

Qualification Pack



Supply Chain Executive

Options: Perform customs clearance field activities

QP Code: LSC/Q3302

Version: 1.0

NSQF Level: 4

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam
Chennai - 600035 || email:ravikanth.yamarthy@lsc-india.com



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LSC/Q3302: Supply Chain Executive

Brief Job Description

The individual is responsible for performing all tactical procurement functions, inventory analysis, transportation management and essential tasks for transportation of ODC

Personal Attributes

A supply chain executive should be proactive, organised, and have eye for details. S/he should be able to draw key findings based on data analysis. S/he should have good computer skills and numerical skills. The individual should have good interpersonal skills and ability to work with various stakeholders.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N3301: Conduct day to day procurement activities](#)
2. [LSC/N3302: Perform inventory analysis](#)
3. [LSC/N3303: Perform in-plant warehouse data entry and analysis using ERP](#)
4. [LSC/N3304: Vendor development](#)
5. [LSC/N3305: Vendor Management](#)
6. [LSC/N3306: Perform essential tasks for transportation of ODC](#)
7. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)
8. [LSC/N2131: Prepare documents for Export and Import processing including EDI filing](#)
9. [LSC/N2342: Perform customs clearance office activities](#)
10. [LSC/N9909: Follow and monitor health, safety and security procedures](#)
11. [LSC/N9908: Maintain and monitor integrity and ethics in operations](#)

Options(Not mandatory):

Option : Perform customs clearance field activities

This unit is about meeting post customs inspection requirements such as packing, scanning, loading and transport arrangement, etc.

1. [LSC/N2341: Perform customs clearance field activities](#)

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Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
Country	India
NSQF Level	4
Credits	23
Aligned to NCO/ISCO/ISIC Code	NCO-2015/3323.0401, 3323.0301
Minimum Educational Qualification & Experience	12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience in supply chain OR Previous relevant Qualification of NSQF Level (3.0 (Supply chain Associate) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	NA
Minimum Job Entry Age	19 Years
Last Reviewed On	NA
Next Review Date	25/08/2025
NSQC Approval Date	25/08/2022
Version	1.0
Reference code on NQR	QG-04-TW-00345-2023-V1.1-LSC
NQR Version	1.0

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LSC/N3301: Conduct day to day procurement activities

Description

This unit is about performing day to day procurement activities to ensure timely delivery of raw materials at the factory for uninterrupted production

Scope

The scope covers the following :

- Requirement gathering and order planning
- Purchase Order placement
- Goods receipts processing
- Invoice processing
- Compliance to regulatory framework

Elements and Performance Criteria

Requirement Gathering and Order Planning

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

- PC1.** coordinate with the Production/ Product development department to understand the demand for different time frames (1 month, 3 months, 6 months etc.)
- PC2.** run MRP using ERP software and identify the quantity of raw material, components, semi-finished goods to be procured as per Bill of Material (BOM) of the products being planned.
- PC3.** compute the quantum of purchase for different categories of items to be purchased based on priority and lead time.
- PC4.** coordinate with manager to select the right supplier from the existing pool as per product specifications, quality, cost and timeline requirements.
- PC5.** contact the selected suppliers to check on order quantity and their capability to supply.
- PC6.** contact alternate suppliers, in case of inability of the first selection.
- PC7.** for emergency material requirement plan for mode of transport and agree on cost of transport with supplier.
- PC8.** document and maintain purchase reports for different items.
- PC9.** plan for unexpected spikes in demand

Purchase Order Placement

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

- PC10.** prepare purchase order/indent with all the essential details such as PO numbers, contact information of the customer, payment information, description and quantity of goods etc.
- PC11.** liaise with managers to review and clarify queries on purchase orders/indents.
- PC12.** send purchase order to supplier electronically or via mail after approval from manager.
- PC13.** in case of automatic PO issue using ERP, communicate with supplier and confirm receipt of PO/indent.
- PC14.** record purchase order details upon approval of purchase order by the supplier.

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PC15. clarify suppliers' queries on PO and make necessary changes if required, with the approval of the manager.

Goods receipts processing

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

PC16. follow up with suppliers to ensure timely delivery of goods.

PC17. track the status of requisitions, contracts and orders.

PC18. coordinate with quality department for inspection of received goods.

PC19. receive report on quantity received and quality approved from supervisor.

PC20. cross check the order quantity, lot size, packaging and other order parameters as per PO/indent before generating goods receipt note for material received from suppliers.

PC21. prepare material return note for quality rejected items and process returns and claims.

PC22. coordinate with quality, engineering, production and other teams to resolve material shortages, quality issues and other discrepancies.

PC23. use ERP for processing Goods Receipt Note (GRN) and (MRN).

PC24. trigger emergency purchase in case of shortage and stop order for non-moving products or components

Invoice Processing

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

PC25. process invoice by matching it with purchase order, quantity received and packaging slips to ensure accuracy.

PC26. resolve discrepancies and ensure that transaction is accurate.

PC27. compute the amount to be paid based on terms of payment.

PC28. send invoices along with status report on quantity and quality of material received for approval to manager.

PC29. forward approved invoices to accounts for payment processing.

PC30. communicate invoice processing status and amount to supplier.

PC31. ensure payments are made within the specified time frame, if not, follow up with accounts department.

Compliance to regulatory requirements

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

PC32. observe GST compliance.

PC33. observe packaging compliance.

PC34. adhere to hazardous goods handling compliance while packaging and shipment of goods.

PC35. adhere to customs, air, ocean, transport requirements.

PC36. adhere to documentation compliance as per company policy.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures and policy on procurement.

KU2. company's reporting structure to support and expedite project activities.

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- KU3.** company's policy and work instructions on quality standards.
- KU4.** policy on return of goods.
- KU5.** importance of the individual's role in the workflow.
- KU6.** occupational health and safety standards and security procedures to be followed.
- KU7.** procedures for dealing with loss or damaged goods.
- KU8.** risk and impact of not following defined work, safety and security procedures.
- KU9.** coding system followed for ordering of parts.
- KU10.** Enterprise Resource Planning (ERP) system of the organization.
- KU11.** ability to understand the engineering drawings and product specifications.
- KU12.** use of computer and data handling devices.
- KU13.** INCOTERMS.
- KU14.** technical specification of products handled.
- KU15.** GST documentation.
- KU16.** packaging for different types of products handled.
- KU17.** customs compliance.
- KU18.** organizational documentation.
- KU19.** use the ERP system of the organization.
- KU20.** inductive and deductive reasoning.
- KU21.** negotiation skills.
- KU22.** various escalations regarding resolving and catering to the customer query
- KU23.** overall procurement process.
- KU24.** procure to pay cycle
- KU25.** handling of quality issues and rejects
- KU26.** root cause analysis
- KU27.** corrective and preventive action

Generic Skills (GS)

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

- GS1.** read order requirement.
- GS2.** read invoices.
- GS3.** read engineering drawings.
- GS4.** write purchase orders.
- GS5.** write indents.
- GS6.** write damage reports and daily output reports.
- GS7.** write Material Return Note (MRN).
- GS8.** write daily reports
- GS9.** communicate with supervisors and co-workers.
- GS10.** collect information from supervisor.
- GS11.** communicate with suppliers.

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- GS12.** decide if a problem can be resolved quickly internally or needs to be escalated.
- GS13.** identify activities or orders that need to be prioritised as per instructions.
- GS14.** decide as per the organization's guiding policies and criteria regarding procurement.
- GS15.** decide keeping in account the market, economic, social and political environment.
- GS16.** plan and estimate the time for each activity.
- GS17.** maintain punctuality.
- GS18.** respond to the supervisor in a timely manner.
- GS19.** prioritize and execute tasks based on instructions.
- GS20.** be a team player and achieve joint goals
- GS21.** understand importance of customer timelines.
- GS22.** understand urgency of customers as per the instructions.
- GS23.** inform the supervisor regarding delays, issue in doing an activity, etc.
- GS24.** coordinate and ensure timeliness in receipt and delivery of completed items.
- GS25.** verify the authenticity of suppliers.
- GS26.** check compliance of materials received as per purchase orders .
- GS27.** identify defaulting suppliers
- GS28.** suggest improvement in procurement practices to increase efficiency.
- GS29.** focus on task at hand and complete it without errors and delays.
- GS30.** personality development
- GS31.** digital literacy
- GS32.** e-mail etiquettes
- GS33.** telephone etiquettes

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Requirement Gathering and Order Planning</i>	10	16	-	-
PC1. coordinate with the Production/ Product development department to understand the demand for different time frames (1 month, 3 months, 6 months etc.)	1	2	-	-
PC2. run MRP using ERP software and identify the quantity of raw material, components, semi-finished goods to be procured as per Bill of Material (BOM) of the products being planned.	2	2	-	-
PC3. compute the quantum of purchase for different categories of items to be purchased based on priority and lead time.	1	2	-	-
PC4. coordinate with manager to select the right supplier from the existing pool as per product specifications, quality, cost and timeline requirements.	1	2	-	-
PC5. contact the selected suppliers to check on order quantity and their capability to supply.	1	2	-	-
PC6. contact alternate suppliers, in case of inability of the first selection.	1	2	-	-
PC7. for emergency material requirement plan for mode of transport and agree on cost of transport with supplier.	1	2	-	-
PC8. document and maintain purchase reports for different items.	1	1	-	-
PC9. plan for unexpected spikes in demand	1	1	-	-
<i>Purchase Order Placement</i>	8	10	-	-
PC10. prepare purchase order/indent with all the essential details such as PO numbers, contact information of the customer, payment information, description and quantity of goods etc.	2	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. liaise with managers to review and clarify queries on purchase orders/indents.	1	2	-	-
PC12. send purchase order to supplier electronically or via mail after approval from manager.	1	1	-	-
PC13. in case of automatic PO issue using ERP, communicate with supplier and confirm receipt of PO/indent.	1	2	-	-
PC14. record purchase order details upon approval of purchase order by the supplier.	1	1	-	-
PC15. clarify suppliers' queries on PO and make necessary changes if required, with the approval of the manager.	2	2	-	-
<i>Goods receipts processing</i>	10	16	-	-
PC16. follow up with suppliers to ensure timely delivery of goods.	1	1	-	-
PC17. track the status of requisitions, contracts and orders.	1	2	-	-
PC18. coordinate with quality department for inspection of received goods.	1	2	-	-
PC19. receive report on quantity received and quality approved from supervisor.	1	2	-	-
PC20. cross check the order quantity, lot size, packaging and other order parameters as per PO/ indent before generating goods receipt note for material received from suppliers.	2	2	-	-
PC21. prepare material return note for quality rejected items and process returns and claims.	1	2	-	-
PC22. coordinate with quality, engineering, production and other teams to resolve material shortages, quality issues and other discrepancies.	1	2	-	-
PC23. use ERP for processing Goods Receipt Note (GRN) and (MRN).	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. trigger emergency purchase in case of shortage and stop order for non-moving products or components	1	1	-	-
<i>Invoice Processing</i>	7	13	-	-
PC25. process invoice by matching it with purchase order, quantity received and packaging slips to ensure accuracy.	1	2	-	-
PC26. resolve discrepancies and ensure that transaction is accurate.	1	2	-	-
PC27. compute the amount to be paid based on terms of payment.	1	2	-	-
PC28. send invoices along with status report on quantity and quality of material received for approval to manager.	1	2	-	-
PC29. forward approved invoices to accounts for payment processing.	1	2	-	-
PC30. communicate invoice processing status and amount to supplier.	1	1	-	-
PC31. ensure payments are made within the specified time frame, if not, follow up with accounts department.	1	2	-	-
<i>Compliance to regulatory requirements</i>	5	5	-	-
PC32. observe GST compliance.	1	1	-	-
PC33. observe packaging compliance.	1	1	-	-
PC34. adhere to hazardous goods handling compliance while packaging and shipment of goods.	1	1	-	-
PC35. adhere to customs, air, ocean, transport requirements.	1	1	-	-
PC36. adhere to documentation compliance as per company policy.	1	1	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3301
NOS Name	Conduct day to day procurement activities
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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LSC/N3302: Perform inventory analysis

Description

This unit is about performing inventory analysis

Scope

The scope covers the following :

- Store wise physical inventory count.
- Inventory analysis.
- Inventory forecasting.

Elements and Performance Criteria

Store wise physical inventory count

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

- PC1.** feed and append inventory data received into the ERP system and prepare MIS report
- PC2.** check for any gaps in the report and rectify the discrepancy.
- PC3.** make a list of all the inventory with clear details including item code, item name, unit name, product description, purchase price, sales price, tax code, tracking code etc.
- PC4.** recheck the inventory data to identify any unusual information and take corrective action.
- PC5.** update inventory items as and when there are changes.

Inventory analysis

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

- PC6.** determine the optimum amount of inventory to be kept on hand using various inventory analysis methods such as ABC analysis, VED analysis, FSN analysis etc.
- PC7.** review the inventory on a continuous or periodic basis as pre decided by the manager.
- PC8.** submit the analysis to manager for further review.

Inventory forecasting

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

- PC9.** determine the period of forecasting based on the manufacturing production cycle, inventory turnover rate etc., and collect all past demand data.
- PC10.** choose the right forecasting method such as qualitative forecasting (Delphi method, historical life cycle analogy) or quantitative forecasting (time series models, exponential smoothing, seasonal indexes) as per business needs and suitability.
- PC11.** evaluate both long terms and short-term influencers and outside variables for forecasting.
- PC12.** perform inventory forecasting technique as per standard operating procedure considering both long term, short term and outside variables such as economic growth, seasonality, lifestyle changes etc.
- PC13.** compare actual demand against forecasts from multiple angles to identify the variances.
- PC14.** diagnose the cause of forecast variances such as inaccurate inventory data, poor forecasting, variability in demand, swings in economy etc. and take corrective actions.

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Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures and policy on quality, documentation, etc.
- KU2.** company's reporting structure to support and expedite project activities.
- KU3.** company's policy and work instructions on quality standards.
- KU4.** policy on return of goods.
- KU5.** importance of the individual's role in the workflow.
- KU6.** occupational health and safety standards and security procedures to be followed.
- KU7.** risk and impact of not following defined work, safety and security procedures.
- KU8.** Enterprise Resource Planning (ERP) system of the organization.
- KU9.** types of inventory
- KU10.** inventory metrics (inventory turns, day's inventory etc.)
- KU11.** part inventory management.
- KU12.** use of computer and data handling devices.
- KU13.** data analysis.
- KU14.** numerical estimation.
- KU15.** financials involved in inventory.
- KU16.** inventory analysis techniques (ABC analysis, FSN analysis).
- KU17.** forecasting techniques (Delphi method, historical life cycle analog).
- KU18.** Warehouse Management System
- KU19.** different geographical locations.
- KU20.** various escalations regarding resolving and catering to the customer query.
- KU21.** overall process in inventory operations.
- KU22.** root cause analysis
- KU23.** corrective and preventive action

Generic Skills (GS)

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

- GS1.** read written instructions.
- GS2.** read invoicing label and shipment labels.
- GS3.** read product tags and labels.
- GS4.** read analysis reports.
- GS5.** write damage reports and daily output reports.
- GS6.** write daily reports.
- GS7.** write analysis reports.
- GS8.** communicate with supervisors and co-workers.
- GS9.** collect information from supervisors.

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- GS10.** communicate with other departments.
- GS11.** decide if a problem can be resolved quickly internally or needs to be escalated.
- GS12.** identify activities or orders that need to be prioritised as per instructions.
- GS13.** plan and estimate the time for each activity.
- GS14.** maintain punctuality.
- GS15.** respond to the supervisor in a timely manner.
- GS16.** prioritize and execute tasks based on instructions.
- GS17.** be a team player and achieve joint goals.
- GS18.** understand importance of customer timelines.
- GS19.** understand urgency of customers as per the instructions.
- GS20.** inform the supervisor regarding delays, issue in doing an activity, etc.
- GS21.** coordinate and ensure timeliness in receipt and stock maintenance of inventory items.
- GS22.** analyse inventory data
- GS23.** suggest improvement in inventory handling techniques
- GS24.** focus on task at hand and complete it without errors and delays
- GS25.** personality development
- GS26.** digital literacy
- GS27.** telephone etiquettes
- GS28.** e-mail etiquettes

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Store wise physical inventory count</i>	10	25	-	-
PC1. feed and append inventory data received into the ERP system and prepare MIS report	2	5	-	-
PC2. check for any gaps in the report and rectify the discrepancy.	2	5	-	-
PC3. make a list of all the inventory with clear details including item code, item name, unit name, product description, purchase price, sales price, tax code, tracking code etc.	2	5	-	-
PC4. recheck the inventory data to identify any unusual information and take corrective action.	2	5	-	-
PC5. update inventory items as and when there are changes.	2	5	-	-
<i>Inventory analysis</i>	7	15	-	-
PC6. determine the optimum amount of inventory to be kept on hand using various inventory analysis methods such as ABC analysis, VED analysis, FSN analysis etc.	3	5	-	-
PC7. review the inventory on a continuous or periodic basis as pre decided by the manager.	2	5	-	-
PC8. submit the analysis to manager for further review.	2	5	-	-
<i>Inventory forecasting</i>	13	30	-	-
PC9. determine the period of forecasting based on the manufacturing production cycle, inventory turnover rate etc., and collect all past demand data.	2	5	-	-
PC10. choose the right forecasting method such as qualitative forecasting (Delphi method, historical life cycle analogy) or quantitative forecasting (time series models, exponential smoothing, seasonal indexes) as per business needs and suitability.	3	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. evaluate both long terms and short-term influencers and outside variables for forecasting.	2	5	-	-
PC12. perform inventory forecasting technique as per standard operating procedure considering both long term, short term and outside variables such as economic growth, seasonality, lifestyle changes etc.	2	5	-	-
PC13. compare actual demand against forecasts from multiple angles to identify the variances.	2	5	-	-
PC14. diagnose the cause of forecast variances such as inaccurate inventory data, poor forecasting, variability in demand, swings in economy etc. and take corrective actions.	2	5	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3302
NOS Name	Perform inventory analysis
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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LSC/N3303: Perform in-plant warehouse data entry and analysis using ERP

Description

This unit is about making data entries and updations in ERP as well as analysing data to draw inferences and ensuring information flow

Scope

The scope covers the following :

- ERP entry.
- Analysis and prepare report.
- Communicate reports.

Elements and Performance Criteria

ERP entry

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

- PC1.** collect information from associate and supervisor regarding loading, un-loading, picking, kitting, binning, line feeding etc. feed into ERP.
- PC2.** issue material request for line usage using ERP.
- PC3.** obtain information from supervisors and managers regarding priorities, complaints/delay, escalations, supplier complaints, feedback etc. and feed into ERP.
- PC4.** obtain information regarding change in inventory and feed into ERP.

Analyze and prepare reports

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

- PC5.** review entries made into the ERP with respect to daily plant warehouse operations.
- PC6.** perform various data analysis such as variance analysis, line stops and rejection data report, report generation operational complaint related internal and external stakeholders etc.
- PC7.** provide a daily report to management regarding different activities.

Communicate reports

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

- PC8.** coordinate with departments to resolve queries and provide information.
- PC9.** liaise with suppliers and transport companies and provide the necessary information.
- PC10.** prepare periodic reports and update the management.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures.
- KU2.** documentation and reporting as per organization's mandate.

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- KU3.** security procedures to be followed.
- KU4.** escalation matrix for reporting identified problems.
- KU5.** risk and impact of not following defined procedures/work instructions.
- KU6.** coding system followed to label mail
- KU7.** Information Technology (IT) system and ERP system of the organization.
- KU8.** use of computer and associated equipment.
- KU9.** basic trouble shooting regarding network connections, telephones and computers.
- KU10.** using the ERP.
- KU11.** data analysis.
- KU12.** report preparation.
- KU13.** understanding of various escalations regarding resolving and catering to the customer query.
- KU14.** overall process from receiving materials to line feeding and liaising with different departments engaged in the process.
- KU15.** types of shipments being handled.
- KU16.** root cause analysis
- KU17.** corrective and preventive action

Generic Skills (GS)

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

- GS1.** read written instructions.
- GS2.** read product instructions, invoicing label and shipment labels.
- GS3.** read product tags and labels.
- GS4.** read various reports and notes.
- GS5.** write damage reports and daily output reports.
- GS6.** generate daily reports from Management Information System (MIS)
- GS7.** develop presentations on operational trends.
- GS8.** communicate with supervisors and co-workers.
- GS9.** collect information from supervisors, associates and peers.
- GS10.** conduct basic checks and verify the accuracy of the data provided.
- GS11.** identify errors in data reporting in ERP and resolve the same or escalate if required.
- GS12.** draw inferences and conclusions based on trend analysis.
- GS13.** maintain punctuality.
- GS14.** plan for timely collection of information from supervisors and associates.
- GS15.** organise the data to streamline data entry processes.
- GS16.** be a team player and achieve joint goals.
- GS17.** adhere to customer timelines.
- GS18.** address urgency of customers.
- GS19.** identify common trends as per analysis and report the same to management.



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- GS20.** suggest possible solutions for the common issues in daily operations identified based on information.
- GS21.** verify the accuracy of the data and apply filters before updating the data into ERP.
- GS22.** verify the authenticity of the data and apply filters to remove aberrations in the data.
- GS23.** analyse trends to identify defaults for corrective action as needed.
- GS24.** observe the data to identify aberrations if any.
- GS25.** cross check data to check for data gaps and mistakes in reporting.
- GS26.** personality development
- GS27.** digital literacy
- GS28.** e-mail etiquettes
- GS29.** telephone etiquettes

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>ERP entry</i>	12	28	-	-
PC1. collect information from associate and supervisor regarding loading, un-loading, picking, kitting, binning, line feeding etc. feed into ERP.	3	7	-	-
PC2. issue material request for line usage using ERP.	3	7	-	-
PC3. obtain information from supervisors and managers regarding priorities, complaints/delay, escalations, supplier complaints, feedback etc. and feed into ERP.	3	7	-	-
PC4. obtain information regarding change in inventory and feed into ERP.	3	7	-	-
<i>Analyze and prepare reports</i>	9	21	-	-
PC5. review entries made into the ERP with respect to daily plant warehouse operations.	3	7	-	-
PC6. perform various data analysis such as variance analysis, line stops and rejection data report, report generation operational complaint related internal and external stakeholders etc.	3	7	-	-
PC7. provide a daily report to management regarding different activities.	3	7	-	-
<i>Communicate reports</i>	9	21	-	-
PC8. coordinate with departments to resolve queries and provide information.	3	7	-	-
PC9. liaise with suppliers and transport companies and provide the necessary information.	3	7	-	-
PC10. prepare periodic reports and update the management.	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3303
NOS Name	Perform in-plant warehouse data entry and analysis using ERP
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N3304: Vendor development

Description

This unit is about developing new vendors

Scope

The scope covers the following :

- Requirement Identification
- Vendor identification & basic evaluation
- Technical evaluation
- Support costing, negotiation, and contract drafting
- Vendor information management

Elements and Performance Criteria

Requirement Identification

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

- PC1.** coordinate with the production/product development department to understand the product/component/ service needs and specific requirement
- PC2.** understand and clarify on the terms of reference, technical specifications, estimate of budget, volume requirement, planning lead time, and safety stock requirements from user department.
- PC3.** prepare purchase specification document indicating the technical, packaging, delivery, performance, safety, handling and commercial specifications required; and get it approved by Manager

Vendor identification & basic evaluation

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

- PC4.** identify new suppliers based on information from references, online marketplaces, trade magazines, trade fairs, catalogs, etc.
- PC5.** solicit information from new and existing vendors on their capability, experience, capacity and technical experience
- PC6.** perform initial evaluation to shortlist suppliers based on basic criteria's such as product offerings, quality control/assurance manual, liquidity, capacity etc. and get it approved by Manager
- PC7.** collect the required information from the user department for drafting the RFP
- PC8.** draft the RFP to document the company needs and information which is required from the suppliers such as pricing, technical capabilities, prior experience, existing client information, references, financials etc.
- PC9.** incorporate details on delivery requirements, timelines, quality parameters, commercial requirements, and legal requirements in the RFP
- PC10.** discuss the RFP with the user, legal, finance and any other related department and append as per company's requirements
- PC11.** discuss the RFP with Manager/ Senior Management and get it approved for soliciting bids

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- PC12.** release RFP to the selected suppliers through hard copy/ email, if required publish it in technical journals and newspaper to invite bids
- PC13.** clarify the queries of interested suppliers during pre-bid meetings and append the RFP if required; publish the changes/ updates to the RFP to all interested suppliers
- PC14.** collect proposals from interested suppliers as based on the pre-determined proposal deadline

Technical evaluation

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

- PC15.** perform technical review of the proposals received in terms of manufacturing/service capability, equipment capacity, technical know-how, prior experience, manpower strength, process capability, quality systems availability, financial capability, track record, etc. to ensure potential suppliers meet the criteria specified in the RFP
- PC16.** communicate with suppliers for clarifying any information that is missing or unclear in the proposal
- PC17.** shortlist potential suppliers based on meeting RFP criteria and disqualify suppliers if they do not meet the specified criteria's such as quality specifications, capacity, financial health etc.
- PC18.** provide appropriate weightage to various technical parameters score the technical proposals as per the scoring methodology defined in the RFP
- PC19.** submit the proposals to the senior team (manager) for further discussion and shortlisting of suppliers
- PC20.** communicate with the shortlisted vendors and invite them for presentation/meeting as per company's specifications
- PC21.** request vendors to submit their best and final price with the corresponding technical workings

Support negotiation, costing and contract drafting

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

- PC22.** provide appropriate weightage to technical and financial parameters and score the proposals as per the scoring methodology defined in the RFP
- PC23.** prepare comparative reports and submit it to Manager/ Senior Management and clarify their queries during discussion
- PC24.** coordinate proposal reviews and assist in shortlisting of suppliers for price negotiation
- PC25.** invite selected suppliers for price negotiation
- PC26.** support senior management during negotiation process and final selection of supplier
- PC27.** support in the drafting of the contract for the product/component/service with the inputs from user, finance, legal departments and as per company's specifications
- PC28.** review the contract document with Manager/ Senior team, append the contract as per inputs and get it approved for further processing
- PC29.** communicate the contract document with user, finance, legal and other departments and get it approved
- PC30.** facilitate contract signing between the selected supplier and the company representative
- PC31.** prepare a work order/ service order after the contract has been awarded to the selected supplier
- PC32.** notify other suppliers on the status of the RFP award

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PC33. notify the suppliers on the performance data specification, field evaluation parameters, related KPIs, frequency of measurement and resultant action

Vendor Information Management

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

- PC34.**
- update the ERP system with vendor details such as:
 - Company name
 - Address
 - GST code and information
 - PAN details
 - Technical capability
 - Financial capability
 - Component/ Part/ Material/Service assigned with (with material/service code)
 - Delivery/INCOTERMS and timeline
 - Payment terms and timeline
 - KPI attached with various data and field evaluation
 - Frequency of vendor performance review
 - Any other pertinent information
- PC35.** cross check information for data accuracy
- PC36.** periodically update the supplier data as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures and policy on procurement
- KU2.** company's reporting structure to support and expedite project activities
- KU3.** company's policy and work instructions on quality standards
- KU4.** importance of the individual's role in the workflow
- KU5.** occupational health and safety standards and security procedures to be followed
- KU6.** policy on conducting bids
- KU7.** procedures for dealing with supplier returns
- KU8.** risk and impact of not following defined work, safety and security procedures
- KU9.** coding system followed for ordering of parts
- KU10.** Enterprise resource planning (ERP) system of the organization
- KU11.** ability to understand the engineering drawings and product specifications
- KU12.** use of computer and data handling devices
- KU13.** use the ERP system of the organization
- KU14.** mathematical reasoning
- KU15.** incoterms
- KU16.** GST documentation
- KU17.** customs compliance
- KU18.** inductive and deductive reasoning
- KU19.** negotiation skills
- KU20.** various escalations regarding resolving and catering to the customer query

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- KU21.** overall procurement process
- KU22.** root cause analysis
- KU23.** corrective and preventive action

Generic Skills (GS)

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

- GS1.** read written instructions
- GS2.** read order requirement
- GS3.** read invoices
- GS4.** read engineering drawings
- GS5.** read financial reports
- GS6.** write RFP
- GS7.** write procurement contract document
- GS8.** write purchase orders
- GS9.** write indents
- GS10.** write daily output reports
- GS11.** communicate with user departments, finance and legal department
- GS12.** communicate with supervisors and co workers
- GS13.** communicate with suppliers
- GS14.** resolve escalated issues
- GS15.** identify activities that need to be prioritised
- GS16.** decide as per the organisation's guiding policies and criteria regarding procurement
- GS17.** decide keeping in account the market, economic, social and political environment
- GS18.** plan and estimate the time for each activity
- GS19.** maintain punctuality
- GS20.** prioritize and execute tasks based on instructions
- GS21.** be a team player and achieve joint goals
- GS22.** understand importance of customer timelines
- GS23.** understand urgency of customers as per the instructions
- GS24.** provide corrective actions for escalated issues with suppliers and other departments
- GS25.** coordinate and ensure timeliness in receipt of raw materials
- GS26.** verify the authenticity of the suppliers
- GS27.** supplier assessment
- GS28.** check compliance of materials received as per purchase order
- GS29.** identify faulty suppliers
- GS30.** suggest improvement in RFP process to increase efficiency
- GS31.** focus on task at hand and complete it without errors and delays
- GS32.** personality development
- GS33.** digital literacy



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GS34. e-mail etiquettes

GS35. telephone etiquettes

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Requirement Identification</i>	3	5	-	-
PC1. coordinate with the production/product development department to understand the product/ component/ service needs and specific requirement	1	2	-	-
PC2. understand and clarify on the terms of reference, technical specifications, estimate of budget, volume requirement, planning lead time, and safety stock requirements from user department.	1	1	-	-
PC3. prepare purchase specification document indicating the technical, packaging, delivery, performance, safety, handling and commercial specifications required; and get it approved by Manager	1	2	-	-
<i>Vendor identification & basic evaluation</i>	12	19	-	-
PC4. identify new suppliers based on information from references, online marketplaces, trade magazines, trade fairs, catalogs, etc.	1	2	-	-
PC5. solicit information from new and existing vendors on their capability, experience, capacity and technical experience	1	2	-	-
PC6. perform initial evaluation to shortlist suppliers based on basic criteria's such as product offerings, quality control/assurance manual, liquidity, capacity etc. and get it approved by Manager	1	2	-	-
PC7. collect the required information from the user department for drafting the RFP	1	1	-	-
PC8. draft the RFP to document the company needs and information which is required from the suppliers such as pricing, technical capabilities, prior experience, existing client information, references, financials etc.	2	2	-	-
PC9. incorporate details on delivery requirements, timelines, quality parameters, commercial requirements, and legal requirements in the RFP	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. discuss the RFP with the user, legal, finance and any other related department and append as per company's requirements	1	2	-	-
PC11. discuss the RFP with Manager/ Senior Management and get it approved for soliciting bids	1	2	-	-
PC12. release RFP to the selected suppliers through hard copy/ email, if required publish it in technical journals and newspaper to invite bids	1	2	-	-
PC13. clarify the queries of interested suppliers during pre-bid meetings and append the RFP if required; publish the changes/ updates to the RFP to all interested suppliers	1	2	-	-
PC14. collect proposals from interested suppliers as based on the pre-determined proposal deadline	1	1	-	-
<i>Technical evaluation</i>	8	12	-	-
PC15. perform technical review of the proposals received in terms of manufacturing/service capability, equipment capacity, technical know-how, prior experience, manpower strength, process capability, quality systems availability, financial capability, track record, etc. to ensure potential suppliers meet the criteria specified in the RFP	1	2	-	-
PC16. communicate with suppliers for clarifying any information that is missing or unclear in the proposal	1	1	-	-
PC17. shortlist potential suppliers based on meeting RFP criteria and disqualify suppliers if they do not meet the specified criteria's such as quality specifications, capacity, financial health etc.	2	2	-	-
PC18. provide appropriate weightage to various technical parameters score the technical proposals as per the scoring methodology defined in the RFP	1	2	-	-
PC19. submit the proposals to the senior team (manager) for further discussion and shortlisting of suppliers	1	2	-	-
PC20. communicate with the shortlisted vendors and invite them for presentation/meeting as per company's specifications	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. request vendors to submit their best and final price with the corresponding technical workings	1	1	-	-
<i>Support negotiation, costing and contract drafting</i>	13	20	-	-
PC22. provide appropriate weightage to technical and financial parameters and score the proposals as per the scoring methodology defined in the RFP	1	2	-	-
PC23. prepare comparative reports and submit it to Manager/ Senior Management and clarify their queries during discussion	1	2	-	-
PC24. coordinate proposal reviews and assist in shortlisting of suppliers for price negotiation	1	2	-	-
PC25. invite selected suppliers for price negotiation	1	1	-	-
PC26. support senior management during negotiation process and final selection of supplier	1	2	-	-
PC27. support in the drafting of the contract for the product/component/service with the inputs from user, finance, legal departments and as per company's specifications	1	2	-	-
PC28. review the contract document with Manager/ Senior team, append the contract as per inputs and get it approved for further processing	2	2	-	-
PC29. communicate the contract document with user, finance, legal and other departments and get it approved	1	1	-	-
PC30. facilitate contract signing between the selected supplier and the company representative	1	2	-	-
PC31. prepare a work order/ service order after the contract has been awarded to the selected supplier	1	1	-	-
PC32. notify other suppliers on the status of the RFP award	1	1	-	-
PC33. notify the suppliers on the performance data specification, field evaluation parameters, related KPIs, frequency of measurement and resultant action	1	2	-	-
<i>Vendor Information Management</i>	4	4	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC34. <ul style="list-style-type: none"> • update the ERP system with vendor details such as: • Company name • Address • GST code and information • PAN details • Technical capability • Financial capability • Component/ Part/ Material/Service assigned with (with material/service code) • Delivery/INCOTERMS and timeline • Payment terms and timeline • KPI attached with various data and field evaluation • Frequency of vendor performance review • Any other pertinent information 	2	2	-	-
PC35. cross check information for data accuracy	1	1	-	-
PC36. periodically update the supplier data as per requirement	1	1	-	-
NOS Total	40	60	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3304
NOS Name	Vendor development
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

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LSC/N3305: Vendor Management

Description

This unit is about managing vendors

Scope

The scope covers the following :

- Vendor Performance data analysis
- Vendor evaluation at field
- Comparative vendor analysis
- Reporting and communication

Elements and Performance Criteria

Vendor KPI development

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

- PC1.** prepare the vendor performance data KPIs based on, adherence to delivery timelines, adherence to quality requirements, timely submission of delivery challans, invoices and other documents, number of user department/ customer complaints, product/ service performance etc.
- PC2.** prepare the vendor field evaluation KPIs based on, quality management systems, equipment allocated for process, adherence to process parameters, quality and quantity of manpower deployed, material handling techniques, pest control & material storage training, adherence to safety standards, sustainability, continuous improvement etc.
- PC3.** review the KPIs with the manager and get it approved
- PC4.** periodically assess the KPIs and its targets as per company's objectives, vendor's inputs, market trends, competitor performance and update the same with the approval of Manager and Senior Management
- PC5.** communicate the KPIs with the suppliers periodically and take their concurrence

Vendor performance data analysis

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

- PC6.** use manual methods or ERP data analysis to assess vendor performance based on various parameters and the corresponding KPI assigned
- PC7.** verify supplier's conformance to organization's requirements
- PC8.** verify supplier's quality management system's conformance to internationally recognized quality management system standards
- PC9.** prepare performance rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP

Vendor evaluation at field

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

- PC10.** communicate the performance KPIs, planned and unplanned field evaluation methodologies undertaken by the organization to the suppliers

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- PC11.** conduct a pre audit research based on inputs of past audit reports, company's history with supplier and their products, current product specifications, capacity assigned for company, quality parameters, contractual requirements etc.
- PC12.** collect the necessary quality inspection tools as per the evaluation requirements
- PC13.** wear appropriate PPE as per the site to be inspected
- PC14.** visit supplier site and perform stand-alone analysis of each supplier based on the pre-determined checklist
- PC15.** analyze adherence to performance standard as per the requirements of various KPI requirements
- PC16.** prepare field evaluation reports as per company standards with the appropriate comments for each KPI
- PC17.** prepare field evaluation rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP

Comparative vendor analysis

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

- PC18.** classify suppliers into similar groups e.g. by product supplied, industry group, geography of supply etc.
- PC19.** establish vendor comparison matrix based on company's goals and objectives such as quality of supply, cost structure, capabilities, financial health, customer complaints, adherence to timelines, compliance to documentation requirement, process improvement
- PC20.** draft the KPI metrics for the above parameters as per company's requirements, market trends, competitor performance, etc., and get Manager's inputs and approval
- PC21.** prepare comparative evaluation of suppliers of similar groups as per KPI assigned and rank them in order of performance.
- PC22.** update vendor performance in ERP with necessary data and analysis

Reporting and communication

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

- PC23.** communicate the performance rating on a periodic basis to the suppliers
- PC24.** provide feedback to suppliers based on the result of the evaluation
- PC25.** communicate the results to various internal teams such as product/service, design and development/ engineering, user department, finance, legal etc.
- PC26.** provide inputs on supplier management, price negotiation, quality control, commercial terms, vendor continuation/ warning/ termination etc. based on the reports prepared
- PC27.** coordinate with internal teams and suppliers to ensure corrective mechanisms are undertaken by suppliers to improve performance
- PC28.** track improvements and update the same in files/ ERP

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures and policy on quality, documentation, etc.
- KU2.** company's reporting structure to support and expedite project activities
- KU3.** company's policy and work instructions on quality standards

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- KU4.** policy on return of goods
- KU5.** importance of the individual's role in the workflow
- KU6.** occupational health and safety standards and security procedures to be followed
- KU7.** procedures for dealing with loss or damage to goods
- KU8.** risk and impact of not following defined work, safety and security procedures
- KU9.** coding system followed for ordering of parts
- KU10.** Enterprise resource planning (ERP) system of the organization
- KU11.** ability to understand the engineering drawings and product specifications
- KU12.** use of computer and data handling devices
- KU13.** use the ERP system of the organization
- KU14.** mathematical reasoning
- KU15.** incoterms
- KU16.** assessment metrics
- KU17.** GST documentation
- KU18.** customs compliance
- KU19.** local market pricing
- KU20.** pricing customs and practices
- KU21.** analyze key performance criteria
- KU22.** inductive and deductive reasoning
- KU23.** negotiation skills
- KU24.** various escalations regarding resolving and catering to the customer query
- KU25.** overall procurement process
- KU26.** procurement regulations
- KU27.** root cause analysis
- KU28.** corrective and preventive action

Generic Skills (GS)

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

- GS1.** read written instructions
- GS2.** read order requirement
- GS3.** read invoices
- GS4.** read engineering drawings
- GS5.** write purchase orders
- GS6.** write indents
- GS7.** write daily output reports
- GS8.** communicate with supervisors and co-workers
- GS9.** collect information from supervisors
- GS10.** communicate with suppliers
- GS11.** decide if a problem can be resolved quickly internally or needs to be escalated

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- GS12.** identify activities or orders that need to be prioritised as per instructions
- GS13.** decide as per the organization's guiding policies and criteria regarding procurement
- GS14.** decide keeping in account the market, economic, social and political environment
- GS15.** plan and estimate the time for each activity
- GS16.** maintain punctuality
- GS17.** respond to the supervisor in a timely manner
- GS18.** prioritize and execute tasks based on instructions
- GS19.** be a team player and achieve joint goals
- GS20.** understand importance of customer timelines
- GS21.** understand urgency of customers as per the instructions
- GS22.** inform the supervisor regarding delays, issue in doing an activity, etc.
- GS23.** coordinate and ensure timeliness in receipt and delivery of completed items
- GS24.** verify the authenticity of the suppliers
- GS25.** check compliance of materials received as per purchase order
- GS26.** identify faulty suppliers
- GS27.** suggest improvement in procurement process to increase efficiency
- GS28.** focus on task at hand and complete it without errors and delays
- GS29.** personality development
- GS30.** digital literacy
- GS31.** e-mail etiquettes
- GS32.** telephone etiquettes

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Vendor KPI development</i>	6	12	-	-
PC1. prepare the vendor performance data KPIs based on, adherence to delivery timelines, adherence to quality requirements, timely submission of delivery challans, invoices and other documents, number of user department/ customer complaints, product/ service performance etc.	2	4	-	-
PC2. prepare the vendor field evaluation KPIs based on, quality management systems, equipment allocated for process, adherence to process parameters, quality and quantity of manpower deployed, material handling techniques, pest control & material storage training, adherence to safety standards, sustainability, continuous improvement etc.	1	2	-	-
PC3. review the KPIs with the manager and get it approved	1	2	-	-
PC4. periodically assess the KPIs and its targets as per company's objectives, vendor's inputs, market trends, competitor performance and update the same with the approval of Manager and Senior Management	1	2	-	-
PC5. communicate the KPIs with the suppliers periodically and take their concurrence	1	2	-	-
<i>Vendor performance data analysis</i>	4	10	-	-
PC6. use manual methods or ERP data analysis to assess vendor performance based on various parameters and the corresponding KPI assigned	1	4	-	-
PC7. verify supplier's conformance to organization's requirements	1	2	-	-
PC8. verify supplier's quality management system's conformance to internationally recognized quality management system standards	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC9. prepare performance rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP	1	2	-	-
<i>Vendor evaluation at field</i>	9	20	-	-
PC10. communicate the performance KPIs, planned and unplanned field evaluation methodologies undertaken by the organization to the suppliers	1	2	-	-
PC11. conduct a pre audit research based on inputs of past audit reports, company's history with supplier and their products, current product specifications, capacity assigned for company, quality parameters, contractual requirements etc.	2	4	-	-
PC12. collect the necessary quality inspection tools as per the evaluation requirements	1	2	-	-
PC13. wear appropriate PPE as per the site to be inspected	1	2	-	-
PC14. visit supplier site and perform stand-alone analysis of each supplier based on the pre-determined checklist	1	2	-	-
PC15. analyze adherence to performance standard as per the requirements of various KPI requirements	1	2	-	-
PC16. prepare field evaluation reports as per company standards with the appropriate comments for each KPI	1	2	-	-
PC17. prepare field evaluation rating data sheet for the vendors, incorporate manager's comments, finalize and update/confirm the same in ERP	1	4	-	-
<i>Comparative vendor analysis</i>	5	12	-	-
PC18. classify suppliers into similar groups e.g. by product supplied, industry group, geography of supply etc.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC19. establish vendor comparison matrix based on company's goals and objectives such as quality of supply, cost structure, capabilities, financial health, customer complaints, adherence to timelines, compliance to documentation requirement, process improvement	1	4	-	-
PC20. draft the KPI metrics for the above parameters as per company's requirements, market trends, competitor performance, etc., and get Manager's inputs and approval	1	2	-	-
PC21. prepare comparative evaluation of suppliers of similar groups as per KPI assigned and rank them in order of performance.	1	2	-	-
PC22. update vendor performance in ERP with necessary data and analysis	1	2	-	-
<i>Reporting and communication</i>	6	16	-	-
PC23. communicate the performance rating on a periodic basis to the suppliers	1	2	-	-
PC24. provide feedback to suppliers based on the result of the evaluation	1	2	-	-
PC25. communicate the results to various internal teams such as product/service, design and development/ engineering, user department, finance, legal etc.	1	2	-	-
PC26. provide inputs on supplier management, price negotiation, quality control, commercial terms, vendor continuation/ warning/ termination etc. based on the reports prepared	1	4	-	-
PC27. coordinate with internal teams and suppliers to ensure corrective mechanisms are undertaken by suppliers to improve performance	1	2	-	-
PC28. track improvements and update the same in files/ ERP	1	4	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3305
NOS Name	Vendor Management
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N3306: Perform essential tasks for transportation of ODC

Description

This unit is about carrying out all arrangements for transportation of ODC

Scope

The scope covers the following :

- Transportation requirement analysis
- Route surveying
- Transport planning and budgeting
- Documents/permits/escorts
- Supervision of ODC transport

Elements and Performance Criteria

Transportation requirement analysis

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

- PC1.** understand project requirements for transportation in terms of material involved, dimensions, weight, volume etc.
- PC2.** understand loading and unloading requirements, lashing requirements based on centre of gravity, stability required etc.
- PC3.** understand timelines available for arranging the transportation
- PC4.** support design team by providing inputs on different types of lashing, trailer bed specification, load bearing capacity of axles etc.

Route surveying

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

- PC5.** select the routes which require surveying and arrange for the necessary documents, equipment's and tools (camera, GPS, tackles etc). to undertake the survey
- PC6.** drive on the selected route at posted speeds
- PC7.** identify and describe critical points such as road conditions, traffic composition, water crossings, canals, overhead electric wires, residential areas, railway gate crossings, road hazards etc.
- PC8.** clearly identify narrow roads, sharps turns, culverts and other obstacles which require removing, shifting, widening, construction of bypass etc. for safe transportation of ODC
- PC9.** evaluate the strength of bridges/culverts (bridge strength engineering calculations) for safe movement of heavy ODC.
- PC10.** design bypass as per cargo specification for safe transportation of ODC
- PC11.** perform engineering lashing calculations for securing ODC onto the hydraulic trailer/barge/ship for safe transportation of heavy ODC
- PC12.** perform engineering calculations related to movement of ODC through sea/river.
- PC13.** support route survey with photographs and identify major milestones

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- PC14.** describe route plan along with time schedule for transportation considering weather conditions during transit (rainy season, winter, fog etc.)
- PC15.** detail clear reasons along with photographs for a non-feasibility of a particular route for transportation
- PC16.** estimate the budgetary details such as cost of civil work enroute, detailing the civil work at each different destinations enroute
- PC17.** conduct feasibility study for construction of ro-ro jetty if required
- PC18.** conduct roll off and roll on calculations of load transfer from barge to shore and vice versa.
- PC19.** perform route survey in strict adherence to the safety and health standards and regulations

Transport Planning & Budgeting

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

- PC20.** map the routes in software application and load other details relating to road conditions, speed to be maintained at different sections of the route, stops, permit required etc. and simulate the travel plan
- PC21.** determine the best mode/mix of modes for transporting the ODC based on the route survey analysis simulation and other information
- PC22.** determine the safest route for ODC transport with the least transit time as per the route survey analysis
- PC23.** determine the total number of axles to be deployed for transportation of heavy ODCs through engineering calculations
- PC24.** prepare the entire transport methodology including process of transport, deployment of axle and load calculations, lashing method details etc.
- PC25.** prepare budgets for transportation including manpower, consumables, fuel, civil works, road diversions, permits etc.
- PC26.** discuss the travel plan & budget with Manager and obtain concurrence
- PC27.** arrange of good quality authorized driver and trailer operators for successful project completion

Documents/permits/escorts

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

- PC28.** prepare a detailed list of all permits to be received based on route survey inputs
- PC29.** coordinate with internal teams and external agencies to obtain all required permits from RTD/PWD/ commercial tax/MORTH/electricity/ railways, government authorities or any other agencies which is required for movement of cargo
- PC30.** assess the requirement of a police escort, if yes, follow the procedure to make necessary arrangement
- PC31.** arrange for all special permits (in case cargo crossing railways, electricity lines to be disconnected for etc).

Supervision of ODC transport

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

- PC32.** instruct drivers and trailer operators on routes to be taken, safety precautions to be undertaken, emergency contacts along the route and provide them with necessary documentation
- PC33.** track progress of vehicle using GPS
- PC34.** daily vehicle movement progress and reporting

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- PC35.** perform periodic coordination for supply of consumables/money for drivers
- PC36.** prepare for rescue operations if any consignment topples during transit
- PC37.** ensure ODC is transported in compliance to ISO-14001 and ISO -18001 for environmental safety and occupational health safety

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** company's reporting structure to support and expedite project activities
- KU2.** company's policy and work instructions on quality standards, documentation, etc.
- KU3.** importance of the individual's role in the workflow
- KU4.** occupational health and safety standards and security procedures to be followed
- KU5.** procedures for dealing with ODC
- KU6.** ERP and reporting system of the organization
- KU7.** use of computer and associated equipment like handheld data and management devices
- KU8.** different geographical locations
- KU9.** information from the ERP system
- KU10.** mathematical calculations
- KU11.** engineering/lashing calculations
- KU12.** designing bypass
- KU13.** route simulation software
- KU14.** budgeting
- KU15.** feasibility analysis
- KU16.** escalations regarding resolving and catering to the customer query
- KU17.** overall process for transporting ODC
- KU18.** different types of goods being handled and precautions and procedures with respect to them particularly handling of special items and dangerous goods
- KU19.** root cause analysis
- KU20.** corrective and preventive action

Generic Skills (GS)

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

- GS1.** read written instructions
- GS2.** read technical drawings
- GS3.** read various reports and notes
- GS4.** write route survey reports
- GS5.** write damage reports and daily output reports
- GS6.** develop presentations on operational trends
- GS7.** communicate with supervisors and co-workers

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- GS8.** collect information from supervisors, associates and peers
- GS9.** communicate with various external agencies
- GS10.** conduct route survey and identify obstacles
- GS11.** prepare designs of bypass and other infrastructural changes appropriate for ODC transport
- GS12.** maintain punctuality
- GS13.** plan for timely collection of information from supervisors and associates
- GS14.** be a team player and achieve joint goals
- GS15.** adhere to the timelines
- GS16.** address issues related to non delivery of packages
- GS17.** address issues of pilferage and damage
- GS18.** resolve issues with respect to identification of obstacles on the route handling an emergency situation
- GS19.** suggest the most optimal route for transporting ODC safely, effectively and with reduced transit time.
- GS20.** improve work processes by adopting best practices
- GS21.** concentrate on task at hand and complete it without errors
- GS22.** personality development
- GS23.** digital literacy
- GS24.** e-mail etiquettes
- GS25.** telephone etiquettes

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Transportation requirement analysis</i>	5	7	-	-
PC1. understand project requirements for transportation in terms of material involved, dimensions, weight, volume etc.	1	2	-	-
PC2. understand loading and unloading requirements, lashing requirements based on centre of gravity, stability required etc.	1	2	-	-
PC3. understand timelines available for arranging the transportation	1	1	-	-
PC4. support design team by providing inputs on different types of lashing, trailer bed specification, load bearing capacity of axles etc.	2	2	-	-
<i>Route surveying</i>	14	24	-	-
PC5. select the routes which require surveying and arrange for the necessary documents, equipment's and tools (camera, GPS, tackles etc). to undertake the survey	1	2	-	-
PC6. drive on the selected route at posted speeds	1	2	-	-
PC7. identify and describe critical points such as road conditions, traffic composition, water crossings, canals, overhead electric wires, residential areas, railway gate crossings, road hazards etc.	1	1	-	-
PC8. clearly identify narrow roads, sharps turns, culverts and other obstacles which require removing, shifting, widening, construction of bypass etc. for safe transportation of ODC	1	2	-	-
PC9. evaluate the strength of bridges/culverts (bridge strength engineering calculations) for safe movement of heavy ODC.	1	2	-	-
PC10. design bypass as per cargo specification for safe transportation of ODC	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. perform engineering lashing calculations for securing ODC onto the hydraulic trailer/barge/ship for safe transportation of heavy ODC	1	2	-	-
PC12. perform engineering calculations related to movement of ODC through sea/river.	1	2	-	-
PC13. support route survey with photographs and identify major milestones	1	2	-	-
PC14. describe route plan along with time schedule for transportation considering weather conditions during transit (rainy season, winter, fog etc.)	1	1	-	-
PC15. detail clear reasons along with photographs for a non-feasibility of a particular route for transportation	1	1	-	-
PC16. estimate the budgetary details such as cost of civil work enroute, detailing the civil work at each different destinations enroute	1	2	-	-
PC17. conduct feasibility study for construction of ro-ro jetty if required	1	2	-	-
PC18. conduct roll off and roll on calculations of load transfer from barge to shore and vice versa.	-	-	-	-
PC19. perform route survey in strict adherence to the safety and health standards and regulations	1	1	-	-
<i>Transport Planning & Budgeting</i>	9	13	-	-
PC20. map the routes in software application and load other details relating to road conditions, speed to be maintained at different sections of the route, stops, permit required etc. and simulate the travel plan	1	2	-	-
PC21. determine the best mode/mix of modes for transporting the ODC based on the route survey analysis simulation and other information	1	1	-	-
PC22. determine the safest route for ODC transport with the least transit time as per the route survey analysis	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. determine the total number of axles to be deployed for transportation of heavy ODCs through engineering calculations	1	2	-	-
PC24. prepare the entire transport methodology including process of transport, deployment of axle and load calculations, lashing method details etc.	2	2	-	-
PC25. prepare budgets for transportation including manpower, consumables, fuel, civil works, road diversions, permits etc.	1	2	-	-
PC26. discuss the travel plan & budget with Manager and obtain concurrence	1	1	-	-
PC27. arrange of good quality authorized driver and trailer operators for successful project completion	1	1	-	-
<i>Documents/permits/escorts</i>	5	6	-	-
PC28. prepare a detailed list of all permits to be received based on route survey inputs	1	2	-	-
PC29. coordinate with internal teams and external agencies to obtain all required permits from RTD/PWD/ commercial tax/MORTH/electricity/ railways, government authorities or any other agencies which is required for movement of cargo	2	2	-	-
PC30. assess the requirement of a police escort, if yes, follow the procedure to make necessary arrangement	1	1	-	-
PC31. arrange for all special permits (in case cargo crossing railways, electricity lines to be disconnected for etc).	1	1	-	-
<i>Supervision of ODC transport</i>	7	10	-	-
PC32. instruct drivers and trailer operators on routes to be taken, safety precautions to be undertaken, emergency contacts along the route and provide them with necessary documentation	2	2	-	-
PC33. track progress of vehicle using GPS	1	1	-	-
PC34. daily vehicle movement progress and reporting	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC35. perform periodic coordination for supply of consumables/money for drivers	1	2	-	-
PC36. prepare for rescue operations if any consignment topples during transit	1	2	-	-
PC37. ensure ODC is transported in compliance to ISO-14001 and ISO -18001 for environmental safety and occupational health safety	1	2	-	-
NOS Total	40	60	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N3306
NOS Name	Perform essential tasks for transportation of ODC
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Supply Chain Operations, Project Logistics, In-plant logistics, Transport Management
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

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

Constitutional values - Citizenship

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

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

Becoming a Professional in the 21st Century

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

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

Basic English Skills

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

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- 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.

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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



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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	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	-	-	-	-
<i>Basic English Skills</i>	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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

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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	-	-	-	-
<i>Communication Skills</i>	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	-	-	-	-
<i>Diversity & Inclusion</i>	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	-	-	-	-
<i>Financial and Legal Literacy</i>	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	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	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	-	-	-	-
<i>Customer Service</i>	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	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	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	-	-

Qualification Pack

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	29/01/2026
NSQC Clearance Date	29/01/2021

Qualification Pack

LSC/N2131: Prepare documents for Export and Import processing including EDI filing

Description

This unit is about obtaining and preparing documents required for customs clearance and shipment of cargo as per regulatory and standard operating procedure

Scope

The scope covers the following :

- Receive details of import cargo and its documentation
- Receive details of export and trans-shipment cargo and its documentation
- Prepare mandatory documents Range: ICES, ICEGATE, Remote EDI System (RES)

Elements and Performance Criteria

Receive details of import cargo and its documentation

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

- PC1.** obtain work requirement in discussion with the supervisor
- PC2.** obtain details about the quantity, value, packing, labelling, weight, size of the cargo
- PC3.** prepare a checklist of documents required for customs clearance
- PC4.** receive basic know your customer (KYC) and Goods and Services Tax (GST) details of the importer including copies of invoice, packing list, shipping bill/ Airway bill, Bill of lading, etc.
- PC5.** obtain required documents such as delivery order, certificate of origin, industrial license, insurance document, etc.

Receive details of export and transshipment cargo and its documentation

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

- PC6.** prepare checklist of documents required for clearance
- PC7.** obtain details about the quantity, value, packing, labelling, weight, size of the cargo and nature of cargo (liquid, hazardous chemicals, perishables, etc.)
- PC8.** receive basic KYC and GST details of the exporter/ shipper including destination country, shipment date, type of cargo, insurance details, etc.
- PC9.** obtain additional documents required as per customs regulation for dangerous goods, valuable items, etc.
- PC10.** receive documents required for clearance such as invoice, packing list, shipping declaration, purchase order, Statutory Declaration Form as per the checklist
- PC11.** obtain the bonds to be executed with the customs official for duty exempted items

Prepare mandatory documents

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

- PC12.** prepare mandatory documents in ICES such as Bill of Lading, Airway Bill, commercial invoice cum packing list, dock receipt, etc.
- PC13.** prepare shipping bill, Bill of Entry (BoE) for export of goods

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- PC14.** check invoice for accuracy of number of packages, quantity, unit rate, total Freight on Board (FOB) / Cost, Insurance and Freight (CIF) value, etc.
- PC15.** attach necessary documents for exports such as contract, Letter of Credit, purchase order of the overseas buyer
- PC16.** prepare a declaration for goods carried in the vessel in case of imports
- PC17.** check the manifest for details of the cargo imported, quantity, details of discharge port-wise, etc.
- PC18.** pay the required duty and obtain a copy to be filed
- PC19.** coordinate with the Customs Brokers (CBR) and hand over the documents required for customs clearance
- PC20.** prepare documentation for special cases such as pilferage, damage of goods, etc. as required
- PC21.** upload the documents on the Indian Customs Electronic Commerce/ ICEGATE web portal
- PC22.** prepare payment requests and check for timely payments for processing shipments and customs clearance formalities
- PC23.** check the required customs and other related portals like shipping lines, Directorate General of Foreign Trade (DGFT), Participative Government Agencies (PGAs) etc. to track movement of submitted/approved documentation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures
- KU2.** companys customer accounts
- KU3.** organization fee and charges structure
- KU4.** paperwork required before handling cargo
- KU5.** organizations contacts with custom office
- KU6.** organizations policy of data maintenance, recording and handling
- KU7.** companys material movement policy
- KU8.** reporting structure
- KU9.** escalation matrix for reporting identified problems
- KU10.** relevant safety and security procedures
- KU11.** mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry, import license, insurance certificate, purchase order, letter of credit, test report, Harmonized System Nomenclature (HSN) classification, GST, etc.
- KU12.** usage of computer and usage of software (for e.g.; ICES, ICEGATE, Remote EDI System (RES) etc.) to update documentation/reports
- KU13.** operating systems related to customs such as EDI and ICEGATE and their functions
- KU14.** terms and terminologies used in import and export trade
- KU15.** different documents to be prepared for different type of transaction both in soft format and hard copies
- KU16.** different types of cargo exported, their eligibility for duty free goods and documentation requirement

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- KU17.** HSN Codes and INCOTERMS
- KU18.** information on foreign trade policy and PGAs to classify the cargo imported as per regulatory requirement
- KU19.** different airline/ shipping line available for different routes
- KU20.** details of the transport availability in different routes
- KU21.** transit rules and regulations and destination countries requirements and fiscal regimes
- KU22.** nature of the products transported and the variances in their characteristics
- KU23.** type of packaging, labelling and marking required
- KU24.** special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous goods, material handling procedure, etc.
- KU25.** change or updates in Acts, procedures, etc. with reference to customs clearance and applicable duties

Generic Skills (GS)

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

- GS1.** schedule and plan for cargo movement
- GS2.** details of the cargo/ shipments
- GS3.** foreign trade policies
- GS4.** regulatory requirement associated with customs clearance and freight forwarding
- GS5.** different forms related to customs clearance
- GS6.** various customs and other portals like shipping lines, DGFT, PGAs etc. to track movement of filings done
- GS7.** fill online forms related to customs clearance requirement
- GS8.** maintain the record as per companys policies
- GS9.** basic letter writing and prepare reports
- GS10.** making gate passes and related forms
- GS11.** communicate with buyer, shipper, forwarding agents in pleasant, clear and in assertive way
- GS12.** communicate effectively with supervisory and operational staff at all levels
- GS13.** communicate in local language as well as in Hindi and English
- GS14.** decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc.
- GS15.** decide if the customs and other regulatory requirement for the cargo are met
- GS16.** decide after looking at the document, if additional information is required for the given task
- GS17.** prioritize and execute tasks within the scheduled time limits
- GS18.** arrange for all supporting documents
- GS19.** undertake documentation of customs clearance process as per customer timelines and requirements
- GS20.** represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.



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- GS21.** identify and correct errors in documents
- GS22.** identify irregularities in cargo/ shipments
- GS23.** identify which additional information is required
- GS24.** resolve issues with all stakeholders regarding shipments
- GS25.** organise the documents with attention to detail
- GS26.** review documentation such as commercial invoices, shippers export declaration, etc.
- GS27.** assess and decide how to consolidate different cargo to be loaded in a shipment/ freight and the type of carriage
- GS28.** check if specific documents need to be submitted for import/ export of all cargos are collected
- GS29.** identify dangerous goods and ensure that requisite precautions are taken
- GS30.** undertake different types of packaging, marking and labelling for different types of cargoes to assess if it is in order with the widely accepted norms
- GS31.** estimate the documentation required for a certain task

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive details of import cargo and its documentation</i>	10	16	-	-
PC1. obtain work requirement in discussion with the supervisor	2	4	-	-
PC2. obtain details about the quantity, value, packing, labelling, weight, size of the cargo	2	3	-	-
PC3. prepare a checklist of documents required for customs clearance	2	3	-	-
PC4. receive basic know your customer (KYC) and Goods and Services Tax (GST) details of the importer including copies of invoice, packing list, shipping bill/ Airway bill, Bill of lading, etc.	2	3	-	-
PC5. obtain required documents such as delivery order, certificate of origin, industrial license, insurance document, etc.	2	3	-	-
<i>Receive details of export and transshipment cargo and its documentation</i>	8	18	-	-
PC6. prepare checklist of documents required for clearance	2	3	-	-
PC7. obtain details about the quantity, value, packing, labelling, weight, size of the cargo and nature of cargo (liquid, hazardous chemicals, perishables, etc.)	2	3	-	-
PC8. receive basic KYC and GST details of the exporter/ shipper including destination country, shipment date, type of cargo, insurance details, etc.	1	3	-	-
PC9. obtain additional documents required as per customs regulation for dangerous goods, valuable items, etc.	1	3	-	-
PC10. receive documents required for clearance such as invoice, packing list, shipping declaration, purchase order, Statutory Declaration Form as per the checklist	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. obtain the bonds to be executed with the customs official for duty exempted items	1	3	-	-
<i>Prepare mandatory documents</i>	12	36	-	-
PC12. prepare mandatory documents in ICES such as Bill of Lading, Airway Bill, commercial invoice cum packing list, dock receipt, etc.	1	3	-	-
PC13. prepare shipping bill, Bill of Entry (BoE) for export of goods	1	3	-	-
PC14. check invoice for accuracy of number of packages, quantity, unit rate, total Freight on Board (FOB) / Cost, Insurance and Freight (CIF) value, etc.	1	3	-	-
PC15. attach necessary documents for exports such as contract, Letter of Credit, purchase order of the overseas buyer	1	3	-	-
PC16. prepare a declaration for goods carried in the vessel in case of imports	1	3	-	-
PC17. check the manifest for details of the cargo imported, quantity, details of discharge port-wise, etc.	1	3	-	-
PC18. pay the required duty and obtain a copy to be filed	1	3	-	-
PC19. coordinate with the Customs Brokers (CBR) and hand over the documents required for customs clearance	1	3	-	-
PC20. prepare documentation for special cases such as pilferage, damage of goods, etc. as required	1	3	-	-
PC21. upload the documents on the Indian Customs Electronic Commerce/ ICEGATE web portal	1	3	-	-
PC22. prepare payment requests and check for timely payments for processing shipments and customs clearance formalities	1	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. check the required customs and other related portals like shipping lines, Directorate General of Foreign Trade (DGFT), Participative Government Agencies (PGAs) etc. to track movement of submitted/approved documentation	1	3	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2131
NOS Name	Prepare documents for Export and Import processing including EDI filing
Sector	Logistics
Sub-Sector	Air Cargo Operations, EXIM Logistics - Freight Forwarding and Customs clearance, Land Transportation
Occupation	Ground Operations, Ground operations, Vehicle operations, Documentation & Reporting, Freight Forwarding Operations, Customs Clearance Operation
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQF Clearance Date	25/08/2022

Qualification Pack

LSC/N2342: Perform customs clearance office activities

Description

This OS unit is about liaising with the officials, clients and maintaining documentation and internal coordination to facilitate cargo movement

Scope

The scope covers the following :

- Follow up clearance of shipment from the customs
- Maintain internal coordination
- Range: Indian Customs EDI System (ICES), Indian Customs Electronic commerce Gateway (ICEGATE), Remote EDI System (RES), ERP, SOP, sample documentation formats, computer, projector, TV, stationery, worksheets, etc.

Elements and Performance Criteria

Follow up clearance and release of shipment from the customs

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

- PC1.** follow up in the Indian Customs EDI Gateway (ICEGATE) and check if the bill of entry is approved
- PC2.** check websites of various Participative Government Agencies (PGAs) to check for receipt of various clearances
- PC3.** check if the cargo is approved and released from customs and report the same
- PC4.** arrange for required information and related documents on the pending issues to get the cargo customs cleared
- PC5.** receive final clearance in the form of a Let Export Order (LEO)/ Out of Customs Charge (OCC)

Maintain internal coordination

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

- PC6.** provide the required information and documents to the field executives
- PC7.** maintain records for clearance activities and shipment for the mandated duration as specified by EXIM regulations
- PC8.** assist in clarifying queries raised by customs official or arrange for additional documents from client/ shipper, if required
- PC9.** update cargo status in portal with the assistance of documentation executive
- PC10.** prepare invoice and process payment for accounting purposes in line with organisation requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures

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- KU2.** companys customer accounts
- KU3.** organization fee and charges structure
- KU4.** paperwork required before handling cargo
- KU5.** organizations contact with customs office
- KU6.** organizations policy of data maintenance, recording and handling
- KU7.** companys material movement policy
- KU8.** reporting structure
- KU9.** department hierarchy
- KU10.** relevant safety and security procedures
- KU11.** customs authoritys requirements during inspection of cargo
- KU12.** necessary documents to access entry into the customs area
- KU13.** how to provide shipment status notification to exporters, consignees, or insurers
- KU14.** usage of computer and software (for e.g. ICES, ICEGATE, Remote EDI System (RES)U soft, etc.) to update documentation/reports
- KU15.** Harmonized System of Nomenclature (HSN) Codes and International Commercial Terms (INCOTERMS)
- KU16.** information on foreign trade policy to classify the cargo imported as per regulatory requirement
- KU17.** different airline/ shipping line available for different routes
- KU18.** details of the transport availability in different routes
- KU19.** transit rules and regulations
- KU20.** tracking system
- KU21.** nature of the products transported, the variances in their characteristics and type of packaging required
- KU22.** special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous goods, material handling procedure, etc.
- KU23.** changes and updates in acts, procedures, etc. with reference to customs clearance and applicable duties

Generic Skills (GS)

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

- GS1.** schedule and plan for cargo movement
- GS2.** foreign trade policies
- GS3.** regulatory requirement associated with customs clearance
- GS4.** fill forms related to customs clearance requirement
- GS5.** update the status of the documents received
- GS6.** listen to the requirements of the customs officer
- GS7.** communicate with the supervisor and shipper regularly at every stage of the process
- GS8.** communicate with operational staff at all levels

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- GS9.** present information and respond to questions from top management, customs official, peers and various agents
- GS10.** decide on appropriate ways to resolve inefficiency
- GS11.** decide on the appropriate choice of transport, route for export of cargo
- GS12.** prioritize and execute tasks in within the scheduled time limits
- GS13.** arrange for all supporting documents
- GS14.** check if all cargoes are customs cleared as per procedure for the customer
- GS15.** address queries and concerns in a calm and composed manner
- GS16.** communicate with customers and share all relevant information
- GS17.** identify errors and suggest possible solutions
- GS18.** follow up with field Staff and handle their queries to avoid delays
- GS19.** keep exporter or freight forwarder informed of the status to avoid communication gap
- GS20.** identify factors to reduce the issues in the clearance of shipment
- GS21.** maintain record and keep copies of all the documents for future reference
- GS22.** use previous experience and knowledge to resolve new cases with similar problems related to customs clearance

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow up clearance and release of shipment from the customs</i>	15	35	-	-
PC1. follow up in the Indian Customs EDI Gateway (ICEGATE) and check if the bill of entry is approved	3	7	-	-
PC2. check websites of various Participative Government Agencies (PGAs) to check for receipt of various clearances	3	7	-	-
PC3. check if the cargo is approved and released from customs and report the same	3	7	-	-
PC4. arrange for required information and related documents on the pending issues to get the cargo customs cleared	3	7	-	-
PC5. receive final clearance in the form of a Let Export Order (LEO)/ Out of Customs Charge (OCC)	3	7	-	-
<i>Maintain internal coordination</i>	15	35	-	-
PC6. provide the required information and documents to the field executives	3	7	-	-
PC7. maintain records for clearance activities and shipment for the mandated duration as specified by EXIM regulations	3	7	-	-
PC8. assist in clarifying queries raised by customs official or arrange for additional documents from client/ shipper, if required	3	7	-	-
PC9. update cargo status in portal with the assistance of documentation executive	3	7	-	-
PC10. prepare invoice and process payment for accounting purposes in line with organisation requirements	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2342
NOS Name	Perform customs clearance office activities
Sector	Logistics
Sub-Sector	EXIM Logistics - Freight Forwarding and Customs clearance
Occupation	Freight Forwarding Operations, Customs Clearance Operation
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQF Clearance Date	25/08/2022

Qualification Pack

LSC/N9909: Follow and monitor health, safety and security procedures

Description

This unit is about ensuring compliance with health, safety and security procedures at the workplace.

Scope

The scope covers the following :

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security

Elements and Performance Criteria

Follow health, safety and security procedures

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

- PC1.** make note of all safety processes with reference to area of operation
- PC2.** wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable
- PC3.** follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety
- PC4.** undertake periodical preventive health check ups
- PC5.** follow necessary SOP and precautions while handling dangerous and hazardous goods
- PC6.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC7.** comply with data safety regulations of the organisation
- PC8.** instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway

Ensure compliance to health, safety and security

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

- PC9.** recognise unsafe conditions and safety practices at the workplace and report it to concerned authority
- PC10.** implement 5S at workplace
- PC11.** inspect the activity area and equipment for appropriate and safe condition
- PC12.** check if stacking is done at defined height and is not on the walk way
- PC13.** check if walk way is free from grease/ oil
- PC14.** check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places
- PC15.** participate in fire drills
- PC16.** check if standard material handling procedure are being followed
- PC17.** check if cargo has passed security checks and report in case of any violation

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

Qualification Pack

- KU1.** health, safety and security policies and procedures
- KU2.** Special instructions for hazardous cargo handling
- KU3.** defined standard operating procedures
- KU4.** risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations
- KU5.** escalation matrix for reporting identified problem
- KU6.** basics of Occupational Safety and Health Administration (OSHA)
- KU7.** 5S implementation and practice
- KU8.** necessary security procedures for airport, customs area, etc.
- KU9.** tools and equipment for material handling
- KU10.** standard material handling procedures while handling cargo
- KU11.** safety and security signage and their functions
- KU12.** knowledge of security tags, labels and signage
- KU13.** handling procedure for hazardous / fragile cargo
- KU14.** security procedures for dangerous / hazardous goods
- KU15.** different PPE, their usage and purpose
- KU16.** safe driving techniques

Generic Skills (GS)

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

- GS1.** read various procedures and standards related to health, safety and security
- GS2.** read various documents related to security and movement of cargo
- GS3.** fill forms related to health, safety and security procedures
- GS4.** communicate clearly with colleagues regarding safety procedures
- GS5.** share experience and provide guidance to peers
- GS6.** make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
- GS7.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS8.** plan clearance of cargo in manner that it does hamper the safety of the cargo and the loader/unloader
- GS9.** prioritize and execute tasks within the schedule time limits
- GS10.** Plan emergency drills, fire drills and inspections
- GS11.** ensure safe and secure movement of packages, cargos etc.
- GS12.** identify any threats on personal health, safety, security, etc. and take appropriate actions
- GS13.** identify risks at the workplace and address them
- GS14.** analyse past mistakes and address them to avoid mishap in the future
- GS15.** ensure right safety measures and procedures are in place

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	15	34	-	-
PC1. make note of all safety processes with reference to area of operation	2	5	-	-
PC2. wear all PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable	2	3	-	-
PC3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety	2	5	-	-
PC4. undertake periodical preventive health check ups	1	3	-	-
PC5. follow necessary SOP and precautions while handling dangerous and hazardous goods	2	5	-	-
PC6. follow security procedures like green gate in port, customs area, factory security, etc.	2	3	-	-
PC7. comply with data safety regulations of the organisation	2	5	-	-
PC8. instruct the loaders/unloaders to follow standard safety procedures while handling hazardous/fragile cargo and to walk only on the designated pathway	2	5	-	-
<i>Ensure compliance to health, safety and security</i>	15	36	-	-
PC9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority	2	4	-	-
PC10. implement 5S at workplace	1	3	-	-
PC11. inspect the activity area and equipment for appropriate and safe condition	2	5	-	-
PC12. check if stacking is done at defined height and is not on the walk way	2	5	-	-
PC13. check if walk way is free from grease/ oil	1	3	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places	2	5	-	-
PC15. participate in fire drills	1	3	-	-
PC16. check if standard material handling procedure are being followed	2	3	-	-
PC17. check if cargo has passed security checks and report in case of any violation	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9909
NOS Name	Follow and monitor health, safety and security procedures
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	5
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Qualification Pack

LSC/N9908: Maintain and monitor integrity and ethics in operations

Description

This unit is about maintaining integrity, ensuring data security, and professional and ethical practice

Scope

The scope covers the following :

- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

Elements and Performance Criteria

Maintain integrity ensuring data security

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

- PC1.** refrain from indulging in corrupt practices
- PC2.** protect customers information and ensure acquired information is not used for personal advantage
- PC3.** protect data and information related to business or commercial decisions

Professional and ethical practice

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

- PC4.** sensitise the work force towards ethical behaviour in work place and performing job with integrity
- PC5.** conduct regular reviews and check reports for unethical behaviour and corrupt practices
- PC6.** consult senior management when in an ethical dilemma
- PC7.** report promptly all violations of code of ethics
- PC8.** dress up and conduct in a professional manner
- PC9.** communicate with clients and stakeholders in a soft and polite manner
- PC10.** follow etiquettes

Ensure regulatory compliance

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

- PC11.** check that that documentation with respect to operations is up to date and in accordance to the regulations
- PC12.** coordinate with regulatory authorities and assist in inspections and clearances
- PC13.** report any issues with regulatory compliance

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language

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- KU2.** companys Human Resources policies
- KU3.** companys code of ethics and business
- KU4.** companys whistle blower policy
- KU5.** companys rules related to sexual harassment
- KU6.** companys reporting structure
- KU7.** companys documentation policy
- KU8.** principles of code of ethics and business ethics
- KU9.** different regulations and acts that are applicable for the sub-sector and logistics sector as a whole
- KU10.** understand the documentary compliance required for different type of products

Generic Skills (GS)

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

- GS1.** read policy documents and work related documents
- GS2.** read emails letters and communications
- GS3.** read acts and regulations
- GS4.** write instructions, communications to internal staff
- GS5.** write emails and letters
- GS6.** write reports
- GS7.** interact with internal and external stakeholders
- GS8.** communicate with peers and subordinates
- GS9.** take appropriate action in a vulnerable situation
- GS10.** identify breaches and take necessary actions
- GS11.** identify documentary requirement for a specific product or regulation and take necessary action
- GS12.** plan and organise steps/ actions as per companys guidelines, if any violation of code of ethics is noticed in the company
- GS13.** plan and organise training sessions, sensitization sessions for work force
- GS14.** plan review meetings to monitor compliance with ethics and regulations
- GS15.** prevent company and customer information leakage
- GS16.** provide proper advice or guidance to colleagues to deal with sensitive issue
- GS17.** suggest solutions to managers and workers when in an ethical dilemma
- GS18.** identify conflict of interests and take necessary actions
- GS19.** review reports to identify common trends of defaults
- GS20.** conduct review to analyse the reasons for default
- GS21.** check that all regulatory compliances are adhered to
- GS22.** check that any unethical behaviour gets captured before a damage or negative impact happens

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity ensuring data security</i>	7	16	-	-
PC1. refrain from indulging in corrupt practices	2	5	-	-
PC2. protect customers information and ensure acquired information is not used for personal advantage	3	6	-	-
PC3. protect data and information related to business or commercial decisions	2	5	-	-
<i>Professional and ethical practice</i>	16	38	-	-
PC4. sensitise the work force towards ethical behaviour in work place and performing job with integrity	3	6	-	-
PC5. conduct regular reviews and check reports for unethical behaviour and corrupt practices	2	5	-	-
PC6. consult senior management when in an ethical dilemma	2	6	-	-
PC7. report promptly all violations of code of ethics	2	5	-	-
PC8. dress up and conduct in a professional manner	2	5	-	-
PC9. communicate with clients and stakeholders in a soft and polite manner	3	6	-	-
PC10. follow etiquettes	2	5	-	-
<i>Ensure regulatory compliance</i>	7	16	-	-
PC11. check that that documentation with respect to operations is up to date and in accordance to the regulations	2	5	-	-
PC12. coordinate with regulatory authorities and assist in inspections and clearances	3	6	-	-
PC13. report any issues with regulatory compliance	2	5	-	-



Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9908
NOS Name	Maintain and monitor integrity and ethics in operations
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	1
Version	2.0
Last Reviewed Date	NA
Next Review Date	03/05/2026
NSQC Clearance Date	03/05/2023

Qualification Pack

LSC/N2341: Perform customs clearance field activities

Description

This unit is about meeting post customs inspection requirements such as packing, scanning, loading and transport arrangement, etc.

Scope

The scope covers the following :

- Liaise with the officials to clear the assessment of shipment
- Check packaging and movement of customs cleared goods
- Record and document for further reference
- Range: MS office, Enterprise Resource Planning (ERP), computer, Standard Operating Procedure (SOP), worksheets, projector, stationery etc.

Elements and Performance Criteria

Liaise with the officials to clear the assessment of shipment

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

- PC1.** submit documents required for customs clearance to customs officials as per requirements
- PC2.** respond to any queries and make note of any objections raised by customs officials on the cargo
- PC3.** escalate objections and remarks of customs officials to the (EXIM) supervisor and the customer as required

Check packaging and movement of customs cleared goods

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

- PC4.** check packaging and material used is as per clients requirement and regulatory compliance
- PC5.** assist customs officer in conducting inspection, and post inspection witness sealing of the container
- PC6.** coordinate with the custodian officials on receipt of goods for loading in the vessel
- PC7.** arrange for manpower and material handling equipment for movement of goods

Record and document for further reference

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

- PC8.** keep record of shipment in form of daily status report & update the same to customer & EXIM supervisor
- PC9.** collect, transmit and maintain records like photograph of seals and container number, cargo stuffing, etc. as record using data management devices
- PC10.** submit all signed hard copies and soft data for record filling
- PC11.** share a copy of the customs clearance documents with the shipper/ customs agents for further actions
- PC12.** collect feedback from customs officer and report it to supervisor
- PC13.** share a copy of the custom clearance documents with the shipper/customs agents for further actions

Qualification Pack

PC14. collect feedback from customs officer and report it to supervisor

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisational procedures
- KU2.** companys customer accounts
- KU3.** organizations fee and charges structure
- KU4.** paperwork required before handling cargo
- KU5.** organizations contact with customs office
- KU6.** organizations policy of data maintenance, recording and handling
- KU7.** companys material movement policy
- KU8.** reporting structure
- KU9.** department hierarchy
- KU10.** relevant safety and security procedures
- KU11.** details of the transport availability in different routes
- KU12.** charges and cost aspects of different transportation methods
- KU13.** how to provide shipment status notification to exporters, consignees, or insurers
- KU14.** usage of computer for electronic documentation of information
- KU15.** different types of cargo exported, their eligibility of duty free and documentation requirement
- KU16.** different airline/ shipping line available for different routes
- KU17.** transit rules and regulations
- KU18.** nature of the products transported and the variances in their characteristics
- KU19.** packaging methods and procedures for gate passes
- KU20.** special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc. handling of dangerous and special goods, material handling procedure, etc.

Generic Skills (GS)

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

- GS1.** schedule and plan for cargo movement
- GS2.** regulatory requirement for gate pass, goods handling, cargo transport, etc.
- GS3.** instructions and conditions during cargo movement
- GS4.** regulatory requirement associated with customs clearance
- GS5.** make daily gate passes and entry passes
- GS6.** make daily reporting regarding different transports
- GS7.** maintain the record of cargo movement as per companys policies
- GS8.** listen to the requirements of the supervisor, customs officials and other related stakeholders

Qualification Pack

- GS9.** communicate regularly with all stakeholders at every stage of the process as and when required
- GS10.** communicate effectively with supervisory and operational staff at all levels
- GS11.** speak politely and build relationship with the transporters, customs agents, airline agents, etc.
- GS12.** make a judgment on the appropriate choice of transport, route for export of cargo
- GS13.** identify the appropriate equipment for loading and unloading of goods from freight transport
- GS14.** identify dangerous goods and take due precautions
- GS15.** plan the sequence of work
- GS16.** plan for transportation, customs clearance and other arrangement for cargo
- GS17.** prioritize and execute tasks in within the scheduled time limits
- GS18.** represent the customers among various stakeholders such as shipping line, airline, customs authorities, etc.
- GS19.** communicate with customers and share all relevant information
- GS20.** identify cases where customs documentation is incomplete and highlight cases to supervisor
- GS21.** identify transporters with inadequate information and guide them on the required documentation
- GS22.** analyse on best possible solutions (cost, time, effort, etc.) suited for customer requirement
- GS23.** identify strengths and weaknesses of alternative route for transportation
- GS24.** check the type of packaging, approx. weight and measurement as well as marking and labelling for different types of cargoes to assess if it is in order with the widely accepted norms
- GS25.** assess if all the required precaution and documentation is present with respect to the transporter

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Liaise with the officials to clear the assessment of shipment</i>	8	15	-	-
PC1. submit documents required for customs clearance to customs officials as per requirements	3	5	-	-
PC2. respond to any queries and make note of any objections raised by customs officials on the cargo	3	5	-	-
PC3. escalate objections and remarks of customs officials to the (EXIM) supervisor and the customer as required	2	5	-	-
<i>Check packaging and movement of customs cleared goods</i>	8	20	-	-
PC4. check packaging and material used is as per clients requirement and regulatory compliance	2	5	-	-
PC5. assist customs officer in conducting inspection, and post inspection witness sealing of the container	2	5	-	-
PC6. coordinate with the custodian officials on receipt of goods for loading in the vessel	2	5	-	-
PC7. arrange for manpower and material handling equipment for movement of goods	2	5	-	-
<i>Record and document for further reference</i>	14	35	-	-
PC8. keep record of shipment in form of daily status report & update the same to customer & EXIM supervisor	2	5	-	-
PC9. collect, transmit and maintain records like photograph of seals and container number, cargo stuffing, etc. as record using data management devices	2	5	-	-
PC10. submit all signed hard copies and soft data for record filling	2	5	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. share a copy of the customs clearance documents with the shipper/ customs agents for further actions	2	5	-	-
PC12. collect feedback from customs officer and report it to supervisor	2	5	-	-
PC13. share a copy of the custom clearance documents with the shipper/customs agents for further actions	2	5	-	-
PC14. collect feedback from customs officer and report it to supervisor	2	5	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N2341
NOS Name	Perform customs clearance field activities
Sector	Logistics
Sub-Sector	EXIM Logistics - Freight Forwarding and Customs clearance
Occupation	Freight Forwarding Operations, Customs Clearance Operation
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	25/08/2025
NSQC Clearance Date	25/08/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 70

Qualification Pack

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3301. Conduct day to day procurement activities	40	60	-	-	100	10
LSC/N3302. Perform inventory analysis	30	70	-	-	100	10
LSC/N3303. Perform in-plant warehouse data entry and analysis using ERP	30	70	-	-	100	10
LSC/N3304. Vendor development	40	60	-	-	100	10
LSC/N3305. Vendor Management	30	70	-	-	100	10
LSC/N3306. Perform essential tasks for transportation of ODC	40	60	-	-	100	10
DGT/VSQ/N0102. Employability Skills (60 Hours)	20	30	-	-	50	5
LSC/N2131. Prepare documents for Export and Import processing including EDI filing	30	70	0	0	100	10
LSC/N2342. Perform customs clearance office activities	30	70	0	0	100	10
LSC/N9909. Follow and monitor health, safety and security procedures	30	70	-	-	100	10
LSC/N9908. Maintain and monitor integrity and ethics in operations	30	70	-	-	100	5
Total	350	700	0	0	1050	100



Qualification Pack

Optional: 1 Perform customs clearance field activities

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N2341.Perform customs clearance field activities	30	70	0	0	100	5
Total	30	70	0	0	100	5



Qualification Pack

Acronyms

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

Qualification Pack

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.

Qualification Pack

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.