special cargo from reservations to transport & handling coordination and necessary support. S/he ensures regulatory compliance and performs risk management while handling special cargo	4.5
Employment Readiness & Entrepreneurship **Skills & Mind-set/Professional Skill**	● Leadership skills ● Digital, Financial and Legal Literacy ● Mathematical and financial analysis skills for applied solutions ● Communication skills ● Collaboration/Negotiation skills ● Organization and Time Management Skills ● Constitutional, humanistic, ethical, and moral values. ● Has well informed practical understanding of social, political, natural and work environment	The job holder communicates clearly with his customers, peers, higher officials, and clients. The individual has good customer orientation, commercial acumen and business insight into air cargo, sea cargo and related areas. S/he has good verbal and nonverbal communication skills apart from excellent interpersonal skills. S/ he calculates applicable rate/charges when dealing with situations involving special handling/special product codes. S/ he calculates the total cost of carriage and freight charges based on the details provided by the customer while performing cargo reservations. Hence this job role qualifies for Level 4.5.	4.5
Broad Learning Outcomes/Core Skill	● Should be able to listen and understand properly and present complex information in a clear and concise manner ● make judgement and take decision, based on the analysis and evaluation of information, for determining solutions to a variety of unpredictable	S/he executes several tasks on their own judgement and discretion. S/ he is able to resolve issues related to documents like SLI (Shipper's Letter of Instruction), packing list, certificate of origin, commercial invoice, customs approval to export (let export) and other relevant documents.	4.5

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	problems associated with the chosen fields of learning, ● make decisions to deal with workplace emergencies/ accidents/problems ● make judgement in a range of situations by critically reviewing and consolidating evidence & risks ● Uses discretion and judgement over a range of known and innovative responses to familiar and un-familiar problems and issues.	The job holder is able to plan for emergencies/exigencies and Handle exceptions during special air cargo reservations. Hence this job role qualifies for Level 4.5.	
Responsibility	The individual is responsible for: ● Is accountable for determining and achieving personal and /or group tangible outcomes ● Manages processes and procedures within broad parameters for defined activities. ● Supervises the routine work of others, takes the required responsibility for the evaluation and improvement of work or study activities. ● Is responsible for managing an independent work unit/ shop floor/ section/ business activity/ assignment	The job holder is accountable for determining and achieving personal and /or group tangible outcomes. S/ he is responsible for activities such as Performing reservations for special cargo, Tracking and coordinating the special cargo movement, Handling exceptions during special cargo handling, Ensuring regulatory compliance and Risk Management, Complying with health, safety and security procedures at cargo operational area. Hence the job role qualifies to be Level 4.5	4.5

Annexure: Tools and Equipment (Lab Set-Up)

List of Tools and Equipment
   Batch Size: 30

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1.	PPE	Standard Make	1
2.	Computers with MS office	Standard Make	1

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3.	Scanners, system tools, printers	Standard Make	1
4.	MHE	Standard Make	15
5.	PPE	Standard Make	15
6.	Barcode scanner	Standard Make	2
7.	HSN code lists	Standard Make	1
8.	Indian Customs EDI System (ICES)	Standard Make	30
9.	Indian Customs EDI Gateway (ICEGATE)	Standard Make	10
10.	Remote EDI system	Standard Make	15
11.	Standard forms	Standard Make	5
12.	Sample documentation	Standard Make	5
13.	SOP	Standard Make	5
14.	ERP	Standard Make	1
15.	GST guidelines	Standard Make	15
16.	LLMS (Learning version)	LLMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to Logistics Sector Skill Council.	15 logins per center
17.	TMS	Standard Make	15

Classroom Aids

The aids required to conduct sessions in the classroom are:

1. Training Kit (Trainer Guide, Presentations)

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2. Charts, Models, Video presentation, Flip Chart
3. Whiteboard/Smart Board, Marker, Board eraser

Annexure: Industry Validations Summary

S. No	Organization Name	Representative Name	Designation	Contact Address	Contact Phone No	E-mail ID	LinkedIn Profile (if available)
1.	EPT Global Logistics Private Limited	Darshan Mashroo	Director				
2.	Flyjac Logistics Pvt. Ltd.	Madhava Priyan.M.P	VP - HR & OD				
3.	AFFREIGHTER LOGISTICS PVT LTD	Akalya Mohan	Vice President				
4.	Denken Global Supply Chain Pvt Ltd	Shyamsundar CK	Director				
5.	EXPRESS ROADWAYS PVT. LTD	Salan	HR Head				
6.	Om Logistics Ltd	Chirag Sehgal	HRD-Manager				
7.	Tripath logistics private limited	S. Balasubramanian	Director				
8.	Navata road transsport	M. Thaviti Naidu	Asst Manager				
9.	FFAF Logistics	Karthi baskar	MD & CEO				
10.	St. John Freight Systems Ltd	P. Suresh Kumar	Dist. manager				
11.	Federal Transport Pvt Ltd	Karthik	Manager				
12.	Ravindra Logistics	Mr Raviindra Singh Bhatia	CEO				
13.	Apeksha Logistics	Geetha Bhaskar	Director – HR & Finance				
14.	Cargomen Logistics (India) Pvt Ltd	Hari Prasad Kalli	AGM – HR				
15.	Dexpro Logistics Pvt Ltd	Sandeep Dobriyal	General Manager				
16.	DTDC Express Limited	Gopikrishna	AM - HR				

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17.	Freyer International Logistics Pvt Ltd	Shilpa	Head – Network development				
18.	Galaxy Freight Private Limited	Afiya Khan	Manager – HR & Admin				
19.	Gaerish Logistics Pvt Ltd	Wesley Prasad A	Manager - HR				
20.	GMR Hyderabad Air Cargo	Ramakrishna Gummudu	Associate Manager – HR & IR				
21.	M/s. Jasvant B. Shah	Samir J Shah	Partner				
22.	Star Freight Private Limited	Samir J Shah	Director				
23.	S2V Sakman India Services	Sai Kumar	Managing Director				
24.	Janex Logistics Pvt Ltd	Jane Crispen	Business Development Executive				
25.	SATTVA Hitech and Conware Pvt Ltd	S. Padmanabhan	Director				
26.	Tulsidas Khimji Pvt Ltd	Pinakin Pandya	VP - Sales				

Annexure: Training & Employment Details

Training and Employment Projections:

Year	Total Candidates		Women		People with Disability	
	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities	Estimated Training #	Estimated Employment Opportunities
2024-25	100					
2025-26	100					
2026-27	100					

Data to be provided year-wise for next 3 years.

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Training, Assessment, Certification, and Placement Data for previous versions of qualifications:

Qualification Version	Year	Total Candidates				Women				People with Disability			
		Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed	Trained	Assessed	Certified	Placed
1.0													
1.0													
1.0													

Applicable for revised qualifications only, data to be provided for past 3 years.

List Schemes in which the previous version of Qualification was implemented:

1.
2.

Content availability for previous versions of qualifications:

☒ Participant Handbook ☒ Facilitator Guide ☐ Digital Content ☐ Qualification Handbook ☐ Any Other:

Languages in which Content is available: English, Hindi

Annexure: Blended Learning

Blended Learning Estimated Ratio & Recommended Tools:

Refer NCVET "Guidelines for Blended Learning for Vocational Education, Training & Skilling" available on:
https://ncvet.gov.in/sites/default/files/Guidelines%20for%20Blended%20Learning%20for%20Vocational%20Education,%20Training%20& %20Skilling.pdf

S. No.	Select the Components of the Qualification	List Recommended Tools – for all Selected Components	Offline : Online Ratio

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1	☐Theory/ Lectures - Imparting theoretical and conceptual knowledge		
2	☐Imparting Soft Skills, Life Skills, and Employability Skills /Mentorship to Learners		
3	☐Showing Practical Demonstrations to the learners		
4	☐Imparting Practical Hands-on Skills/ Lab Work/ workshop/ shop floor training		
5	☐Tutorials/ Assignments/ Drill/ Practice		
6	☐Proctored Monitoring/ Assessment/ Evaluation/ Examinations		
7	☐On the Job Training (OJT)/ Project Work Internship/ Apprenticeship Training		

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform Special Cargo reservations	PC1. Analyse the details of the shipment received from the customer.	1	2	-	0.5
	PC2. Assess and classify the type of special cargo being booked, such as Valuable (VAL), Vulnerable (VUN), Live Animals (AVI), Human Remains (HUM), Dangerous Goods (DGR), Heavy Cargo (HEA), Odd- sized cargo (ODD), Automobiles/Vehicles (VEH) and the special products of the airline.	1	2	-	0.5
	PC3. Advise the applicable documentation, permit, physical condition of the shipment, security, safety, acceptance checklist and related requirements as pre-conditions to be fulfilled by the customer.	1	2	-	0.5

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	PC4. Guide through the other requisites, such as the physical condition of the shipment, security, safety, acceptance checklist, and related requirements, as preconditions to be fulfilled by the customer.	-	-	-	-
	PC5. Determine whether the shipment could be booked or not based on available information and documentation.	1	2	-	0.5
	PC6. Update the shipment record in the cargo system with the current status of the requirements related to special cargo shipments, including those fulfilled and pending.	1	2	-	0.5
	PC7. Reiterate to the customer the list of requirements the customer has fulfilled and those that remain to be fulfilled.	1	2	-	-
	PC8. Apply volume weight or higher chargeable weight, where appropriate and explain the details, including its impact on the freight charges to the customer.	1	2	-	-
	PC9. Apply the appropriate code/s as applicable and the precedence of the applicable rate/charges when dealing with situations involving special handling/special product codes.	1	2	-	0.5
	PC10. Assess the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation as per the tariff provided by the pricing section.	1	2	-	0.5
	PC11. Check and advise if any special tariff over and above the applicable tariff for the shipment is applicable.	1	2	-	-
	PC12. Provide the customer with the details of the rate/charge and the total cost of carriage based on the details provided by the customer and the applicable conditions, if any, including explaining the complexities.	1	2	-	-
	PC13. Ensure that appropriate charges are collected and relevant receipt/equivalent documents are issued, handed over to the customer.	1	2	-	-
	PC14. Collect the applicable charges by debit/credit card/cash or any other form of payment as approved by company procedures and accounted for in each case.	1	2	-	0.5
	PC15. Issue receipt/equivalent document specified to the customer.	1	2	-	0.5

	PC16. Advise the customer that the actual charges payable may vary if the actual weight/dimensions of the special cargo/special products delivered at the air cargo terminal may differ from the booked weight/dimensions.	1	2	-	0.5
	PC17. Generate air waybill as per IATA, national and company regulations to conform to IATA, national and company regulations, whether physical or e-air waybill, and hand them over to the customer.	1	3	-	0.5
	PC18. Queue the booking to capacity optimisation with the exact information available related to the type of special cargo being booked.	1	3	-	0.5
	PC19. Ensure the shipment complies with all relevant international maritime regulations and requirements for transporting special cargo such as packing, fumigation, lashing etc.	1	3	-	0.5
	PC20. Check whether all the required documents for moving the shipment by sea, such as Insurance, BOL (Bill of Lading), Customs Documentation and Certificates, e.g. MSDS, are enclosed.	1	3	-	0.5
	PC21. Verify the documents collected, such as adequate insurance coverage for the specialised cargo.	1	3	-	0.5
	PC22. Collect complete shipment information containing full packing details, including type, layers, dimensions, and any unique handling instructions, e.g., specific temperature control, ventilation, sealing containers, monitoring, etc.	2	3	-	0.5
	PC23. Collect complete package handling instructions from the customer, including Loading/Unloading, Stowage, MHE, etc.	2	3	-	0.5
	PC24. Coordinate with the shipping company for capacity optimisation, container consolidation with cargo compatibility and load booking etc.	2	3	-	0.5
	PC25. Collect the quote/ pricing for transportation and handling from the carrier.	2	3	-	0.5
	PC26. Inform the customer of complete booking information to the client, including price, route, transshipment, handling, stowage etc., as received from the carrier.	2	3	-	0.5
	NOS Total	**30**	**60**	**-**	**10**

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Track and coordinate the transit of special cargo	PC1. Check the booking status before physically accepting the goods.	2	3	-	0.5
	PC2. Confirm that updated processes/procedures are available so the team can effectively discharge their special cargo functions.	1	3	-	0.5
	PC3. Ensure all required documentation, including customs declarations and inspection certificates, is complete and accurate.	1	3	-	0.5
	PC4. Make sure that the cargo is packed as per the regulations and safety data sheet, with proper signages fixed.	2	4	-	1
	PC5. Ensure the cargo is adequately secured and properly restrained to prevent shifting or damage during transit.	2	3	-	0.5
	PC6. Check on condition packing, labelling, marking, pieces, weight, and dimensions against the final bill declared.	1	3	-	0.5
	PC7. Use GPS and other tracking technologies for real-time monitoring of the cargo's location and status throughout the journey.	2	3	-	0.5
	PC8. Coordinate with the port of arrival to arrange for the cargo's prompt unloading and handling.	1	3	-	0.5
	PC9. Manage end-to-end transport in case of transhipment to ensure smooth transitions and avoid delays.	2	3	-	0.5
	PC10. Ensure all necessary documentation for the handover is completed and the correct cargoes are delivered to the correct consignee/agent.	2	4	-	0.5
	PC11. Retrieve/locate cargo from a storage location for delivery.	1	3	-	0.5
	PC12. Verify labelling, condition of packaging, and the number of quantities against delivery orders.	2	3	-	0.5
	PC13. Perform release of cargo to customer/agent.	1	3	-	0.5
	PC14. Acknowledge the delivery order once the shipment is released to the correct consignee/agent.	1	3	-	0.5
	PC15. Report any irregularity/ damage at the storage location and warehouse equipment and notify the superior.	2	3	-	0.5

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	PC16. Review the entire transport process to identify any issues or areas for improvement.	2	3	-	0.5
	PC17. Coordinate for usage of cranes, lift trucks, or custom-built transportation equipment to load, secure for oversized or heavy loads, and unload the cargo.	2	4	-	0.5
	PC18. Make sure that the cargo is physically inspected for any damage or discrepancies before and after transport to ensure it arrives in the expected condition.	1	3	-	0.5
	PC19. Provide feedback and reports to all stakeholders, including clients, shipping companies/carriers, and port/ airport authorities.	2	3	-	0.5
	NOS Total	30	60	-	10
Manage special cargo movement through various modes of transport	PC1. Check the ULD contour and quality before acceptance of perishable cargo.	2	4	-	1
	PC2. Ensure the agent utilises the correct ULD allotment.	2	4	-	-
	PC3. Conduct quality checks on ULD serviceability and netting before handing them to the agent for the buildup of intact ULD at the Perishable Truck Dock.	2	4	-	1
	PC4. Perform real-time tracking of vessels and cargo using carrier's tracking systems/ GPS and AIS (Automatic Identification System).	2	4	-	-
	PC5. Coordinate with port authorities to ensure facilities and equipment meet requirements.	2	4	-	1
	PC6.Maintain regular communication with the vessel's crew, port authorities, and logistics managers to address any issues promptly.	2	4	-	-
	PC7. Perform real-time tracking of vessels and cargo using carrier's tracking systems/ GPS and AIS (Automatic Identification System).	2	4	-	1
	PC8. Determine the best route considering road limitations, weight restrictions, and potential obstacles. Specialised routes may be necessary for oversized or heavy loads.	2	4	-	1

	PC9. Obtain the necessary permits for transporting special cargo, which can vary by region and cargo type, in compliance with local, national, and international regulations.	2	4	-	-
	PC10. Coordinate with various stakeholders, including transportation providers, local authorities, and destination facilities, to ensure smooth movement and handling.	2	4	-	1
	PC11. Use vehicles equipped for special cargo, such as flatbeds, lowboys for ODC, tankers for hazardous liquids or Armoured trucks for high-value shipments.	2	4	-	-
	PC12. Ensure the safety protocols to protect the cargo and the transport team are followed, such as using escorts for oversized loads, following specific safety guidelines for hazardous materials, and having safety equipment available.	2	4	-	1
	PC13. Determine the most suitable rail route, considering factors like track capacity, bridge and tunnel restrictions, and the proximity of loading and unloading facilities. Special routes or schedules may be needed for oversized loads.	2	4	-	1
	PC14. Coordinate timing to ensure rail transport aligns with specialised railcars and equipment availability. Some types of special cargo may require dedicated trains or priority scheduling.	2	4	-	1
	PC15. Use railcars designed for special cargo, such as flatcars for oversized items, tank cars for liquids, or refrigerated cars for perishable goods.	1	2	-	1
	PC16. For extremely heavy or oversized loads, use custom-built railcars or specialised equipment, such as crane cars, for loading and unloading.	1	2	-	-
	NOS Total	**30**	**60**	**-**	**10**
Resolve exceptions during special cargo operations	PC1. Resolve issues related to documents like SLI (Shipper's Letter of Instruction), packing list, certificate of origin, commercial invoice, customs approval to export (let export) and other relevant documents (e.g., UN specification packaging, hazard labels, and markings).	2	4	-	1
	PC2. Provide specialised advice over and above the system database, TACT Rules and applicable manuals to ensure that the shipment is permitted to be carried without any restrictions or limitations.	2	4	-	1

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PC3. Ensure such changes are carried out with the least inconvenience to customers and operational requirements in case of severe disruption, which requires mass initiation of changes in the booking.	2	4	-	1
PC4. Liaise with capacity optimisation to assist the case where possible a shipment is queued to capacity optimisation for confirmation, which requires additional attention due to special and/or unique circumstances.	2	4	-	1
PC5. Assess the authenticity and appropriateness of the weight data provided, and evidence of such information needs to be placed on record for future queries in case of out-of-gauge, huge package/s and other cases.	2	4	-	-
PC6. Escalate cases where special circumstances require the application of rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation away from the published information.	2	4	-	-
PC7. • Ensure that when multiple special product/cargo types are involved, the below are checked • Use of appropriate product/handling code/s • Assessment and application of appropriate charges • Insertion of appropriate remarks/instructions to the stakeholders/regulatory authorities	2	4	-	1
PC8. Follow up while shipment is in transit and ensure that such special products/cargo are handled in an appropriate manner.	2	4	-	1
PC9. Assess the situation and take appropriate decisions related to special products/cargo and address complexities.	2	4	-	1
PC10. Make advance arrangements related to special cargo/special products as and when they arise towards resolution or escalation.	2	4	-	1
PC11. Keep check on all the special cargo/product- related documents to ensure their smooth acceptance, transportation and delivery.	2	5	-	-

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	PC12. Initiate the necessary process towards securing additional regulatory/organisation approval when appropriate and guide the customer when external approvals are involved.	2	5	-	-
	PC13. Liaise with the capacity optimisation unit in specific challenging cases related to the type of special cargo/product.	3	5	-	1
	PC14. Escalate for pending issues warranting reassessment of the applicable rate/charges, including other applicable charges such as Terminal Storage and Processing Charges (TSP), documentation as per the tariff provided by the pricing section.	3	5	-	1
	NOS Total	**30**	**60**	**-**	**10**
Ensure regulatory compliance and Risk Management	PC1. Ensure compliance with customs regulations for importing and exporting special cargo, including declarations and inspections.	2	4	-	1
	PC2. Adhere to the specific regulations governing the transport of special cargo, including national standards for cargo securing, documentation, and safety protocols.	2	4	-	1
	PC3. Follow specific port and airport regulations for handling, loading, and unloading special cargo.	2	4	-	1
	PC4. Comply with regulations and guidelines from regulatory bodies such as IATA (e.g. Dangerous Goods Regulations (DGR) & Cargo Handling Manual (CHM), ICAO and AAI for special cargo movement by air.	2	4	-	1
	PC5. Ensure that documents such as BOL, DG declaration, Certificates of Compliance, Insurance Certificates, Special Permits, and Hazardous Cargo Permits are received in advance and filed appropriately.	2	4	-	1
	PC6. Comply with regulations regarding cargo securing and loading, e.g. SOLAS.	2	4	-	-
	PC7. Make certain that environmental regulations, including proper disposal of hazardous materials and adherence to MARPOL (International Convention for the Prevention of Pollution from Ships) standards, are followed.	2	4	-	-
	PC8. Identify potential risks that may arise while transporting special cargo, such as transit delays, equipment failure, safety hazards, theft, non- compliance with regulations, etc.	2	4	-	1

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	PC9. Recognise distinctive risks related to specific special Cargo, like weight distribution and secure handling for Oversized or Heavy Cargo; risks of leaks, spills, or exposure to toxic substances; risks of spoilage or damage due to temperature fluctuations for perishable goods; risks of theft and sabotage of high-value shipments, etc.	2	4	-	1
	PC10. Assess each identified risk's potential impact and probability and consider historical data, industry benchmarks, and expert opinions.	2	4	-	-
	PC11. Check the availability of SOPs and preventive methods for the risks identified.	2	5	-	-
	PC12. Propose management for creating SOPs and preventive methods in case they are unavailable.	2	5	-	1
	PC13. Monitor the implementation of the SOPs and prevention methods.	3	5	-	1
	PC14. Maintain records of risks and near-miss incidents and report to management.	3	5	-	1
	NOS Total	**30**	**60**	**-**	**10**
Follow health, safety, and security procedures in the cargo operational area.	PC1. Adhere to safety processes according to the different locations (cargo loading area, ramp operation area, etc.) in the area of operation.	2	4	-	1
	PC2. Wear appropriate PPE specific to the area of operations and consider the goods being handled, such as goggles, earplugs, helmets, masks, shoes, etc.	2	4	-	1
	PC3. Adhere to hazard communication protocols and infer safety data sheets (SDS) and warning signs.	2	4	-	1
	PC4. Maintain a clean and organised work environment free of clutter and potential hazards.	2	4	-	1
	PC5. Report any unsafe work conditions or practices immediately to DG Experts or safety personnel.	2	4	-	-
	PC6. Follow emergency response plans and procedures for various scenarios (e.g., leaks, fires, equipment failures).	2	4	-	-
	PC7. Assist colleagues during emergency evacuations, ensuring everyone follows established routes and assembly points.	2	4	-	-

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	PC8. Participate in regular emergency response drills and training, demonstrating competence and composure in simulated scenarios.	2	4	-	-
	PC9. Undertake periodical preventive health check-ups	2	4	-	-
	PC10. Follow security procedures like the green gate in the port, customs area, factory security, etc.	2	4	-	-
	PC11. Adhere to standard safety procedures while handling hazardous/fragile cargo and walk only on the designated pathway	2	4	-	-
	PC12. Check if material handling procedures are followed according to the special cargo being handled and if stacking is done accordingly.	2	4	-	1
	PC13. Verify if all the safety and security-related tags, labels and signage are placed in the cargo	2	4	-	1
	PC14. Act immediately during emergencies and move to safety.	1	4	-	1
	PC15. Provide first aid to affected victims, e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	1
	PC16. In case of fire, follow fire safety practices taught during fire drills.	1	1	-	1
	PC17. Follow procedures to rescue victims of fire without endangering themselves.	1	1	-	1
	NOS Total	**30**	**60**	**-**	**10**
Employability Skills (90 Hours)	**Introduction to Employability Skills**	1	1	-	-
	PC1. Understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
	PC2. Identify and explore learning and employability relevant portals	-	-	-	-
	PC3. Research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
	Constitutional values – Citizenship	1	1	-	-
	PC4. Recognise 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.	-	-	-	-
	PC5. Follow environmentally sustainable practices	-	-	-	-

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	Becoming a Professional in the 21st Century	1	3	-	-
	PC6. Recognise the significance of 21st Century Skills for employment	-	-	-	-
	PC7. 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	-	-	-	-
	PC8. Adopt a continuous learning mindset for personal and professional development	-	-	-	-
	Basic English Skills	3	4	-	-
	PC9. Use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
	PC10. Read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
	PC11. Write short messages, notes, letters, e-mails etc. in English	-	-	-	-
	Career Development & Goal Setting	1	2	-	-
	PC12. Identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
	PC13. Prepare a career development plan with short- and long-term goals	-	-	-	-
	Communication Skills	2	2	-	-
	PC14. Follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
	PC15. Use active listening techniques for effective communication	-	-	-	-
	PC16. Communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
	PC17. Work collaboratively with others in a team	-	-	-	-
	Diversity & Inclusion	1	1	-	-
	PC18. Communicate and behave appropriately with all genders and PwD	-	-	-	-
	PC19. Escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-

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	Financial and Legal Literacy	2	3	-	-
	PC20. Identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
	PC21. Carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
	PC22. Identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
	PC23. Identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
	Essential Digital Skills	3	5	-	-
	PC24. Operate digital devices and use their features and applications securely and safely	-	-	-	-
	PC25. Carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
	PC26. Display responsible online behaviour while using various social media platforms	-	-	-	-
	PC27. Create a personal email account, send and process received messages as per requirement	-	-	-	-
	PC28. Carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
	PC29. Utilise virtual collaboration tools to work effectively	-	-	-	-
	Entrepreneurship	2	3	-	-
	PC30. Identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
	PC31. Develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
	PC32. Identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity				

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	-	-	-	-
Customer Service	1	2	-	-
PC33. Identify different types of customers and ways to communicate with them	-	-	-	-
PC34. Identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC35. Use appropriate tools to collect customer feedback	-	-	-	-
PC36. Follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	2	3	-	-
PC37. Create a professional Curriculum vitae (Résumé)	-	-	-	-
PC38. Search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC39. Apply to identified job openings using offline/online methods as per requirement	-	-	-	-
PC40. Answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC41. Identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

1. Assessment System Overview:

- SSC will receive batches through SIP or email to schedule assessment.
- Batches will be assigned to the NCVET affiliated assessment agencies for conducting the assessment.

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- Assessment agencies send the assessment confirmation and procedure to TP/TC looping SSC.
- Assessment agency deploys the ToA certified Assessor for executing the assessment.
- SSC will monitor the assessment process & records.

2. Testing Environment:

- Check the Assessment location, date and time is same as SIP data.
- Specified equipment must be available to facilitate assessment.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.

3. Assessment Quality Assurance levels/Framework:

- Question bank is created by the Subject Matter Experts (SME) are verified by the other SME of LSC.
- Questions are mapped to the specified assessment criteria.
- Assessor must be ToA certified.
- Mock test/Self assessment will be conducted during training through LSC softwares.

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- 21 points check list must be adhered by both AA and assessor.

5. Method of verification or validation:

- LSC will validate the evidence and results through LSC portal.
- Validation will be candidate wise scrutiny.

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored by AA for certain years.
- Softcopies of evidences will be stored in LSC portal.

On the Job (OJT assessment applicable):

1. The candidate must score 60% to successfully complete the OJT.
2. Tools of Assessment that will be used for assessing whether the candidate is having desired skills and etiquette of dealing with customers, understanding needs & requirements, assessing the customer and perform Soft Skills effectively:

   • Videos of Trainees during OJT

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3. Assessment of each Module will ensure that the candidate is able to:

- Effective engagement with the customers
- Understand the working of various tools and equipment.

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
ISCO	International Standard Classification of Occupations
NCO	National Classification of Occupations
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On the Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process which is obtained when a competent body determines that an individual has achieved learning outcomes to given standards
Qualification File	A Qualification File is a template designed to capture necessary information of a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.

Sector	A grouping of professional activities on the basis of their main economic function, product, service or technology.
Long Term Training	Long-term skilling means any vocational training program undertaken for a year and above. https://ncvet.gov.in/sites/default/files/NCVET.pdf

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