**CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE**

**Name and address of submitting body:**

**Logistics Sector Skill Council**

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

**Name and contact details of individual dealing with the submission**

Name : Ms. Reena Murray

Position in the Organization : Head – Standards & Quality Assurance

Address if different from above : Same as above

Tel number : 044 4851 4607

E-mail address : [reena@lsc-india.com](mailto:reena@lsc-india.com)

**List of documents submitted in support of the Qualification File**

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

**Model Curriculum to be added which will include the following:**

* Indicative list of tools/equipment to conduct the training
* Trainers’ qualification
* Lesson Plan
* Distribution of training duration into theory/practical/OJT component

**SUMMARY**

|  |  |  |
| --- | --- | --- |
| **1** | **Qualification Title** | Shipment Classification Agent |
| **2** | **Qualification Code, if any** | LSC/Q3029 |
| ***3*** | **NCO code and occupation** | NCO-2004/4113.35 |
| **4** | **Nature and purpose of the qualification (Please specify whether qualification is short term or long term)** | **Nature:** Certificate course of Shipment Classification Agent  Long term    **Purpose:** Learners who attain this qualification are competent in Courier operation and can get a job as Shipment Classification Agent to Prepare for classification, Perform classification, Perform post classification activities, Maintain health, safety and security standards during shipment classification |
| **5** | **Body/bodies which will award the qualification** | Logistics Sector Skill Council |
| **6** | **Body which will accredit providers to offer courses leading to the qualification** | Logistics Sector Skill Council |
| **7** | **Whether**  **accreditation/affiliation norms are already in place or not , if**  **applicable (if yes, attach a**  **copy)** | Yes  Both accreditation and affiliation are done by LSC based on due diligence report via SIP |
| **8** | **Occupation(s) to which the qualification gives access** | to update the system with pre-clearance documentation and create the Bill of Entry/Shipping Bill |
| **9** | **Job description of the occupation** | 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 |
| **10** | **Licensing requirements** | Not applicable |
| **11** | **Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)** | Not applicable |
| **12** | **Level of the qualification in the**  **NSQF** | 4 |
| **13** | **Anticipated volume of training/learning required to complete the qualification** | 450 hours |
| **14** | **Indicative list of training tools required to deliver this qualification** | **For a class of 30 candidates**  Teaching board – 1  Projector – 1  White board - 1  Video player or TV – 1  Printer – 1  Tracker - 1  Computer – 15  Stationaries – 30  Marker - 2  MHE equipment’s – 1  Corrugated cardboard boxes – 5  Packaging symbols & standards – 5  Tracking sheets - 5  RFID Scanner - 15  PPE – 15  Standard Forms – 15  SOP - 5  GST guidelines – 10 |
| **15** | **Entry requirements and/or recommendations and minimum age** | 11th grade pass + No Experience required or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma + No Experience required or 10th grade pass plus 1-year NTC/ NAC + No Experience required or 8th grade pass plus 2-year NTC + 1 Year NAC  or 8th pass plus 1-year NTC + 1-Year NAC plus CITS + No Experience required or 10th grade pass and pursuing continuous schooling + No Experience required or 10th Grade Pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience,  with minimum age of 18 years completed |
| **16** | **Progression from the qualification (Please show Professional and academic progression)** | Courier Supervisor. |
| **17** | **Arrangements for the**  **Recognition of Prior learning (RPL)** | LSC currently undertakes RPL through the following modes –   1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification. 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission. |
| **18** | **International comparability where known (research evidence to be provided)** | Under Study |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **19** | **Date of planned review of the qualification.** | 31st March, 2025 | | |
| **20** | **Formal structure of the qualification** |  | | |
|  | **Title of unit or other component** | **Mandatory/ Optional** | **Estimated size** **(learning hours)** | **Level** |
| **A** | **Mandatory components** |  |  |  |
|  | Introduction | Mandatory | 30 | 4 |
|  | LSC/N3018: Prepare for classification | Mandatory | 90 | 4 |
|  | LSC/N3019: Perform classification | Mandatory | 90 | 4 |
|  | LSC/N3020: Post classification activities | Mandatory | 90 | 4 |
|  | LSC/N3048: Maintain health, safety and security standards during shipment classification | Mandatory | 90 | 4 |
|  | Employability Skills | Mandatory | 60 | 4 |
|  | **Sub Total (A)** |  | **450 Hrs** |  |
| **B** | **Optional/ elective component** | **NIL** |  |  |
|  | **NA** |  |  |  |
|  | **Subtotal B** |  |  |  |
|  | **Total (A+B)** |  | **450 Hrs** |  |

# SECTION 1

**ASSESSMENT**

|  |  |
| --- | --- |
| **21** | **Body/Bodies which will carry out assessment:**  All the empanelled assessment agency will do the assessment |
| **22** | **How will RPL assessment be managed and who will carry it out?**  RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments -   1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission. |
| **23** | **Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.**  LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.  **Assessment policy of LSC**  1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.  2) Qualification and experience have to be set for the assessors.  3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.  4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.  5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.  6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines.  7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner  8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC  9) Assessment tools should be designed to test both practical skills and theoretical knowledge.  10) Parameters for assessing student’s abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.  11) Expected standards of performance for each competency should be clearly defined and Student’s performance assessed against these standards.  12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print.  13) Questions framed as per blueprint and without ambiguity by SMEs.  14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.  15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party  **Assessment strategy:**  **Assessment process to be adhered by assessment bodies and LSC**  1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance  2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.  3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.  4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.  5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hour in advance from the time of assessment.  6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.  7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.  8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council  9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.  10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.  11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.  12) 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.  13) In case of unsuccessful completion, the trainee may seek Re-assessment on the QP.  2. **ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity**  **The eligibility of assessors for “Job role – Shipment Classification Agent” are as follows:**   * **Any degree** * **2 years of industrial experience**   **3. ELIGIBILITY TO APPEAR IN THE EXAM:**  **Minimum Educational Qualification:** 12th Grade Pass + No Experience required or  Pursuing 1st year of UG + No Experience required  or  Completed 2nd year of the 3-year diploma after 10 + No Experience required or  Pursuing 3rd year of 3-year diploma after 10th + No Experience required  or  Pursuing 1st year of 2- year diploma after 12th + No Experience required  or  10th Grade pass plus 3 years of vocational education & Training or  10th grade pass with 2 year NTC plus 1 year NAC + No Experience required  or  10th Grade pass with 1 year NTC plus NAC + No Experience required  or  10th grade pass with 1 year NTC plus CITS + No Experience required  or  8th Grade pass with 2 year NTC plus 1 year NAC + 1 year CITS + No Experience required or  Courier Associate - NSQF Level 3.5 + minimum education as 8th Grade pass + 2 year relevant experience  **4. MARKING SCHEME:**   |  |  |  | | --- | --- | --- | | **Sr. No.** | **Method of Assessments** | **Weightage (Max. marks)** | | **1** | Theory | 30% | | **2** | Practical | 70% | | **Total** | | **100** |   **5. PASSING MARKS:** Every trainee should score minimum 70%  **6. RESULTS AND CERTIFICATION:** Logistics Sector Skill Council |

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

**ASSESSMENT EVIDENCE**

**Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.**

*NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.*

**24. Assessment evidences**

|  |
| --- |
| **Guidelines for Assessment**  1. LSC have created 16 points check list to collect on the day of assessment.  2. Assessment agencies must ensure to collect all the evidence without fail.  3. Training Partner must cooperate on collecting assessment evidence.  4. Candidates must present with their original Aadhaar’s and alternative id proof which is having clear face picture on the day of assessment.  5. Assessment agency must submit all the collected evidence through LSC MIS portal. |

**Title of Component:**

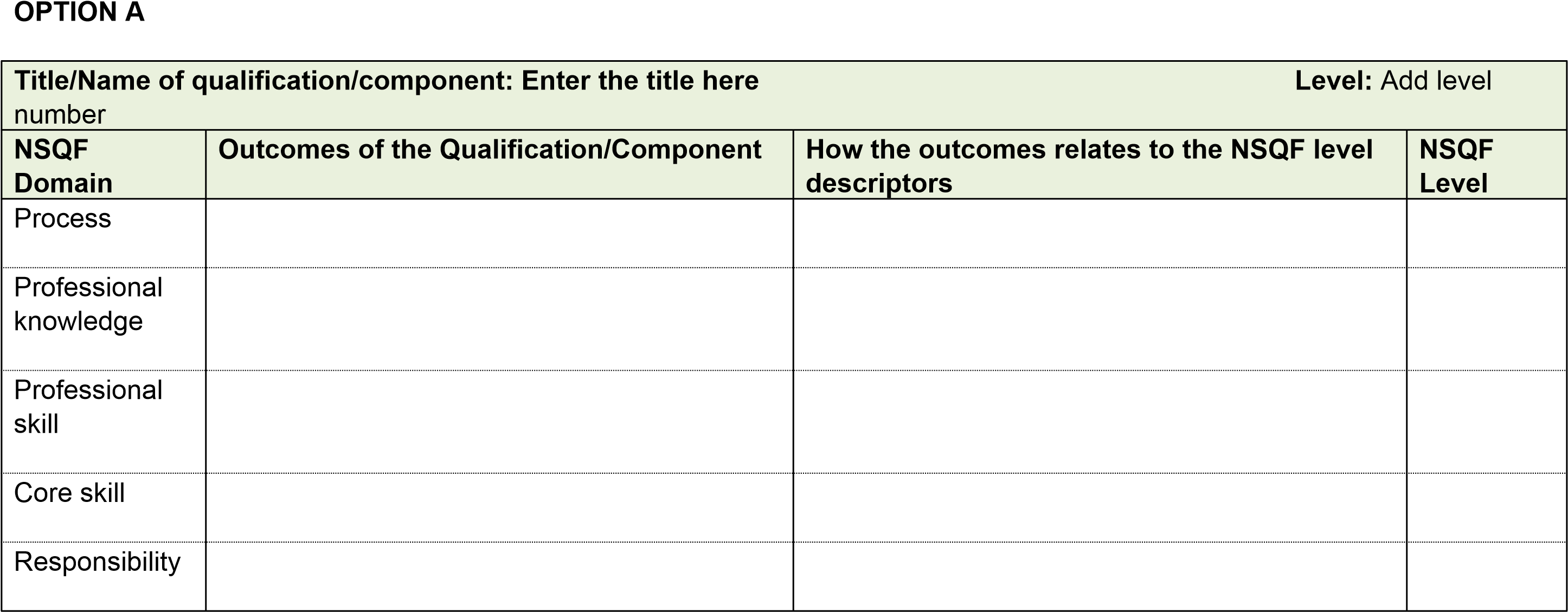
|  |  |
| --- | --- |
| **Outcomes to be assessed/NOSs to be assesed** | **Assessment criteria for the outcome** |
| 1. LSC/N3018: Prepare for classification | To be competent, the user/ individual on the job must be able to:   1. ensure availability of stationary like paper, pen, etc. for taking notes (if required) 2. 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 3. verify ownership of the latest harmonization system (hs) codes book authorized by customs 4. switch on the computer and login using company credentials 5. boot-up software used for performing the classifying activities 6. if there are any issues with the booting of the software, contact an executive in the IT department to help with the same 7. check schedule for the day and flag entries pending from previous day 8. accordingly, update status of the entry |
| 2. LSC/N3019: Perform classification | To be competent, the user/ individual on the job must be able to:   1. verify the consignments that require pre-clearance. 2. ensure that the pre-clearance status and information pertaining to it is updated by the system. 3. review documents handed over by the customs support agent 4. request product description of the consignment (if needed). 5. ensure all customs related documents are collected from the classification support agent. 6. depending on the type of consignment, enter data from the document into the system 7. determine type of consignment. 8. classify HS code according to the type of consignment 9. create bills of entry/shipping bills based on consignment type (form 4/5 or an SEZ/EOU bill of entry). 10. maintain and update a checklist for import/export clearances 11. escalate high priority errors to the customs broker 12. resolve amendments proposed by the customs broker. |
| 3. LSC/N3020: Post classification activities | To be competent, the user/ individual on the job must be able to:   1. perform an extensive check for errors and pending work 2. communicate mailing errors to the customs team at the airport 3. communicate non-clearance errors to the network control team at the airport 4. report end-of-day pending work to the customs broker 5. execute all necessary actions given as solutions by the customs broker 6. save all data, safely log off and switch off the computer. 7. dispose any unnecessary documents or papers 8. clean up the desk and leave the important/necessary documents locked in the desk draw 9. convey pending work to colleagues as they could help move it forward the next working day. |
| 4. LSC/N3048: Maintain health, safety and security standards during shipment classification | To be competent, the user/ individual on the job must be able to:   1. Comply with data safety regulations of the organization 2. Follow organization procedures with respect to security and confidentiality 3. Maintain clean work table area 4. Recognize and report unsafe conditions and practices |

**Employability Skills (60 hours)**

|  |  |  |  |
| --- | --- | --- | --- |
| **S. No** | **Module Name** | **Duration**  **(hours)** | **Assessment**  **Marks** |
| 1. | Introduction to Employability Skills | 1.5 | 2 |
| 2. | Constitutional values - Citizenship | 1.5 | 2 |
| 3. | Becoming a Professional in the 21st Century | 2.5 | 6 |
| 4. | Basic English Skills | 10 | 6 |
| 5. | Career Development & Goal Setting | 2 | 3 |
| 6. | Communication Skills | 5 | 4 |
| 7. | Diversity & Inclusion | 2.5 | 2 |
| 8. | Financial and Legal Literacy | 5 | 5 |
| 9. | Essential Digital Skills | 10 | 8 |
| 10. | Entrepreneurship | 7 | 4 |
| 11. | Customer Service | 5 | 3 |
| 12. | Getting Ready for Apprenticeship & Jobs | 8 | 5 |
|  | **Total** | **60** | **50** |

# SECTION 2

**25. EVIDENCE OF LEVEL**



**Option B:**

|  |  |  |  |
| --- | --- | --- | --- |
| **Title/Name of qualification/component: Shipment Classification Agent (NSQF – 4)** | | | |
| **NSQF Domain** | **Outcomes of the Qualification/Component** | **How the job role relates to the NSQF level descriptors** | **NSQF** **Level** |
| Process | The individual in the job is required to:   * classify the incoming / outgoing consignments * verify the consignments that requires pre-clearance * escalate high priority errors to the customs broker and resolve amendments proposed by the customs broker. | The process is based on classifying the incoming / outgoing consignments. S/he has to verify the consignments that requires pre-clearance and ensure that the pre clearance status and information pertaining to it is updated in the system, which is routine and repetitive in nature. S/he has to review documents handed over by the customs support agent, request product description of the consignment, ensure all customs related documents are collected from the Classification Support Agent and depending on the type of consignment the data has to be entered from the document into the system. S/he has to determine type of consignment, classify HS Code according to the type of consignment, create Bill of Entry/shipping bills based on consignment type (form 4/5 or an SEZ/EOU bill of entry), and maintain a checklist for import/export clearances. S/he has to escalate high priority errors to the customs broker and resolve amendments proposed by the customs broker. | **4** |
| Professional knowledge | S/he would have knowledge of   * different websites and software used to create bill of entry/shipping bill * basic computer systems like to boot-up software used for performing the classifying activities and to check schedule for the day and flag entries pending from previous day, update the status of entry. * NCO terms used with customs department for customs clearance while dealing with the customs broker | The job holder has to be aware different websites and software used to create bill of entry/shipping bill, using the company software for online documentation, classification and creating the Bill of Entry / Shipping bill and ability to follow the company login protocols and perform the tasks for the day. S/he has to know about Import/Export Controls, HS codes of goods based on customs and procedures for dealing with errors committed with reference to the filing process. S/he has to possess knowledge on basic computer systems like to boot-up software used for performing the classifying activities and to check schedule for the day and flag entries pending from previous day and to update the status of entry. S/he has to be aware on the INCO terms used with customs department for customs clearance while dealing with the customs broker | **4** |
| Professional skill | Recall and demonstrate the ability to   * prioritize and execute tasks within the scheduled time limits * make decisions when faced with difficult/stressful or emotional situations. | The job holder has to plan and organize in order to prioritize and execute tasks within the scheduled time limits. S/he has to develop a positive attitude to keep stress levels low and effectively manage stress that could arise due to stringent timelines or long working hours. S/he has to be customer centric by communicating to the customer clearly and resolve the issue if a customer's query is redirected to the shipment classification team. S/he has to verify HS Codes from the latest/updated manual, identify basic errors in the filing process and find the respective solutions. S/he has to act objectively, rather than impulsively or emotionally while making decisions when faced with difficult/stressful or emotional situations. | **4** |
| Core skill | * Communicate effectively with supervisor, customs broker, employees * Skill of basic arithmetic * Read, understand, and Prepare reports, documents | The job holder has to communicate with the supervisor, customs broker and other level of employees for the smooth running of the classification activity. S/he has to communicate mailing errors to the customs team at the airport and non clearance errors to the network control team at the airport. S/he has to read the HS-codes for customs from the latest/updated manual provided. S/he has to possess good writing skills ability to manage a checklist for import clearance and Bill of entry / shipping bills based on consignment type (form 4/5 or an SEZ/EOU Bill of entry) | **4** |
| Responsibility | The individual is responsible for:   * updating the system with pre-clearance documentation and creating the Bill of Entry/Shipping Bill * reporting on end of day pending work to the customs broker on daily basis | The job holder has the responsibility for updating the system with pre-clearance documentation and creating the Bill of Entry/Shipping Bill and form 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. S/he has to verify ownership of the latest Harmonization System (HS) codes book authorized by customs, classify incoming / outgoing consignments with respect to customs clearance and create bill of entry / shipping bill as per the type of consignment. S/he has to report on end of day pending work to the customs broker on daily basis and execute all necessary actions given as solutions by the Customs Broker. | **4** |

**SECTION 3 EVIDENCE OF NEED**

|  |  |  |  |
| --- | --- | --- | --- |
| **26** | **Estimated uptake of Qualification?**  **Basis** |  | **What evidence is there that the qualification is needed?**  **What is this qualification and what is the basis of this?**  **(Applicable for SSCs)** |
|  | Need for the qualification |  | While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same.  The same are also indicated in various skill studies conducted for the logistic sector –   1. Skill requirement in logistics sector   <https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view> |
|  | Industry Relevance |  | As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file. |
|  | Usage of the qualification |  | The information related to past uptake performance of previous QPs related to courier sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year. |
|  | Estimated uptake |  | Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is  <https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view?usp=sharing> |

|  |  |
| --- | --- |
| **27** | **Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence**  Approval has been given by Line Ministry on 3rd August 2021. |
| **28** | **What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification**  NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work |
| **29** | **What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here**   * Qualification that has been developed would be valid for 3 years from the date of upload in NQR. * Periodical interaction with the training partners to gather feedback in implementation. * Employer feedback will be sought post-placement on performance and training standards |

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

# SECTION 4

**EVIDENCE OF PROGRESSION**

|  |  |
| --- | --- |
| **30** | **What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?**  ***Show the career map here to reflect the clear progression***  Occupational and career maps indicating horizontal and vertical mobility have been created and are being used.  Courier Supervisor  Shipment Classification Agent |

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.