GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

Shipment Classification Agent

QP Code: LSC/Q3029

Version: 3.0

NSQF Level: 4

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Contents

Qualification Pack

LSC/Q3029: Shipment Classification Agent

Brief Job Description

Shipment Classification Agents are also known as Classification Executives. Individuals in this role, who work out of corporate offices, are responsible for updating the system with pre-clearance documentation and creating the Bill of Entry/ Shipping Bill. They are a key part of the clearance team as they perform a vital role of classification of shipments according to their type and document the same.

Personal Attributes

This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N3018: Prepare for classification

2. LSC/N3019: Perform classification

3. LSC/N3020: Post classification activities

4. LSC/N3048: Maintain health, safety and security standards during shipment classification

5. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Gateway Operation
Country	India
NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2004/4113.35

Minimum Educational Qualification & Experience	11th Class
	  OR
	Diploma (Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma)
	  OR
	10th Class (plus 1-year NTC/ NAC)
	  OR
	8th Class (plus 2-year NTC + 1 Year NAC)
	  OR
	8th Class (plus 1-year NTC + 1-Year NAC plus CITS)
	  OR
	10th Class (and pursuing continuous schooling)
	  OR
	10th Class with 2 Years of experience relevant experience
	  OR
	Certificate-NSQF (Courier Associate - level 3 with minimum education as 5th Grade pass) with 2 Years of experience relevant experience

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	31/03/2025
NSQC Approval Date	31/03/2022
Version	3.0
Reference code on NQR	2022/TLW/LSC/06869
NQR Version	1.0

LSC/N3018: Prepare for classification

Description

This unit is about preparing for classification

Scope

The scope covers the following :

- Prepare desk and documents
- Prepare computer system
- Safety and Security aspects

Elements and Performance Criteria

Prepare desk and documents

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

PC1. ensure availability of stationary like paper, pen, etc. for taking notes (if required)

PC2. in the absence of the reference books or stationary, borrow a spare from colleague or contact administration team to send an office boy to the nearby book store where the items would be available

PC3. verify ownership of the latest harmonization system (hs) codes book authorized by customs.

Prepare computer system

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

PC4. switch on the computer and login using company credentials

PC5. boot-up software used for performing the classifying activities

PC6. if there are any issues with the booting of the software, contact an executive in the IT department to help with the same

PC7. check schedule for the day and flag entries pending from previous day.

PC8. accordingly, update status of the entry.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedure

KU2. knowledge of paperwork to be completed on a requirement basis

KU3. procedures for dealing with errors committed with reference to the filing process

KU4. risk and impact of not following defined procedures/work instructions .

KU5. knowledge of all relevant safety and security procedures.

KU6. knowledge of operating a computer.

KU7. knowledge on HS codes of goods based on customs

KU8. knowledge on import/export controls

KU9. knowledge of using the company software for online documentation, classification and creating the bill of entry/ shipping bill

KU10. knowledge of the different websites and software used to create bill of entry/shipping bill

KU11. ability to follow the company login protocols and perform the tasks for the day.

Generic Skills (GS)

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

GS1. ability to manage a checklist for import clearance

GS2. read the HS-codes for customs from the latest/updated manual provided.

GS3. communicate clearly with colleagues

GS4. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly

GS5. share best practices with peers and juniors.

GS6. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS7. prioritize and execute tasks within the scheduled time limits

GS8. maintain schedules and punctuality. avoid absenteeism.

GS9. be a team player and achieve joint goals

GS10. effectively manage stress that could arise due to stringent timelines or long working hours.

GS11. develop a positive attitude to keep stress levels low

GS12. speak to customer clearly and resolve the issue if a customer's query is redirected to the shipment classification team.

GS13. identify trends/common causes for errors and suggest possible solutions to the customs broker.

GS14. handle day to day problems like delays, staffing shortage, etc.

GS15. verify HS codes from the latest/updated manual.

GS16. identify basic errors in the filing process and find the respective solutions

GS17. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Prepare desk and documents	**10**	**40**	**-**	**-**
PC1. ensure availability of stationary like paper, pen, etc. for taking notes (if required)	4	16	-	-
PC2. in the absence of the reference books or stationary, borrow a spare from colleague or contact administration team to send an office boy to the nearby book store where the items would be available	4	16	-	-
PC3. verify ownership of the latest harmonization system (hs) codes book authorized by customs.	2	8	-	-
Prepare computer system	**10**	**40**	**-**	**-**
PC4. switch on the computer and login using company credentials	2	8	-	-
PC5. boot-up software used for performing the classifying activities	2	8	-	-
PC6. if there are any issues with the booting of the software, contact an executive in the IT department to help with the same	2	8	-	-
PC7. check schedule for the day and flag entries pending from previous day.	2	8	-	-
PC8. accordingly, update status of the entry.	2	8	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3018
NOS Name	Prepare for classification
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Gateway Operation
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

LSC/N3019: Perform classification

Description

This unit is about performing classification

Scope

The scope covers the following :

- Classify incoming/outgoing goods
- Create Bill of Entry/Shipping Bill
- Safety and Security aspects

Elements and Performance Criteria

Classify incoming/outgoing goods

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

PC1. verify the consignments that require pre-clearance.

PC2. ensure that the pre-clearance status and information pertaining to it is updated by the system.

PC3. review documents handed over by the customs support agent

PC4. request product description of the consignment (if needed).

PC5. ensure all customs related documents are collected from the classification support agent.

PC6. depending on the type of consignment, enter data from the document into the system

Create Bill of Entry/Shipping Bill

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

PC7. determine type of consignment.

PC8. classify HS code according to the type of consignment

PC9. create bills of entry/shipping bills based on consignment type (form 4/5 or an SEZ/EOU bill of entry).

PC10. maintain and update a checklist for import/export clearances

PC11. escalate high priority errors to the customs broker.

PC12. resolve amendments proposed by the customs broker.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedure

KU2. knowledge of paperwork to be completed on a requirement basis

KU3. procedures for dealing with errors committed with reference to the filing process

KU4. risk and impact of not following defined procedures/work instructions .

KU5. knowledge of all relevant safety and security procedures.

KU6. knowledge of operating a computer.

KU7. knowledge on HS codes of goods based on customs

KU8. knowledge on import/export controls

KU9. knowledge of using the company software for online documentation, classification and creating the bill of entry/shipping bill

KU10. knowledge of the different websites and software used to create bill of entry/shipping bill

KU11. ability to follow the company login protocols and perform the tasks for the day.

Generic Skills (GS)

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

GS1. ability to manage a checklist for import clearance

GS2. read the HS-codes for customs from the latest/updated manual provided.

GS3. communicate clearly with colleagues

GS4. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly

GS5. share best practices with peers and juniors.

GS6. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS7. prioritize and execute tasks within the scheduled time limits

GS8. maintain schedules and punctuality. avoid absenteeism.

GS9. be a team player and achieve joint goals

GS10. effectively manage stress that could arise due to stringent timelines or long working hours.

GS11. develop a positive attitude to keep stress levels low

GS12. speak to customer clearly and resolve the issue if a customer's query is redirected to the shipment classification team.

GS13. identify trends/common causes for errors and suggest possible solutions to the customs broker.

GS14. handle day to day problems like delays, staffing shortage, etc.

GS15. verify hs codes from the latest/updated manual.

GS16. identify basic errors in the filing process and find the respective solutions

GS17. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Classify incoming/outgoing goods	**18**	**27**	**-**	**-**
PC1. verify the consignments that require pre-clearance.	2	3	-	-
PC2. ensure that the pre-clearance status and information pertaining to it is updated by the system.	4	6	-	-
PC3. review documents handed over by the customs support agent	4	6	-	-
PC4. request product description of the consignment (if needed).	2	3	-	-
PC5. ensure all customs related documents are collected from the classification support agent.	2	3	-	-
PC6. depending on the type of consignment, enter data from the document into the system	4	6	-	-
Create Bill of Entry/Shipping Bill	**12**	**43**	**-**	**-**
PC7. determine type of consignment.	2	8	-	-
PC8. classify HS code according to the type of consignment	2	8	-	-
PC9. create bills of entry/shipping bills based on consignment type (form 4/5 or an SEZ/EOU bill of entry).	2	8	-	-
PC10. maintain and update a checklist for import/export clearances	2	8	-	-
PC11. escalate high priority errors to the customs broker.	2	8	-	-
PC12. resolve amendments proposed by the customs broker.	2	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3019
NOS Name	Perform classification
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Hub and Branch Operation
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

LSC/N3020: Post classification activities

Description

This unit is about performing post classification activities

Scope

The scope covers the following :

- Reporting and documentation
- Logoff computer
- Safety and Security aspects

Elements and Performance Criteria

Reporting and documentation

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

PC1. perform an extensive check for errors and pending work

PC2. communicate mailing errors to the customs team at the airport

PC3. communicate non-clearance errors to the network control team at the airport

PC4. report end-of-day pending work to the customs broker

PC5. execute all necessary actions given as solutions by the customs broker

Logoff computer

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

PC6. save all data, safely log off and switch off the computer.

PC7. dispose any unnecessary documents or papers

PC8. clean up the desk and leave the important/necessary documents locked in the desk draw

PC9. convey pending work to colleagues as they could help move it forward the next working day.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedure

KU2. knowledge of paperwork to be completed on a requirement basis

KU3. procedures for dealing with errors committed with reference to the filing process

KU4. risk and impact of not following defined procedures/work instructions .

KU5. knowledge of all relevant safety and security procedures.

KU6. knowledge of operating a computer.

KU7. knowledge on HS codes of goods based on customs

KU8. knowledge on import/export controls

KU9. knowledge of using the company software for online documentation, classification and creating the bill of entry/shipping bill

KU10. knowledge of the different websites and software used to create bill of entry/shipping bill

KU11. ability to follow the company login protocols and perform the tasks for the day.

Generic Skills (GS)

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

GS1. ability to manage a checklist for import clearance

GS2. read the HS-codes for customs from the latest/updated manual provided.

GS3. communicate clearly with colleagues

GS4. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly

GS5. share best practices with peers and juniors.

GS6. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS7. prioritize and execute tasks within the scheduled time limits

GS8. maintain schedules and punctuality. avoid absenteeism.

GS9. be a team player and achieve joint goals

GS10. effectively manage stress that could arise due to stringent timelines or long working hours.

GS11. develop a positive attitude to keep stress levels low

GS12. speak to customer clearly and resolve the issue if a customer's query is redirected to the shipment classification team.

GS13. identify trends/common causes for errors and suggest possible solutions to the customs broker.

GS14. handle day to day problems like delays, staffing shortage, etc.

GS15. verify HS codes from the latest/updated manual.

GS16. identify basic errors in the filing process and find the respective solutions

GS17. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Reporting and documentation	**20**	**35**	**-**	**-**
PC1. perform an extensive check for errors and pending work	4	6	-	-
PC2. communicate mailing errors to the customs team at the airport	4	6	-	-
PC3. communicate non-clearance errors to the network control team at the airport	6	9	-	-
PC4. report end-of-day pending work to the customs broker	4	6	-	-
PC5. execute all necessary actions given as solutions by the customs broker	2	8	-	-
Logoff computer	**10**	**35**	**-**	**-**
PC6. save all data, safely log off and switch off the computer.	2	13	-	-
PC7. dispose any unnecessary documents or papers	2	8	-	-
PC8. clean up the desk and leave the important/necessary documents locked in the desk draw	2	8	-	-
PC9. convey pending work to colleagues as they could help move it forward the next working day.	4	6	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3020
NOS Name	Post classification activities
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Hub and Branch Operation
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

LSC/N3048: Maintain health, safety and security standards during shipment classification

Description

This unit is about maintaining health, safety and security standards during shipment classification

Scope

The scope covers the following :

- Maintain health, safety and security standards during shipment classification

Elements and Performance Criteria

Maintain health, safety and security measures during all activities

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

PC1. Comply with data safety regulations of the organization
PC2. Follow organization procedures with respect to security and confidentiality
PC3. Maintain clean work table area
PC4. Recognize and report unsafe conditions and practices

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. knowledge of organizational procedures
KU2. knowledge of documentation and reporting as per organization's mandate
KU3. procedures for dealing with errors committed with reference to the filing process
KU4. risk and impact of not following defined procedures/work instructions
KU5. knowledge of all relevant safety and security procedures
KU6. knowledge of operating a computer.
KU7. knowledge on hs codes of goods based on customs
KU8. knowledge on import/export controls
KU9. knowledge of using the company software for online documentation, classification and creating the bill of entry/shipping bill.
KU10. knowledge of the different websites and software used to create bill of entry/shipping bill.
KU11. ability to follow the company login protocols and perform the tasks for the day.

Generic Skills (GS)

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

GS1. ability to manage a checklist for import clearance.

GS2.   read the HS-codes for customs from the latest/updated manual provided.

GS3.   communicate clearly with colleagues.

GS4.   regularly communicate with all employees in the chain of activities to ensure activities are running smoothly.

GS5.   share best practices with peers and juniors.

GS6.   act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS7.   prioritize and execute tasks within the scheduled time limits

GS8.   maintain schedules and punctuality. avoid absenteeism.

GS9.   be a team player and achieve joint goals.

GS10.   effectively manage stress that could arise due to stringent timelines or long working hours.

GS11.   develop a positive attitude to keep stress levels low.

GS12.   speak to customer clearly and resolve the issue if a customer's query is redirected to the shipment classification team.

GS13.   identify trends/common causes for errors and suggest possible solutions to the customs broker.

GS14.   handle day to day problems like delays, staffing shortage, etc.

GS15.   verify HS codes from the latest/updated manual.

GS16.   identify basic errors in the filing process and find the respective solutions.

GS17.   ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain health, safety and security measures during all activities	**20**	**80**	**-**	**-**
PC1. Comply with data safety regulations of the organization	5	20	-	-
PC2. Follow organization procedures with respect to security and confidentiality	5	20	-	-
PC3. Maintain clean work table area	5	20	-	-
PC4. Recognize and report unsafe conditions and practices	5	20	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3048
NOS Name	Maintain health, safety and security standards during shipment classification
Sector	Logistics
Sub-Sector	Courier & Mail Services
Occupation	Gateway Operation
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

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:

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.

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	-	-
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	**2**	**4**	-	-
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	**2**	**3**	-	-
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	**1**	**2**	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
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	**2**	**2**	**-**	**-**
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	**1**	**2**	**-**	**-**
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	**2**	**3**	**-**	**-**
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	**3**	**4**	**-**	**-**
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	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
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	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
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	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/09/2025
NSQC Clearance Date	29/09/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ 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 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 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.

6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3018.Prepare for classification	20	80	-	-	100	20
LSC/N3019.Perform classification	30	70	-	-	100	20
LSC/N3020.Post classification activities	30	70	-	-	100	20
LSC/N3048.Maintain health, safety and security standards during shipment classification	20	80	-	-	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	**120**	**330**	**-**	**-**	**450**	**100**

Acronyms

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

Glossary

Sector	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.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	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.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	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.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	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.
Scope	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.

Knowledge and Understanding (KU)	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.
Organisational Context	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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	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.
Electives	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.
Options	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.