

## Qualification Pack



# Tank Farm Manager

Options: Port Terminals Management

QP Code: LSC/Q3513

Version: 1.0

NSQF Level: 6

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## Qualification Pack

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## Qualification Pack

### LSC/Q3513: Tank Farm Manager

#### Brief Job Description

The individual manages one or more tank farms, monitors overall operations and coordinates with customs, ports, clients, shippers, government agencies, regulatory authorities, etc. She/he is also responsible for safety and security of the cargo and infrastructure of the tank farm

#### Personal Attributes

The job holder should be medically and physically fit to operate in liquid terminals. S/he should be analytical, observant and diligent in monitoring operations, assessing trends, drawing inferences and developing future-plans. She/he should have analytical, organisational and leadership traits to prepare forecasts, budgets, schedules, growth plans, new projects and implement them.

#### Applicable National Occupational Standards (NOS)

##### Compulsory NOS:

1. [LSC/N3522: Follow health, safety and security procedures in liquid logistics](#)
2. [LSC/N3528: Conduct daily review and facilitate operations in tank farms](#)
3. [LSC/N3529: Assist in tank farm planning and commissioning](#)
4. [LSC/N9602: Review performance and develop performance improvement plan](#)
5. [LSC/N9603: Profit and Loss Account management and cost accounting](#)
6. [LSC/N9701: Business development and stakeholder relations](#)
7. [LSC/N9703: Build customer relations and handle key accounts](#)
8. [LSC/N9904: Maintain integrity and ethics in operations](#)

##### Options(Not mandatory):

Option : Port Terminals Management

The unit is about managing and operating port cargo terminals, their compliances and businesses

1. [LSC/N3526: Manage port terminals](#)

#### Qualification Pack (QP) Parameters

### Qualification Pack

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Liquid Logistics
<b>Occupation</b>	Port Operations Coordination, Documentation and Reporting, Liquid transportation Operations, Engineering/Maintenance
<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Credits</b>	NA
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1324 and ISCO-08-1324
<b>Minimum Educational Qualification &amp; Experience</b>	Graduate (Petrochemical/Chemical engineering/Chemistry) with 2-3 Years of experience In Tank Farm Operations OR Diploma (Petrochemical/Chemical Engineering ) with 5-10 Years of experience In Tank Farm Operations
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Should be proficient and cleared Level 5
<b>Minimum Job Entry Age</b>	23 Years
<b>Last Reviewed On</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Approval Date</b>	22/08/2019
<b>Version</b>	1.0
<b>Reference code on NQR</b>	2019/TLW/LSC/03394
<b>NQR Version</b>	1.0

## Qualification Pack

# LSC/N3522: Follow health, safety and security procedures in liquid logistics

## Description

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

## Scope

This unit/task covers the following:

- Follow health, safety and security procedures
- Ensure compliance to health, safety and security
- Prepare for disaster and pollution control responseRange: Personal Protective Equipment (PPE), Material Handling Equipment (MHE), instructional material, alarms, safety guidelines, safety signs, computer, projector etc

## Elements and Performance Criteria

### *Follow health, safety and security procedures*

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

- PC4.** follow protocol to initiate action in case of signs of any emergency situation like accident or breach of safety
- PC5.** undertake periodical preventive health check ups
- PC6.** follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous shipment
- PC7.** follow security procedures like green gate in port, customs area, factory security, etc.
- PC1.** make note of all safety checks and comply with safety regulations
- PC2.** wear PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as required
- PC3.** follow standard driving and equipment/ machine operating practice

### *Ensure compliance to health, safety and security*

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

- PC8.** identify unsafe conditions and practices and report it to concerned authority
- PC9.** implement 5S at workplace
- PC10.** inspect the activity area and equipment for safe working condition
- PC11.** check that pathways/ emergency escape routes are clear and free from grease/ oil
- PC12.** participate in fire drills
- PC13.** follow standard material handling procedures
- PC14.** hold ladders, platforms and hand rails in a safe position
- PC15.** check that the safety and security related tags, labels and signage are placed on cargo
- PC16.** report in case of any violation

### *Prepare for disaster and pollution control response*

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

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- PC17.** raise alarms and inform supervisors in case of any emergency - fire, leakage, or pollution
- PC18.** coordinate with local authorities and nearby village representatives for evacuation
- PC19.** follow SOP to contain the disaster or pollution use fire extinguisher, start emergency controls, close emergency valves, etc.
- PC20.** assist fellow workers in quick response and evaluation as per SOP

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- 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.** different type of cargo, their classification A, B, C and their handling procedure and precautions
- KU9.** SOPs for different operations, petrochemical standards International Electrotechnical Commission (IEC) 61511, IEC 61508, American Petroleum Institute (API) 2350, National Fire Protection Association (NFPA), Oil industry safety directorate guidelines and various committee recommendations
- KU10.** using fire extinguisher and protocols for emergencies
- KU11.** operations of control systems pumps, valves, alarm systems, etc.
- KU12.** necessary security procedures for airport, customs area, etc.
- KU13.** tools and equipment for material handling
- KU14.** standard material handling procedures while handling cargo
- KU15.** safety and security signage and their functions
- KU16.** different security tags, labels and signage
- KU17.** handling procedure for hazardous / fragile cargo
- KU18.** security procedures for dangerous / hazardous shipment
- KU19.** different PPE, their usage and purpose
- KU20.** safe driving techniques

## Generic Skills (GS)

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

- GS1.** SOPs and safety precautions for different ground operations and handling cargo
- GS2.** alarms, various gauges and meters regarding temperature, pressure and level
- GS3.** different documents related to security and movement of cargo

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- GS4.** fill forms related to health, safety and security procedures
- GS5.** prepare reports regarding pollution and disaster control, accidents, etc.
- GS6.** communicate clearly with colleagues regarding safety procedures
- GS7.** share experience and guide peers
- GS8.** coordinate with local authorities and disaster management teams
- GS9.** decide how to avoid any damage/accident to personal health/cargo handled, whenever required
- GS10.** act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS11.** plan clearance of area with safety of nearby population and workforce as top priority
- GS12.** prioritize and execute tasks within the schedule time limits
- GS13.** plan and drive based on traffic and road condition using radio links/navigation aids wherever available
- GS14.** ensure safe and secure movement of liquid, cargo at all times
- GS15.** identify any threats on personal health, safety, security, etc. and take appropriate actions
- GS16.** identify risks at the workplace and address them
- GS17.** analyse past mistakes and address them to avoid mishap in the future
- GS18.** check that right safety measures and procedures are in place
- GS19.** quickly escalate and begin disaster management response

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### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Follow health, safety and security procedures</i>	<b>14</b>	<b>28</b>	-	-
<b>PC4.</b> follow protocol to initiate action in case of signs of any emergency situation like accident or breach of safety	2	4	-	-
<b>PC5.</b> undertake periodical preventive health check ups	2	4	-	-
<b>PC6.</b> follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous shipment	2	4	-	-
<b>PC7.</b> follow security procedures like green gate in port, customs area, factory security, etc.	2	4	-	-
<b>PC1.</b> make note of all safety checks and comply with safety regulations	2	4	-	-
<b>PC2.</b> wear PPE such as goggles, ear plugs, helmet, mask, shoes, etc. as required	2	4	-	-
<b>PC3.</b> follow standard driving and equipment/ machine operating practice	2	4	-	-
<i>Ensure compliance to health, safety and security</i>	<b>12</b>	<b>30</b>	-	-
<b>PC8.</b> identify unsafe conditions and practices and report it to concerned authority	2	4	-	-
<b>PC9.</b> implement 5S at workplace	2	4	-	-
<b>PC10.</b> inspect the activity area and equipment for safe working condition	2	4	-	-
<b>PC11.</b> check that pathways/ emergency escape routes are clear and free from grease/ oil	1	3	-	-
<b>PC12.</b> participate in fire drills	1	3	-	-
<b>PC13.</b> follow standard material handling procedures	1	3	-	-
<b>PC14.</b> hold ladders, platforms and hand rails in a safe position	1	3	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> check that the safety and security related tags, labels and signage are placed on cargo	1	3	-	-
<b>PC16.</b> report in case of any violation	1	3	-	-
<i>Prepare for disaster and pollution control response</i>	<b>4</b>	<b>12</b>	-	-
<b>PC17.</b> raise alarms and inform supervisors in case of any emergency - fire, leakage, or pollution	1	3	-	-
<b>PC18.</b> coordinate with local authorities and nearby village representatives for evacuation	1	3	-	-
<b>PC19.</b> follow SOP to contain the disaster or pollution use fire extinguisher, start emergency controls, close emergency valves, etc.	1	3	-	-
<b>PC20.</b> assist fellow workers in quick response and evaluation as per SOP	1	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3522
<b>NOS Name</b>	Follow health, safety and security procedures in liquid logistics
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Liquid Logistics
<b>Occupation</b>	Port Operations Coordination , Documentation and Reporting, Liquid transportation Operations, Engineering/Maintenance
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N3528: Conduct daily review and facilitate operations in tank farms

#### Description

This unit is about conducting daily status reviews and facilitating daily operations in multiple tank farms across regions

#### Scope

This OS unit/task covers the following:

- Review status and facilitate daily operations
- Forecast and budget
- Approve workplans and allocate tasks
- Ensure compliance to legal and regulatory requirementsRange: Computers, Management information system (MIS), Enterprise resource planning (ERP), performance review softwares, budgeting and forecasting softwares, etc.

#### Elements and Performance Criteria

##### *Review status and facilitate smooth operations*

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

- PC1.** monitor cargo levels, tank farm alarms and infrastructure status, utilization status, repair and cargo handling schedules, etc. on the Internet of Things (IOT) system controls
- PC2.** review reports of loading, pumping and cleaning and high priority activities performed
- PC3.** review work schedules, resource allocation and make amendments as required
- PC4.** review inspection, fitness and maintenance reports
- PC5.** coordinate with port authorities, clients, Partnering Government Agencies (PGAs), etc. for resolving cargo transfers, pending cases, tank repairs, etc.
- PC6.** monitor resource performance and take corrective action to improve utilisation
- PC7.** periodically inspect tank farms to check for safety compliance, cargo storage and handling, cleanliness, use of adequate Personal Protective Equipment (PPEs), resources, fitness of equipment and personnel, etc.

##### *Forecast and budget*

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

- PC8.** analyse cargo storage and handling trends across tank farms
- PC9.** prepare storage and revenue forecasts and budget for tank farm units
- PC10.** set-up consensus meetings with peers and seniors and get their approval on the forecasts and budgets
- PC11.** make amendments in budgets periodically based on review of actual performance

##### *Approve work plans and allocate tasks*

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

- PC12.** assess tasks, identify priorities and inform supervisors and executives
- PC13.** review and approve tank cleaning, maintenance schedules, work plans shared by supervisors

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**PC14.** review and approve disaster management plans, drill schedules shared by supervisors

*Ensure compliance to legal and regulatory requirements*

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

**PC15.** monitor compliance to local, country and international laws and processes on a regular basis

**PC16.** monitor compliance with respect to cargo handling and storage norms particularly for hazardous cargo

**PC17.** identify areas of non-compliance, and implement policies for compliances

**PC18.** conduct inspections to check compliance to Standard Operating Procedures (SOPs) and regulations

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizational procedures

**KU2.** documentation and reporting as per organization's mandate

**KU3.** security procedures to be followed

**KU4.** escalation matrix for reporting identified problems

**KU5.** risk and impact of not following defined procedures/work instructions

**KU6.** coding system followed to label cargo

**KU7.** Information Technology (IT) system and ERP system of the organization

**KU8.** basics of operations in a port terminals and liquid terminals

**KU9.** different type of cargo, their classification A, B, C and their handling procedure and precautions

**KU10.** SOPs for different operations, Petro-chemical standards International Electrotechnical Commission (IEC) 61511, IEC 61508, American Petroleum Institute (API) 2350, National Fire Protection Association (NFPA), Oil industry safety directorate guidelines and various committee recommendations

**KU11.** vessel layout and loading and unloading activities

**KU12.** procedures of tank cleaning, cargo movement

**KU13.** requirements regarding handling of cargo

**KU14.** handling of hazardous and non-hazardous cargo - International Maritime Dangerous Goods (IMDG) code

**KU15.** special characteristics and handling requirements of cargo, if any

**KU16.** ERP and automated controls for tank farms

**KU17.** trend analysis, budgeting, planning and forecasting

## Generic Skills (GS)

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

**GS1.** written instructions, reports, ERP data

**GS2.** system alarms, cargo levels, etc on online systems

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- GS3.** checklists
- GS4.** various reports, letters, presentations, documents
- GS5.** instructions
- GS6.** training pedagogy
- GS7.** communicate with supervisors, surveyors, clients, stakeholders custom and port officers, PGAs
- GS8.** coordinate with local authorities, external support agencies
- GS9.** decide on resource requirement, budgets, maintenance schedules, forecasts
- GS10.** decide key clients for business development
- GS11.** decide on strategies for operations, disaster management, process improvement
- GS12.** plan and estimate the co-ordination required for resolving a query
- GS13.** maintain punctuality
- GS14.** respond to the client in a timely manner
- GS15.** prioritize and execute tasks based on client requirements
- GS16.** be a team player and achieve joint goals
- GS17.** adhere to the customer timelines
- GS18.** address the urgency regarding approvals for cargo handling, repairs, etc.
- GS19.** coordinate to resolve stuck cases for cargo transfers, repair requirements, etc.
- GS20.** identify trends and plan accordingly to improve processes
- GS21.** identify bottlenecks and operational problems and suggest remedial action
- GS22.** analyse trends and prepare budgets and forecasts
- GS23.** identify trends and plan accordingly to improve processes
- GS24.** review and ensure safe handling and storage of liquid cargo
- GS25.** ensure adequate utilization of tank farm resources
- GS26.** adapt and implement global best practices

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Review status and facilitate smooth operations</i>	<b>14</b>	<b>35</b>	-	-
<b>PC1.</b> monitor cargo levels, tank farm alarms and infrastructure status, utilization status, repair and cargo handling schedules, etc. on the Internet of Things (IOT) system controls	2	5	-	-
<b>PC2.</b> review reports of loading, pumping and cleaning and high priority activities performed	2	5	-	-
<b>PC3.</b> review work schedules, resource allocation and make amendments as required	2	5	-	-
<b>PC4.</b> review inspection, fitness and maintenance reports	2	5	-	-
<b>PC5.</b> coordinate with port authorities, clients, Partnering Government Agencies (PGAs), etc. for resolving cargo transfers, pending cases, tank repairs, etc.	2	5	-	-
<b>PC6.</b> monitor resource performance and take corrective action to improve utilisation	2	5	-	-
<b>PC7.</b> periodically inspect tank farms to check for safety compliance, cargo storage and handling, cleanliness, use of adequate Personal Protective Equipment (PPEs), resources, fitness of equipment and personnel, etc.	2	5	-	-
<i>Forecast and budget</i>	<b>6</b>	<b>14</b>	-	-
<b>PC8.</b> analyse cargo storage and handling trends across tank farms	2	5	-	-
<b>PC9.</b> prepare storage and revenue forecasts and budget for tank farm units	1	3	-	-
<b>PC10.</b> set-up consensus meetings with peers and seniors and get their approval on the forecasts and budgets	1	3	-	-
<b>PC11.</b> make amendments in budgets periodically based on review of actual performance	2	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Approve work plans and allocate tasks</i>	6	9	-	-
<b>PC12.</b> assess tasks, identify priorities and inform supervisors and executives	2	3	-	-
<b>PC13.</b> review and approve tank cleaning, maintenance schedules, work plans shared by supervisors	2	3	-	-
<b>PC14.</b> review and approve disaster management plans, drill schedules shared by supervisors	2	3	-	-
<i>Ensure compliance to legal and regulatory requirements</i>	4	12	-	-
<b>PC15.</b> monitor compliance to local, country and international laws and processes on a regular basis	1	3	-	-
<b>PC16.</b> monitor compliance with respect to cargo handling and storage norms particularly for hazardous cargo	1	3	-	-
<b>PC17.</b> identify areas of non-compliance, and implement policies for compliances	1	3	-	-
<b>PC18.</b> conduct inspections to check compliance to Standard Operating Procedures (SOPs) and regulations	1	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3528
<b>NOS Name</b>	Conduct daily review and facilitate operations in tank farms
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Liquid Logistics
<b>Occupation</b>	Port Operations Coordination , Documentation and Reporting, Liquid transportation Operations, Engineering/Maintenance
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019



## Qualification Pack

### LSC/N3529: Assist in tank farm planning and commissioning

#### Description

This unit is about planning the requirement of tank farms, designing the layout and assisting in commissioning

#### Scope

This unit/task covers the following:

- Identify tank farm requirements
- Coordinate with Engineering Procurement and Construction (EPC) contractors
- Assist in commissioning of the terminal Range: Enterprise resource planning (ERP), Management information system (MIS), regulatory norms, tank farm business planning model/software, tank farm infrastructure/equipment specifications, control software specification, Microsoft (MS) Office, computer, projector, stationery, worksheets etc.

#### Elements and Performance Criteria

##### *Identify tank farm requirements*

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

- PC1.** analyse cargo movement trends and storage capacity in the region to identify demand
- PC2.** assess possible locations (port terminals, inland units) for setting up tank farms
- PC3.** evaluate the type and frequency of cargo moved, regulatory requirements, ease of connectivity, availability of skilled resources, cargo offtake possibilities, port and intake connectivity, overall profitability and returns
- PC4.** finalise the location and type of cargo terminal in discussion with superiors and decision panel of the organisation
- PC5.** finalise the capacity requirement and tank specifications for different types of cargo
- PC6.** coordinate with technical team/consultant for preparing the detailed layout and component design, piping layout, IT requirements, and safety compliances

##### *Coordinate with Engineering Procurement and Construction (EPC) contractors*

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

- PC7.** release advertisement and invite bids for tank farm construction and commissioning
- PC8.** evaluate EPC contractors to finalise the right company for construction and setting the tank terminal
- PC9.** evaluate Information Technology (IT) vendors, safety system vendors and control system vendors for compliance to requirements and price
- PC10.** advise the construction contractor on requirements, type of cargo, estimated precautions and IT integration required, etc.
- PC11.** advise the contractor regarding layout of terminal, different buildings, distance between tanks, evacuation routes, and other safety and regulatory requirements
- PC12.** review progress on installation of tanks, pipelines, loading/unloading terminals, etc. on a regular basis

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**PC13.** supervise integration of IT systems and control systems with tank farm hardware

**PC14.** escalate any delays in construction/ system integration and take corrective/preventive actions

*Assist in commissioning of the terminal*

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

**PC15.** check the terminal for adherence to the designed plans, layout, software requirements etc.

**PC16.** check the tank farm for adherence to various regulations and mandatory compliances required

**PC17.** perform pre-operative tests of tanks, pipelines, valves, regulators, control systems, fire safety equipment, alarms etc.

**PC18.** ensure all the equipment and control systems clear the pre-operative tests as per guidelines and regulations, else take corrective actions

**PC19.** provide final go-ahead for commissioning once the components are fully tested

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** organizational procedures and Standard Operating Procedures (SOPs) for tasks at hand, documentation policy and emergency responses

**KU2.** security and safety procedures to be followed

**KU3.** reporting structure of the organization and the supplier for escalation of issues

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

**KU5.** coding system followed for different type of liquids and their distress codes

**KU6.** different type of cargo, their classification A, B, C and their handling procedure and precautions

**KU7.** SOPs for different operations, petro-chemical standards International Electrotechnical Commission (IEC) 61511, IEC 61508, American Petroleum Institute (API) 2350, National Fire Protection Association (NFPA), Oil industry safety directorate guidelines and various committee recommendations

**KU8.** different regulatory authorities, Partnering Government Agencies (PGAs), stakeholders involved

**KU9.** regulatory requirements with respect to cargo handling and terminal layout

**KU10.** using fire extinguisher and protocols for emergencies

**KU11.** documentation requirement for different type of cargo, equipment and their handling

**KU12.** handling and emergency procedures for hazardous cargo

**KU13.** coordination with related stakeholders

**KU14.** documents and certificates to be verified in case of transports both trucks and wagons

**KU15.** bid evaluation and vendor management

## Generic Skills (GS)

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

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- GS1.** written instructions
- GS2.** design documents, layouts, plans, presentations, reports
- GS3.** ERP and computer generated reports
- GS4.** terminal layout and storage plans
- GS5.** SOPs and safety regulation and compliance manuals
- GS6.** work-orders, bid evaluation reports, instructions, etc.
- GS7.** various reports and letters
- GS8.** communicate with supply chain specialists, freight operators, EPC, senior management and port authorities
- GS9.** communicate with regulatory authorities and PGAs
- GS10.** decide on capacity, cargo type and location for tank farms
- GS11.** decide on suitable EPC for commissioning
- GS12.** decide if the project is ready for commissioning
- GS13.** plan and estimate the co-ordination required for resolving a query.
- GS14.** maintain punctuality and respond in a timely manner
- GS15.** prioritize and execute tasks based on client requirements
- GS16.** be a team player and achieve joint goals
- GS17.** adhere to assigned timelines and compliance requirements
- GS18.** address the customer requirement when designing tank farms
- GS19.** co-ordinate and handle major issues with different departments for smooth construction and compliances
- GS20.** provide suggestions for meeting compliance in different activities
- GS21.** analyse trends to identify tank farm requirements
- GS22.** review layout plans to ensure it meets compliance
- GS23.** conduct correct estimate of forecasts to identify the right location and capacity considering business profitability
- GS24.** ensure compliance in designing and layout

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify tank farm requirements</i>	<b>12</b>	<b>29</b>	-	-
<b>PC1.</b> analyse cargo movement trends and storage capacity in the region to identify demand	2	5	-	-
<b>PC2.</b> assess possible locations (port terminals, inland units) for setting up tank farms	2	5	-	-
<b>PC3.</b> evaluate the type and frequency of cargo moved, regulatory requirements, ease of connectivity, availability of skilled resources, cargo offtake possibilities, port and intake connectivity, overall profitability and returns	2	5	-	-
<b>PC4.</b> finalise the location and type of cargo terminal in discussion with superiors and decision panel of the organisation	2	5	-	-
<b>PC5.</b> finalise the capacity requirement and tank specifications for different types of cargo	2	5	-	-
<b>PC6.</b> coordinate with technical team/consultant for preparing the detailed layout and component design, piping layout, IT requirements, and safety compliances	2	4	-	-
<i>Coordinate with Engineering Procurement and Construction (EPC) contractors</i>	<b>13</b>	<b>26</b>	-	-
<b>PC7.</b> release advertisement and invite bids for tank farm construction and commissioning	2	4	-	-
<b>PC8.</b> evaluate EPC contractors to finalise the right company for construction and setting the tank terminal	2	4	-	-
<b>PC9.</b> evaluate Information Technology (IT) vendors, safety system vendors and control system vendors for compliance to requirements and price	2	3	-	-
<b>PC10.</b> advise the construction contractor on requirements, type of cargo, estimated precautions and IT integration required, etc.	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC11.</b> advice the contractor regarding layout of terminal, different buildings, distance between tanks, evacuation routes, and other safety and regulatory requirements	2	3	-	-
<b>PC12.</b> review progress on installation of tanks, pipelines, loading/unloading terminals, etc. on a regular basis	1	3	-	-
<b>PC13.</b> supervise integration of IT systems and control systems with tank farm hardware	1	3	-	-
<b>PC14.</b> escalate any delays in construction/ system integration and take corrective/preventive actions	1	3	-	-
<i>Assist in commissioning of the terminal</i>	<b>5</b>	<b>15</b>	-	-
<b>PC15.</b> check the terminal for adherence to the designed plans, layout, software requirements etc.	1	3	-	-
<b>PC16.</b> check the tank farm for adherence to various regulations and mandatory compliances required	1	3	-	-
<b>PC17.</b> perform pre-operative tests of tanks, pipelines, valves, regulators, control systems, fire safety equipment, alarms etc.	1	3	-	-
<b>PC18.</b> ensure all the equipment and control systems clear the pre-operative tests as per guidelines and regulations, else take corrective actions	1	3	-	-
<b>PC19.</b> provide final go-ahead for commissioning once the components are fully tested	1	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3529
<b>NOS Name</b>	Assist in tank farm planning and commissioning
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Liquid Logistics
<b>Occupation</b>	Port Operations Coordination , Documentation and Reporting, Liquid transportation Operations, Engineering/Maintenance
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

# LSC/N9602: Review performance and develop performance improvement plan

## Description

This unit is about reviewing performance and developing performance improvement plan

## Scope

This OS unit/task covers the following:

- Analyse activity wise operational performance
- Identify reasons for non-performance and areas for improvement
- Implement performance improvement action plans
- Provide leadership and directionRange: Standard Operating Procedures (SOP), Management information system (MIS), Enterprise Resource Planning (ERP), worksheets, stationery, computer, projector etc.

## Elements and Performance Criteria

### *Analyse activity wise operational performance*

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

- PC1.** analyse activity related performance metrics
- PC2.** review output reports for escalated cases to identify reasons
- PC3.** review asset utilization rates and revenue per manpower
- PC4.** analyse trend of defaults, delays, etc. along with their reasoning
- PC5.** analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance

### *Identify reasons for non-performance and areas of improvement*

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

- PC6.** analyse reasons for non-performance with respect to each operation and department
- PC7.** identify process improvement areas and departments
- PC8.** identify training needs and develop training plans
- PC9.** analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management
- PC10.** examine staff turnover issues
- PC11.** identify the department and staffs that are underperforming and take necessary actions to improve performance

### *Implement performance review action plan*

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

- PC12.** prioritise performance improvement project implementation
- PC13.** develop strategic action plans to increase overall worker and operational efficiency
- PC14.** communicate performance improvement benefits to senior management and take their approval

## Qualification Pack

- PC15.** establish key performance indicators, track regular performance output with respect to set goals and take corrective actions
- PC16.** address all employee performance problems promptly and directly in accordance with personnel policies
- PC17.** take necessary action in case of theft or fiddling with the shipment

### *Provide leadership and direction*

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

- PC18.** develop, implement, and manage departmental policies, procedures, standards and strategies as required
- PC19.** set objectives and provide support to team members
- PC20.** communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts
- PC21.** guide and support them to cope with work load
- PC22.** conduct meetings with staff to assess groups overall performance; discuss ideas for improvement and inform staff of new developments
- PC23.** support team members in identifying, developing and implementing new ideas
- PC24.** direct the hiring, training, and performance evaluations of staff

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys policy on business ethics and code of conduct
- KU3.** business and performance of the company
- KU4.** knowledge repository and various projects done by the company
- KU5.** reporting structure to support and expedite project activities
- KU6.** escalation matrix for reporting issues/challenges
- KU7.** companys policy and work instructions on quality standards
- KU8.** companys personnel management and incentives rules
- KU9.** importance of the individuals role in the workflow
- KU10.** company policy defined turn around time (TATs) and output metrics for daily operations
- KU11.** companys approach towards skill up-gradation and technology modernisation
- KU12.** companys training plans and schedules
- KU13.** process flow of service operation, value chain and basic supply chain map within the sub sector
- KU14.** state/country taxes and routing
- KU15.** local and global geographical knowledge
- KU16.** use of enterprise resource planning software (ERP)
- KU17.** use of various tools for documentation: MS excel and MS Word, etc.
- KU18.** basics of statistical and quantitative analysis tools
- KU19.** use of spreadsheets to tabulate and analyze the data



## Qualification Pack

- KU20.** structure and implications of fees and charges involved in transportation, warehousing, etc.
- KU21.** transit rules and regulations
- KU22.** significance of team coordination to achieve revenue and productivity targets of the organisation
- KU23.** customer relationship management and contract management, and service level agreement (SLA)
- KU24.** factors for evaluation of operational performance and utilization for resources
- KU25.** different metrics of performance evaluation
- KU26.** different solutions to improve performance and utilization

## Generic Skills (GS)

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

- GS1.** company policy and standard work-related documents
- GS2.** emails, letters and instructions
- GS3.** daily reports
- GS4.** prepare reports on delivery performance, demand forecast, franchisee performance etc.
- GS5.** write Minutes of Meeting, mails and memos
- GS6.** interact with team members to work efficiently
- GS7.** communicate effectively with colleagues and vendors to achieve smooth workflow
- GS8.** communicate quality standards and performance metrics clearly to all the employees
- GS9.** listen to queries patiently and answer them aptly
- GS10.** plan and organise performance review sessions
- GS11.** make action plan for performance improvement
- GS12.** organise projects/ training plans for performance improvement
- GS13.** monitor the activities of the performance improvement plan
- GS14.** plan and organise monitoring activities to ensure no breach in terms of commitments
- GS15.** timely complete analysis on reports and issues identified
- GS16.** analyse performance with focus on customer requirement and ability to improve satisfaction levels with customers
- GS17.** sensitise individuals towards customer satisfaction and train them accordingly
- GS18.** resolve interpersonal issues among employees
- GS19.** resolve performance related bottlenecks with respect to individuals and resources
- GS20.** guide staff towards appropriate training to improve performance and remove bottlenecks
- GS21.** assess resource utilization and performance and suggest solutions to remove bottlenecks
- GS22.** analyse reports and take necessary action
- GS23.** analyse output and delivery performance to infer bottlenecks
- GS24.** assess the performance of resources to see capacity utilization
- GS25.** assess performance to see if there is a need for technology up-gradation or training
- GS26.** improve work processes by adopting global best practices



## Qualification Pack

- GS27.** resolve recurring inter-personal or system related conflicts with colleagues that hinder service
- GS28.** act upon constructively on any problems as pointed by seniors
- GS29.** review performance with respect to requirement and compare with global peers to see prospects for technology and skill up-gradation

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Analyse activity wise operational performance</i>	<b>8</b>	<b>17</b>	-	-
<b>PC1.</b> analyse activity related performance metrics	2	3	-	-
<b>PC2.</b> review output reports for escalated cases to identify reasons	2	3	-	-
<b>PC3.</b> review asset utilization rates and revenue per manpower	2	3	-	-
<b>PC4.</b> analyse trend of defaults, delays, etc. along with their reasoning	1	4	-	-
<b>PC5.</b> analyse the trends of various output metrics like average time per case, average number delays per week, etc. to measure operational performance	1	4	-	-
<i>Identify reasons for non-performance and areas of improvement</i>	<b>8</b>	<b>17</b>	-	-
<b>PC6.</b> analyse reasons for non-performance with respect to each operation and department	1	3	-	-
<b>PC7.</b> identify process improvement areas and departments	2	3	-	-
<b>PC8.</b> identify training needs and develop training plans	2	3	-	-
<b>PC9.</b> analyse resource utilization trends to arrive at cases of under-utilization and poor equipment management	1	2	-	-
<b>PC10.</b> examine staff turnover issues	1	3	-	-
<b>PC11.</b> identify the department and staffs that are underperforming and take necessary actions to improve performance	1	3	-	-
<i>Implement performance review action plan</i>	<b>6</b>	<b>18</b>	-	-
<b>PC12.</b> prioritise performance improvement project implementation	1	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> develop strategic action plans to increase overall worker and operational efficiency	1	3	-	-
<b>PC14.</b> communicate performance improvement benefits to senior management and take their approval	1	3	-	-
<b>PC15.</b> establish key performance indicators, track regular performance output with respect to set goals and take corrective actions	1	3	-	-
<b>PC16.</b> address all employee performance problems promptly and directly in accordance with personnel policies	1	3	-	-
<b>PC17.</b> take necessary action in case of theft or fiddling with the shipment	1	3	-	-
<i>Provide leadership and direction</i>	<b>8</b>	<b>18</b>	-	-
<b>PC18.</b> develop, implement, and manage departmental policies, procedures, standards and strategies as required	1	3	-	-
<b>PC19.</b> set objectives and provide support to team members	1	3	-	-
<b>PC20.</b> communicate and emphasise on policies and standards in line with the regulations laid down by various governing Acts	1	3	-	-
<b>PC21.</b> guide and support them to cope with work load	1	2	-	-
<b>PC22.</b> conduct meetings with staff to assess groups overall performance; discuss ideas for improvement and inform staff of new developments	1	3	-	-
<b>PC23.</b> support team members in identifying, developing and implementing new ideas	1	2	-	-
<b>PC24.</b> direct the hiring, training, and performance evaluations of staff	2	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9602
<b>NOS Name</b>	Review performance and develop performance improvement plan
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	EXIM logistics, Freight Forwarding & Custom Clearance, Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N9603: Profit and Loss Account management and cost accounting

#### Description

This unit is about about Profit and loss account management and cost accounting

#### Scope

This OS unit/task covers the following:

- Profit and loss account management and review
- Analysis of activity based costs Range: Computers, Management information system (MIS), Enterprise Resource Planning (ERP), performance review softwares

#### Elements and Performance Criteria

##### *Profit and Loss account management and review*

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

- PC7.** periodically analyze the physical output and performance with respect to the budget and identify places for improvements
- PC8.** undertake adequate risk management so as to meet Key Performance targets
- PC9.** manage and control budgets of different departments on a periodic basis to optimize financial performance
- PC1.** review department wise budgets and make amendments if required
- PC2.** collate and prepare annual budgets along with sales and profit targets
- PC3.** schedule both capital and operational expenses accordance to the budget
- PC4.** analyze and review the P&L performance for the unit
- PC5.** analyze profitability and business performance trends department wise
- PC6.** periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions

##### *Analysis of activity based costs*

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

- PC10.** periodically review activity and department financial performance
- PC11.** identify the activities having high variance with respect to the budgeted costs or the forecasted revenue
- PC12.** analyze the actual cost w.r.t physical output to draw inferences
- PC13.** identify reasons in discussion with department and take remedial and corrective actions where-ever required
- PC14.** work towards rationalizing the cost of the activity wise operations to achieve higher financial goals

#### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

## Qualification Pack

- KU1.** vision, mission and values of the company
- KU2.** companys reporting structure to support and expedite project activities
- KU3.** companys policy and work instructions on quality standards as well as documentation policy
- KU4.** importance of the individuals role in the workflow
- KU5.** companys policy on business ethics and code of conduct
- KU6.** business and performance of the company
- KU7.** knowledge repository and various projects done by the company
- KU8.** occupational health and safety standards, handling of special and dangerous goods, etc.
- KU9.** procedures for dealing with loss or damage to goods
- KU10.** value of items handled and implications of damage/loss of the same
- KU11.** risk and impact of not following defined work, safety and security procedures
- KU12.** company policy defined TATs and output metrics for daily operations
- KU13.** coding system followed to label items
- KU14.** IT system and ERP system of the organization
- KU15.** organizational goal for the year as well as branch/ territory targets
- KU16.** process flow of service operation and understanding of basic supply chain value chain
- KU17.** state/country taxes and routing
- KU18.** local and global geographies
- KU19.** use of enterprise resource planning software (ERP) and the MIS
- KU20.** use of tools for documentation: MS excel and MS Word, etc.
- KU21.** basics of statistical and quantitative analysis tools
- KU22.** use of spreadsheets to tabulate and analyze the data
- KU23.** structure and implications of fees and charges involved in transportation, warehousing, processing clearances, etc.
- KU24.** transit rules and regulations
- KU25.** working and capacities of different MHEs and other equipment used for handling the shipment
- KU26.** procurement related concepts like Purchase order (PO), Invoices, procedures etc.
- KU27.** significance of team coordination to achieve revenue and productivity targets of the organization
- KU28.** various techniques for performance improvement and cost accounting
- KU29.** budgeting exercises

## Generic Skills (GS)

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

- GS1.** companys work instructions, customer requirement and quality policy
- GS2.** egal policies and regulations
- GS3.** internal communications memorandums
- GS4.** written instructions, standard operating procedures

## Qualification Pack

- GS5.** SOPs and documents required for all operational activities
- GS6.** inferences drawn from the system reports
- GS7.** financial statements
- GS8.** maintain the record of as per company's policy
- GS9.** make the note of instructions to team members
- GS10.** develop operating procedures and update them
- GS11.** write communications, letters, etc.
- GS12.** prepare daily reports, checklists
- GS13.** prepare reports and presentations based on data analytics and ERP reports
- GS14.** communicate with client, external coordinators, internal staff effectively
- GS15.** motivate employees
- GS16.** share experiences and provide guidance to juniors and peers
- GS17.** assess business performance to identify need for interventions
- GS18.** identify areas for improvement and accordingly suggest remedial action
- GS19.** identify areas for budget modifications and budget cuts
- GS20.** decide on ways to improve performance
- GS21.** plan and organise performance review sessions
- GS22.** make action plan for performance improvement
- GS23.** organise projects/ training plans for performance improvement
- GS24.** monitor the activities of the performance improvement plan
- GS25.** sensitive employees towards customer requirements
- GS26.** focus on customer satisfaction as a key part of the performance review
- GS27.** identify reasons for variances and resolve them in discussion with team and management
- GS28.** suggest new technologies, capital purchases, operational strategies to enhance operational and financial performance
- GS29.** analyze reasons for variances across departments
- GS30.** compare with past trends to see if it is seasonal or cyclical in nature
- GS31.** identify areas that are crucial for improvement and accordingly revisit budgets
- GS32.** assess the financial performance and make strategic decisions regarding budgets, focus areas
- GS33.** motivate and ensure output so as to achieve financial goals



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Profit and Loss account management and review</i>	<b>20</b>	<b>45</b>	-	-
<b>PC7.</b> periodically analyze the physical output and performance with respect to the budget and identify places for improvements	2	5	-	-
<b>PC8.</b> undertake adequate risk management so as to meet Key Performance targets	2	5	-	-
<b>PC9.</b> manage and control budgets of different departments on a periodic basis to optimize financial performance	2	5	-	-
<b>PC1.</b> review department wise budgets and make amendments if required	3	5	-	-
<b>PC2.</b> collate and prepare annual budgets along with sales and profit targets	3	5	-	-
<b>PC3.</b> schedule both capital and operational expenses accordance to the budget	2	5	-	-
<b>PC4.</b> analyze and review the P&L performance for the unit	2	5	-	-
<b>PC5.</b> analyze profitability and business performance trends department wise	2	5	-	-
<b>PC6.</b> periodically analyze variances in the expenditure with respect to the budget and accordingly take corrective actions	2	5	-	-
<i>Analysis of activity based costs</i>	<b>10</b>	<b>25</b>	-	-
<b>PC10.</b> periodically review activity and department financial performance	2	5	-	-
<b>PC11.</b> identify the activities having high variance with respect to the budgeted costs or the forecasted revenue	2	5	-	-
<b>PC12.</b> analyze the actual cost w.r.t physical output to draw inferences	2	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> identify reasons in discussion with department and take remedial and corrective actions where-ever required	2	5	-	-
<b>PC14.</b> work towards rationalizing the cost of the activity wise operations to achieve higher financial goals	2	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9603
<b>NOS Name</b>	Profit and Loss Account management and cost accounting
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

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

#### Description

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

#### Scope

This unit/task covers the following:

- Generate new business prospects
- Maintain customer relations
- Coordinate with government officials, vendors and contractors Range: Instructional material, safety guidelines, safety signs, computer, projector etc.

#### Elements and Performance Criteria

##### *Generate new business prospects*

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

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

##### *Maintain customer relations*

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

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

##### *Co-ordinate with government officials, vendors and contractors*

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

- PC15.** liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them
- PC16.** analyse and manage insurance claim requests

## Qualification Pack

- PC17.** co-ordinate with marketing agencies for publicity of services of the company
- PC18.** negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.
- PC19.** co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

## Qualification Pack

**KU28.** factors for evaluation of performance of vendors

### Generic Skills (GS)

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

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



## Qualification Pack

**GS29.** handle personality clashes effectively

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Generate new business prospects</i>	<b>14</b>	<b>36</b>	-	-
<b>PC9.</b> update information into ERP, inform the relevant departments on sale closure	1	4	-	-
<b>PC1.</b> obtain list of existing clients and new prospects from the company's sales database.	2	4	-	-
<b>PC2.</b> prepare sales targets and relationship strategies	2	4	-	-
<b>PC3.</b> prioritize the clients for contacting, based on the previous relationship building calls made to each of them	2	4	-	-
<b>PC4.</b> call clients and prospects to seek meeting	2	4	-	-
<b>PC5.</b> meet client to offer new services and take feedback for current services	2	4	-	-
<b>PC6.</b> identify clients business need and offer customized and bundled solutions	1	4	-	-
<b>PC7.</b> negotiate on costs, close the deal and collect organizational and payment details of the client	1	4	-	-
<b>PC8.</b> take client's feedback	1	4	-	-
<i>Maintain customer relations</i>	<b>6</b>	<b>19</b>	-	-
<b>PC10.</b> regularly interact with the client over phone, emails or personal visits and quickly respond to their queries	1	4	-	-
<b>PC11.</b> address the query raised by the customers effectively and timely	1	4	-	-
<b>PC12.</b> take appropriate actions on escalations raised by customers	1	4	-	-
<b>PC13.</b> handle customer grievances such as damage or tampering of shipment, extra charges levied, failure to deliver as per commitment, delays etc.	1	4	-	-



### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC14.</b> provide regular information to clients regarding new offerings, discounts, customised solutions, etc.	2	3	-	-
<i>Co-ordinate with government officials, vendors and contractors</i>	<b>10</b>	<b>15</b>	-	-
<b>PC15.</b> liaise with customs, Partner Government Agencies (PGAs), other Govt. departments, etc. and build professional relations with them	2	3	-	-
<b>PC16.</b> analyse and manage insurance claim requests	2	3	-	-
<b>PC17.</b> co-ordinate with marketing agencies for publicity of services of the company	2	3	-	-
<b>PC18.</b> negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.	2	3	-	-
<b>PC19.</b> co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand	2	3	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9701
<b>NOS Name</b>	Business development and stakeholder relations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N9703: Build customer relations and handle key accounts

#### Description

This unit is about building customer relations and handling key accounts

#### Scope

This unit/task covers the following:

- Enhance customer relations
- Handle key accounts
- Identify and convert new prospects Range: Microsoft (MS)-word, MS-excel, Enterprise resource planning (ERP), computer, projector, worksheets, stationery, business planning model/software etc.

#### Elements and Performance Criteria

##### *Enhance customer relations*

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

- PC1.** coordinate with clients nominated representative/s and build a good rapport with them
- PC2.** receive feedback from the customers on a periodical basis
- PC3.** analyse feedback given by customers and develop or improve the system accordingly
- PC4.** provide customised solutions to customers and assist in resolving their issues
- PC5.** work on the system improvement w.r.t. operational process management, claims management, customer relationship management, etc. in order to improve the customer service experience with organisation
- PC6.** retain the customer by earning their goodwill and by providing value adding services

##### *Handle key accounts*

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

- PC7.** organise and conduct regular meetings with stakeholders from key accounts
- PC8.** offer bundled products and solutions as value added services to increase business
- PC9.** take necessary corrective and preventive action on customer feedback
- PC10.** resolve concerns raised from key accounts on priority
- PC11.** inform the customer about existing and upcoming offers, discounts, new launches, seminars and workshop

##### *Identify and convert prospects*

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

- PC12.** understand the potential of prospective leads and pitch for sales
- PC13.** convert prospective lead into a customer by building a good rapport and provide customised solutions based on their business requirement
- PC14.** provide initial subscription benefits to clients and create synergies through customised and bundled offerings
- PC15.** acquire new clients and increase the overall client base

## Qualification Pack

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** vision, mission and values of the company
- KU2.** companys policy and work instructions on quality standards
- KU3.** companys customer profile
- KU4.** companys reporting structure
- KU5.** companys documentation policy
- KU6.** procedures for dealing with loss or damage to shipment
- KU7.** services offered by company
- KU8.** importance of the individuals role in the workflow
- KU9.** occupational health and safety standards
- KU10.** companys policy on business ethics and code of conduct
- KU11.** transit rules and regulations
- KU12.** process flow of warehouse, transport and material handling service operation
- KU13.** state/country taxes and routing
- KU14.** local and global geographies
- KU15.** use of ERP software including Warehouse Management System (WMS), Material Management System (MMS) and Transport Management System (TMS)
- KU16.** use of tools for documentation: MS excel and MS Word
- KU17.** basics of statistical and quantitative analysis tools
- KU18.** use of spread sheets to tabulate and analyse the data
- KU19.** structure and implications of fees and charges involved in transportation
- KU20.** the use of computer or handheld device to communicate effectively and productively
- KU21.** importance of documenting customer feedback as per Standard Operating Procedure (SOP)
- KU22.** how to demonstrate ethics and convey discipline to the customers
- KU23.** importance of gaining customer satisfaction

### Generic Skills (GS)

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

- GS1.** company quality policy, work instructions and customer requirement
- GS2.** transit rules and trade policies
- GS3.** regulatory requirement associated with custom clearance
- GS4.** e-mails, invoices, letters, notes, memos, agreement reports, etc.
- GS5.** contracts, Service level agreements (SLA) and statement of work (SOW)
- GS6.** maintain the record of as per companys policy
- GS7.** make the note of instructions to team members
- GS8.** develop operating procedures, improvements
- GS9.** write communications, letters and documents for internal communication

## Qualification Pack

- GS10.** prepare daily reports, checklists
- GS11.** listen and understand the requirements of the client
- GS12.** communicate with clients, government officials and other stakeholders
- GS13.** exchange information with other managers, supervisory and operational staff
- GS14.** decide on corrective measures to improve customer ratings
- GS15.** decide on actions to be taken on escalations raised by the customer
- GS16.** take appropriate action for poor performance by vendor/ 3PL
- GS17.** identify and prioritise on select clients and prospects for generating business
- GS18.** liaison with customers, government officials, vendors and staff
- GS19.** plan and organise review meetings with vendors, contractors
- GS20.** organise projects/ training plans for performance improvement
- GS21.** take prompt action on queries raised by the customer
- GS22.** understand customer requirement and offer customised or bundled solutions
- GS23.** suggest ideas and solutions to increase customer loyalty and satisfaction
- GS24.** resolve the queries raised by customers
- GS25.** suggest solutions to the customers issues
- GS26.** identify the factors which improved the customer satisfaction as well as ratings of the organisation
- GS27.** identify bundles and customisations that cater to the requirement of majority of customers
- GS28.** analyse key reasons for non-performance and customer dis-satisfaction
- GS29.** identify key areas that are crucial for performance improvement
- GS30.** improve work processes by adopting best practices with respect to quality of service to the customers
- GS31.** act upon constructively on any problems as pointed by customers, vendors or government officials
- GS32.** handle personality clashes effectively

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Enhance customer relations</i>	<b>12</b>	<b>34</b>	-	-
<b>PC1.</b> coordinate with clients nominated representative/s and build a good rapport with them	2	6	-	-
<b>PC2.</b> receive feedback from the customers on a periodical basis	2	6	-	-
<b>PC3.</b> analyse feedback given by customers and develop or improve the system accordingly	2	6	-	-
<b>PC4.</b> provide customised solutions to customers and assist in resolving their issues	2	6	-	-
<b>PC5.</b> work on the system improvement w.r.t. operational process management, claims management, customer relationship management, etc. in order to improve the customer service experience with organisation	2	5	-	-
<b>PC6.</b> retain the customer by earning their goodwill and by providing value adding services	2	5	-	-
<i>Handle key accounts</i>	<b>10</b>	<b>20</b>	-	-
<b>PC7.</b> organise and conduct regular meetings with stakeholders from key accounts	2	4	-	-
<b>PC8.</b> offer bundled products and solutions as value added services to increase business	2	4	-	-
<b>PC9.</b> take necessary corrective and preventive action on customer feedback	2	4	-	-
<b>PC10.</b> resolve concerns raised from key accounts on priority	2	4	-	-
<b>PC11.</b> inform the customer about existing and upcoming offers, discounts, new launches, seminars and workshop	2	4	-	-
<i>Identify and convert prospects</i>	<b>8</b>	<b>16</b>	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> understand the potential of prospective leads and pitch for sales	2	4	-	-
<b>PC13.</b> convert prospective lead into a customer by building a good rapport and provide customised solutions based on their business requirement	2	4	-	-
<b>PC14.</b> provide initial subscription benefits to clients and create synergies through customised and bundled offerings	2	4	-	-
<b>PC15.</b> acquire new clients and increase the overall client base	2	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9703
<b>NOS Name</b>	Build customer relations and handle key accounts
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Customer relationship management, Documentation and Reporting
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019



## Qualification Pack

### LSC/N9904: Maintain integrity and ethics in operations

#### Description

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

#### Scope

This unit/task covers the following:

- Maintain integrity and ensure data security
- Professional and ethical practices
- Ensure regulatory compliance Range: Standard Operating Procedures (SOP), worksheets, computer, projector, whiteboard and markets.

#### Elements and Performance Criteria

##### *Maintain integrity and ethics in operation*

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

- PC1.** refrain from indulging in corrupt practices.
- PC2.** avoid using companys funds, property or resources for undertaking personal activities
- PC3.** protect customers information and ensure it is not misused
- PC4.** protect data and information related to business or commercial decisions
- PC5.** avoid acceptance of cash or kind from vendors for support or contract negotiations
- PC6.** demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues
- PC7.** avoid nepotism
- PC8.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC9.** report promptly all violations of code of ethics
- PC10.** dress up and conduct in a professional manner
- PC11.** communicate with clients and stakeholders in a soft and polite manner
- PC12.** follow etiquettes in accordance to the place
- PC13.** check for regulatory documentation and compliances for the shop floor as per information from the supervisor
- PC14.** perform activities considering the regulatory requirements
- PC15.** use Personal Protective Equipment (PPEs) in accordance to regulatory requirements
- PC16.** identify the different types of dangerous goods and handling methodologies
- PC17.** follow the SOP for handling of different types of dangerous goods
- PC18.** consult supervisor or senior management when in situations that may require differentiating between ethical and unethical
- PC19.** promptly report all regulatory violations

#### Knowledge and Understanding (KU)

## Qualification Pack

The individual on the job needs to know and understand:

- KU1.** companys policies on use of language
- KU2.** companys Human Resources policies
- KU3.** companys code of ethics
- 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.** various regulatory requirements
- KU10.** documentary compliance for various regulations
- KU11.** different dangerous shipment
- KU12.** regulations with regard to w.r.t dangerous shipment

## Generic Skills (GS)

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

- GS1.** company policy documents and work related documents
- GS2.** emails and written instructions
- GS3.** documentation pertaining to ethics and regulatory requirement
- GS4.** team members to work efficiently
- GS5.** peers and subordinates about information security and building trust
- GS6.** identify a shipment as dangerous goods
- GS7.** assess if the situation needs to be reported regarding regulations
- GS8.** plan and organise actions as per companys guidelines
- GS9.** prevent company and customer information leakage
- GS10.** advisee colleagues regarding sensitive issues pertaining to conduct and regulations
- GS11.** provide professional services diligently and with integrity
- GS12.** avoid defaming companys name by indulging into pilferage or fiddling with quality or quantity of shipment
- GS13.** be fair and reasonable in profession and disclose conflict of interests

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain integrity and ethics in operation</i>	<b>40</b>	<b>60</b>	-	-
<b>PC1.</b> refrain from indulging in corrupt practices.	3	3	-	-
<b>PC2.</b> avoid using companys funds, property or resources for undertaking personal activities	3	3	-	-
<b>PC3.</b> protect customers information and ensure it is not misused	2	4	-	-
<b>PC4.</b> protect data and information related to business or commercial decisions	2	4	-	-
<b>PC5.</b> avoid acceptance of cash or kind from vendors for support or contract negotiations	2	4	-	-
<b>PC6.</b> demonstrate and practice ethics in day-to-day processes and dealings with customers and colleagues	2	3	-	-
<b>PC7.</b> avoid nepotism	2	3	-	-
<b>PC8.</b> consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
<b>PC9.</b> report promptly all violations of code of ethics	2	3	-	-
<b>PC10.</b> dress up and conduct in a professional manner	2	3	-	-
<b>PC11.</b> communicate with clients and stakeholders in a soft and polite manner	2	3	-	-
<b>PC12.</b> follow etiquettes in accordance to the place	2	3	-	-
<b>PC13.</b> check for regulatory documentation and compliances for the shop floor as per information from the supervisor	2	3	-	-
<b>PC14.</b> perform activities considering the regulatory requirements	2	3	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC15.</b> use Personal Protective Equipment (PPEs) in accordance to regulatory requirements	2	3	-	-
<b>PC16.</b> identify the different types of dangerous goods and handling methodologies	2	3	-	-
<b>PC17.</b> follow the SOP for handling of different types of dangerous goods	2	3	-	-
<b>PC18.</b> consult supervisor or senior management when in situations that may require differentiating between ethical and unethical	2	3	-	-
<b>PC19.</b> promptly report all regulatory violations	2	3	-	-
<b>NOS Total</b>	<b>40</b>	<b>60</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N9904
<b>NOS Name</b>	Maintain integrity and ethics in operations
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Generic
<b>Occupation</b>	Generic
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## Qualification Pack

### LSC/N3526: Manage port terminals

#### Description

This unit is about about managing operations at port terminals

#### Scope

This unit/task covers the following:

- Manage planning and operations for terminals
- Inspect yard
- Coordinate with customs, Participating Government Agencies (PGAs) and clientsRange: Enterprise resource planning (ERP), Management information system (MIS), port operations manual, regulatory requirements manual, hazardous goods handling manual, computer, projector, worksheets, stationery etc.

#### Elements and Performance Criteria

##### *Manage planning and operations for terminal*

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

- PC1.** analyse cargo trends to develop forecasts and budgets
- PC2.** discuss with senior management to get budgets approved for both capital and operational expenses
- PC3.** review and approve work plans, resource allocation plans, yard storage utilization plans
- PC4.** monitor periodic performance and make amendments to better utilize resources
- PC5.** review reports and documentation for adherence to compliance and regulations
- PC6.** review and approve vessel berthing plans

##### *Inspect yard*

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

- PC7.** inspect yard for cleanliness, adherence to mandatory compliance and regulations, resource upkeep, resource and storage utilization, etc.
- PC8.** check that cargo bays are clearly marked and segregated, containers and cargo are stored as per prescribed norms
- PC9.** check that equipment and cranes are maintained as per plan
- PC10.** check that all necessary precautions for storage of hazardous cargo is in place including emergency services
- PC11.** prepare inspection report highlighting any anomaly or changes, as required

##### *Coordinate with customs, Participating Government Agencies (PGAs) and clients*

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

- PC12.** coordinate with ports and custom officials for resolving issues, facilitating cargo movement, providing information
- PC13.** coordinate with different PGAs for streamlining cargo documentation, addressing specific query and requirements

## Qualification Pack

- PC14.** coordinate with clients, shippers and freight owners for generating business, catering to specific requirements and relationship building

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational procedures and Standard Operating Procedures (SOPs) for tasks at hand, documentation policy and emergency responses
- KU2.** security and safety procedures to be followed
- KU3.** reporting structure of the organization and the supplier for escalation of issues
- KU4.** risk and impact of not following defined procedures/work instructions
- KU5.** coding system followed for different type of cargo and their distress codes
- KU6.** basics of operations in a port terminal, Inland Container Depot (ICD) and Container Freight Station (CFS)
- KU7.** Use and capacities of various cargo-handling equipment, cranes, Material Handling Equipment (MHEs), etc.
- KU8.** types of vessels, their layout, cargo capacity, vessel berthing, etc. and loading and unloading activities
- KU9.** handling of hazardous and non-hazardous cargo
- KU10.** marking of material and people movement areas
- KU11.** stuffing and de-stuffing norms with respect to different cargo
- KU12.** special characteristics and handling requirements of shipments, if any
- KU13.** emergency controls, regulations applicable at ports, etc.

### Generic Skills (GS)

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

- GS1.** written instructions, reports, ERP data
- GS2.** System alarms, cargo levels, etc on online systems
- GS3.** Checklists
- GS4.** various reports, letters, presentations, documents
- GS5.** instructions
- GS6.** training pedagogy
- GS7.** communicate with supervisors, surveyors, clients, stakeholders custom and port officers, PGAs
- GS8.** coordinate with local authorities, external support agencies
- GS9.** Decide on resource requirement, budgets, maintenance schedules, forecasts
- GS10.** Decide key clients for business development
- GS11.** Decide on strategies for operations, cargo handling, disaster management, process improvement, etc.
- GS12.** plan and estimate the co-ordination required for resolving a query.

## Qualification Pack

- GS13.** maintain punctuality
- GS14.** respond to the client in a timely manner
- GS15.** prioritize and execute tasks based on client requirements
- GS16.** be a team player and achieve joint goals
- GS17.** adhere to the customer timelines
- GS18.** address the urgency regarding approvals for cargo handling, repairs, etc
- GS19.** coordinate to resolve stuck cases for cargo transfers, repair requirements, etc.
- GS20.** identify trends and plan accordingly to improve processes
- GS21.** identify bottlenecks and operational problems and suggest remedial action
- GS22.** analyse trends and prepare budgets and forecasts
- GS23.** identify trends and plan accordingly to improve processes
- GS24.** review and ensure safe handling and storage of hazardous cargo
- GS25.** ensure adequate utilization of yard space and available resources
- GS26.** adapt and implement global best practices



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage planning and operations for terminal</i>	<b>14</b>	<b>33</b>	-	-
<b>PC1.</b> analyse cargo trends to develop forecasts and budgets	3	6	-	-
<b>PC2.</b> discuss with senior management to get budgets approved for both capital and operational expenses	3	6	-	-
<b>PC3.</b> review and approve work plans, resource allocation plans, yard storage utilization plans	2	6	-	-
<b>PC4.</b> monitor periodic performance and make amendments to better utilize resources	2	5	-	-
<b>PC5.</b> review reports and documentation for adherence to compliance and regulations	2	5	-	-
<b>PC6.</b> review and approve vessel berthing plans	2	5	-	-
<i>Inspect yard</i>	<b>10</b>	<b>21</b>	-	-
<b>PC7.</b> inspect yard for cleanliness, adherence to mandatory compliance and regulations, resource upkeep, resource and storage utilization, etc.	2	3	-	-
<b>PC8.</b> check that cargo bays are clearly marked and segregated, containers and cargo are stored as per prescribed norms	2	5	-	-
<b>PC9.</b> check that equipment and cranes are maintained as per plan	2	4	-	-
<b>PC10.</b> check that all necessary precautions for storage of hazardous cargo is in place including emergency services	2	4	-	-
<b>PC11.</b> prepare inspection report highlighting any anomaly or changes, as required	2	5	-	-
<i>Coordinate with customs, Participating Government Agencies (PGAs) and clients</i>	<b>6</b>	<b>16</b>	-	-
<b>PC12.</b> coordinate with ports and custom officials for resolving issues, facilitating cargo movement, providing information	2	5	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC13.</b> coordinate with different PGAs for streamlining cargo documentation, addressing specific query and requirements	2	5	-	-
<b>PC14.</b> coordinate with clients, shippers and freight owners for generating business, catering to specific requirements and relationship building	2	6	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	LSC/N3526
<b>NOS Name</b>	Manage port terminals
<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Liquid Logistics
<b>Occupation</b>	Port Operations Coordination , Documentation and Reporting, Liquid transportation Operations, Engineering/Maintenance
<b>NSQF Level</b>	6
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	04/05/2019
<b>Next Review Date</b>	04/05/2022
<b>NSQC Clearance Date</b>	22/08/2019

## 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) (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 these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment 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/N3522.Follow health, safety and security procedures in liquid logistics	30	70	-	-	100	10
LSC/N3528.Conduct daily review and facilitate operations in tank farms	30	70	-	-	100	15
LSC/N3529.Assist in tank farm planning and commissioning	30	70	-	-	100	15
LSC/N9602.Review performance and develop performance improvement plan	30	70	-	-	100	10
LSC/N9603.Profit and Loss Account management and cost accounting	30	70	-	-	100	10
LSC/N9701.Business development and stakeholder relations	30	70	-	-	100	15
LSC/N9703.Build customer relations and handle key accounts	30	70	-	-	100	15
LSC/N9904.Maintain integrity and ethics in operations	40	60	-	-	100	10
<b>Total</b>	<b>250</b>	<b>550</b>	<b>-</b>	<b>-</b>	<b>800</b>	<b>100</b>

Optional: 1 Port Terminals Management



### Qualification Pack

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N3526.Manage port terminals	30	70	-	-	100	10
<b>Total</b>	<b>30</b>	<b>70</b>	<b>-</b>	<b>-</b>	<b>100</b>	<b>10</b>



## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

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

## Qualification Pack

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