

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

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What are Occupational Standards(OS)?

OS describe what individuals need to do, know and understand in order to carry out a particular job role or function

OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack – Documentation Executive (Freight Forwarding – Import)

SECTOR: LOGISTICS

SUB-SECTOR: EXIM logistics

OCCUPATION: Freight Forwarding operation

REFERENCE ID: LSC/Q7602

ALIGNED TO: NCO-2004/NIL

Brief Job Description: A freight forwarding documentation executive (import) is an agent who acts on behalf of buyer to arrange requirement for the cargo to be received from the buyer. He / She is responsible for preparing all documentation required for cargo movement, import custom clearance and ensures customer satisfaction

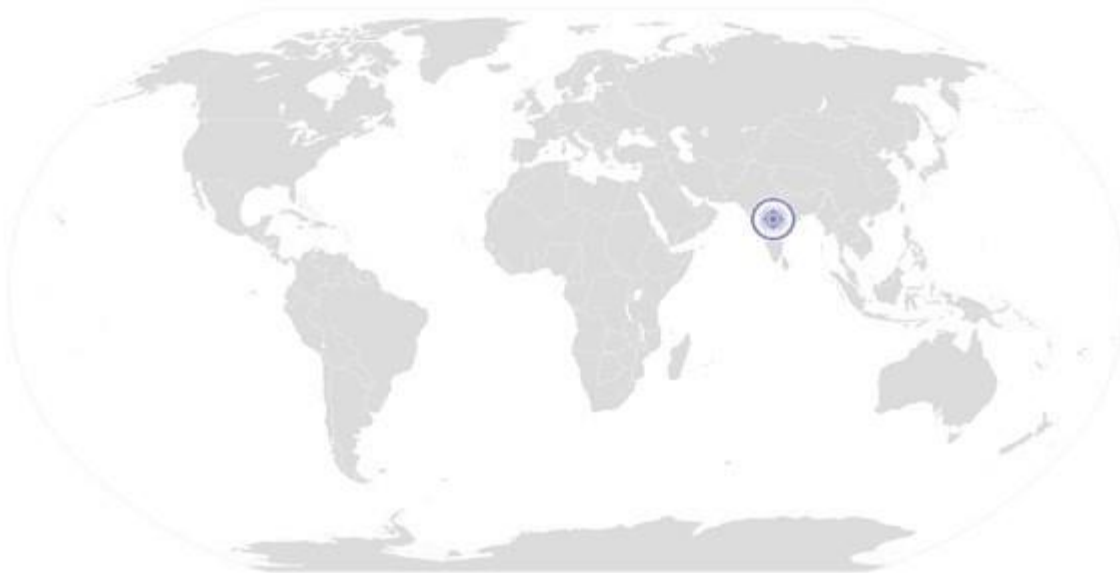
Personal Attributes: This job requires the individual to have: good eyesight, hand stability, computer operation knowledge, typing skill, ability to work for long hours in sitting position, communication skills, people handling skills and attention to details. The individual should be able to maintain high concentration on levels throughout his/her shift.

Qualifications Pack Code	LSC/Q7602		
Job Role	Documentation Executive (Freight Forwarding – Import)		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	10/10/2015
Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Freigh Forwarding	Next review date	
NSQC Clearance On	TBD		

Job Role	Documentation Executive (Freight Forwarding – Import)
Role Description	acting on behalf of buyer to arrange requirement for the cargo to be received from the buyer; preparing all documentation required for cargo movement, import custom clearance and ensures customer satisfaction;
NSQF level	4
Minimum Educational Qualifications*	Graduate
Maximum Educational Qualifications*	NA
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	Above 18 years
Experience	Not applicable
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N7604 Interact with importer and plan for cargo movement LSC/N7605 Prepare documents for import cargo movement LSC/N7606 Coordinate with various agents for smooth import process LSC/N9602 Maintain health, safety and security procedures in the logistics operation <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification 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.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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.

National Occupational Standard



Overview

This unit is about preparing for documentation activities involved in import trade. It includes interacting with the importer, shipping lines / airline, shipper to gather information for documentation.

National Occupational Standard	Unit Code	LSC/N7604
	Unit Title (Task)	Interact with importer and plan for cargo movement
	Description	This unit is about preparing for documentation activities involved in import trade. It includes interacting with the importer, shipping lines / airline, shipper to gather information for documentation.
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Obtain information from the client on cargo movement requirement Plan and arrange for cargo import Plan for receipt of import cargo
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Obtain information from the client on cargo movement requirement	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain details of the nature of cargo imported such as perishability or hazardous nature of the goods</p> <p>PC2. obtain details of any packing requirements as per nature of goods, terrain and climate</p> <p>PC3. obtain details of the weight, volume and number of pieces of the cargo handled</p> <p>PC4. inform customers about the custom clearance procedures to obtain relevant documents and information</p> <p>PC5. inform customers about the customs duty to be paid and obtain payment</p> <p>PC6. receive details of the cargo and origin country</p>
	Plan and arrange for cargo import	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. track schedule for cargo movement from the supplier destination to the customer destination taking into account all the transit requirements</p> <p>PC8. plan efficient logistics options to minimize the transportation costs to reach buyer location</p> <p>PC9. estimate the time required to transport the cargo and ensure that it suits the customer requirement</p> <p>PC10. inform clients on conditions such as duration of shipment, transfers or regulations affecting shipments and receive their confirmation</p>
	Plan for receipt of import cargo	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. arrange for transportation requirement to receive cargo in the port</p> <p>PC12. coordinate with custom brokers for import custom clearance</p> <p>PC13. receive additional information for import of special cargo such as project cargo, dangerous / hazardous goods, etc</p>

LSC/N7604

Interact with importer and plan for cargo movement

	<p>PC14. arrange for manpower requirement to handle import of goods and delivery of goods to the customer</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KA1. organizational procedures KA2. paperwork required in freight forwarding operation KA3. procedures for dealing with documentation and records KA4. risk and impact of not following defined procedures/work instructions KA5. department hierarchy KA6. organization fee and charges structure KA7. company's material movement policy KA8. organization data and information handling guidelines KA9. company's customer accounts KA10. all relevant safety and security procedures
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> KB1. common problems and solutions for the same KB2. usage of computer for electronic documentation of information KB3. usage of company software to manage and update documentation/reports KB4. INCO terms and terminologies used in import trade KB5. import cargo movement and various documentation process requirement KB6. different types of cargo imported, their eligibility of duty free and documentation requirement KB7. handling of dangerous goods, material handling procedure, etc KB8. details of number of copies of documents to be prepared for various information and documents KB9. how to track track schedule for cargo movement from the supplier destination KB10. estimating the time required to transport the cargo KB11. details of shipment, transfers or regulations affecting shipments and receive their confirmation KB12. details of the nature of cargo imported such as perishability or hazardous nature of the goods KB13. details of any packing requirements as per nature of goods, terrain and climate KB14. details of the weight, volume and number of pieces of the cargo handled KB15. custom clearance procedures to obtain relevant documents and information KB16. customs duty to be paid and obtain payment KB17. details of the cargo and origin country various documents such as Shipping Bill, Bill of lading, Certificate of origin, Inspection certification, Dock receipt and warehouse receipt, Destination control statement, Export license, Export packing list, etc KB18. import trade related documents such as contract, letter of credit, etc and duty drawback related information

LSC/N7604

Interact with importer and plan for cargo movement

	<p>KB19. who needs to be contacted / informed on any requirements / queries / approval</p> <p>KB20. customs Act, HS Codes, the Foreign Trade Policy, Indian Customs Electronic Data Interchange Gateway (ICEGATE), and other customs-related documentation and terminologies</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. fill any forms related to import documentation</p> <p>SA2. prepare report for import cargo movement</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. interpret details of the buyer and the cargo imported</p> <p>SA4. read the schedule and plan for cargo movement</p> <p>SA5. read and understand the instructions and conditions during cargo movement</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
<p>B. Professional Skills</p>	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. communicate clearly with supervisors and peers</p> <p>SA7. communicate with customer and follow telephone etiquette while conversing on phone</p> <p>SA8. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA9. share best practices with peers and juniors</p>
	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. ability to make a judgment on customs and other regulatory requirement for the import cargo</p> <p>SB2. decide for charges and fees for the services</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan for transportation, custom clearance and other arrangement for cargo</p> <p>SB4. monitor smooth functioning of all activities</p> <p>SB5. prioritize and execute tasks in within the scheduled time limits</p>
<p>Customer Centricity</p>	
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. communicate with customers with etiquettes and share all relevant information</p> <p>SB7. take decisions favouring customers and make them satisfied</p> <p>SB8. represent the customers among various stakeholders such as shipping line, airline, custom authorities, etc</p> <p>SB9. maintain effective relationship with the customers</p>	
<p>Problem Solving</p>	

LSC/N7604

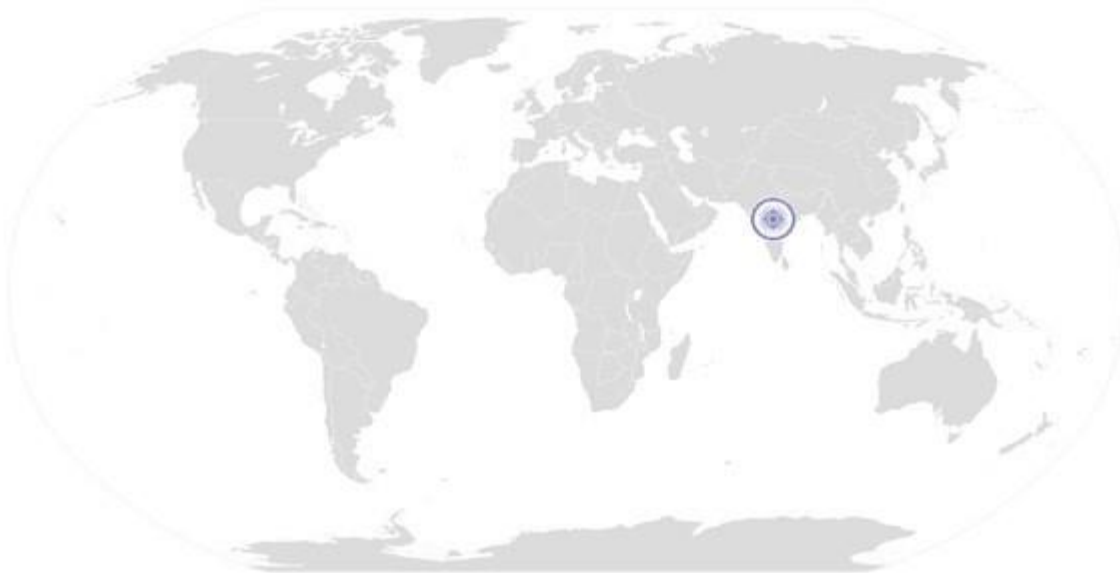
Interact with importer and plan for cargo movement

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. identify trends/common causes for errors and suggest possible solutions to the supervisor / management</p> <p>SB11. ability to identify and correct errors</p>
	<p>Analytical Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. analyse on best possible solutions (cost, time, effort, etc) suited for customer requirement</p>
	<p>Critical Thinking Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. ability to concentrate on task at hand and complete it without errors</p>



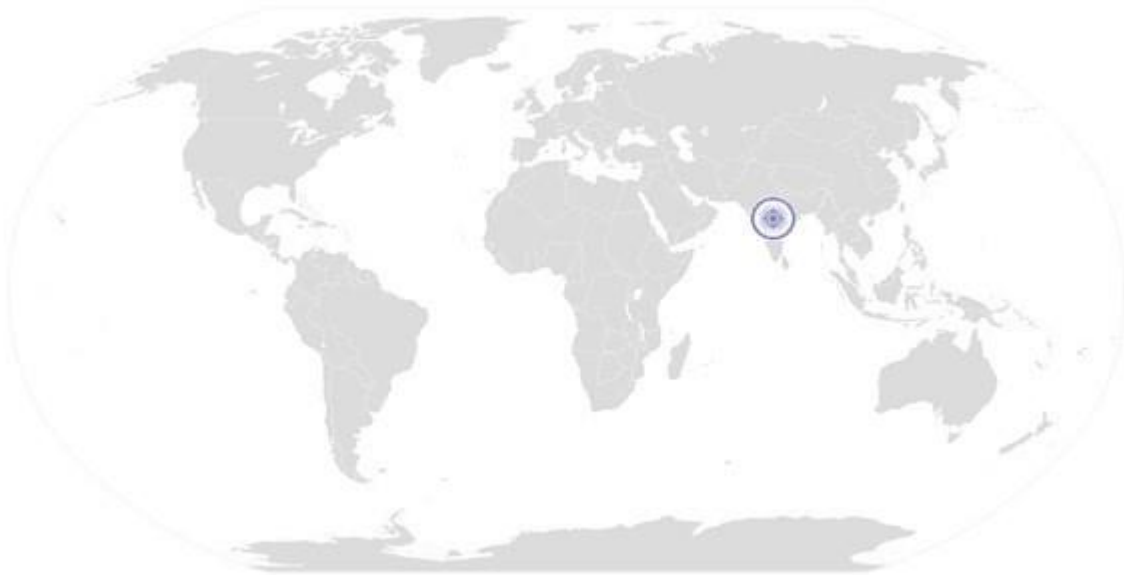
NOS Version Control

NOS Code	LSC/N7604		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/10/2015
Industry Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Freight Forwarding	Next review date	



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National Occupational Standard



Overview

This unit is about prepare all documents required for import cargo as per regulatory and standard operating procedure. It also includes arranging for special documents required for specific project / special purposes such as dangerous goods, duty free goods.

National Occupational Standard	Unit Code	LSC/N7605
	Unit Title (Task)	Prepare documents for import cargo movement
	Description	This unit is about prepare all documents required for import cargo as per regulatory and standard operating procedure. It also includes arranging for special documents required for specific project / special purposes such as dangerous goods, duty free goods.
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Receive details of import cargo documentation requirement • Prepare documentation for cargo import • Coordinate for all import custom clearance related documentation requirement • Use computer and internal systems for import documentation
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Receive details of import cargo documentation requirement	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain requirements for documentation in international trade</p> <p>PC2. review documentation such as commercial invoices, shipper's export declaration, etc</p> <p>PC3. arrange for payment of duty and other charges or collection of payment on behalf of the client</p> <p>PC4. make note of number of copies to be prepared for different type of import transaction</p>	
Prepare documentation for cargo import	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. obtain freight movement requirement and prepare documentation</p> <p>PC6. make note of regulatory requirement and prepare customs clearance documents</p> <p>PC7. prepare / Review mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry</p> <p>PC8. arrange for import clearance requirement documents such as import license, insurance certificate, purchase order, letter of credit, test report / technical specification of the cargo (based on nature of cargo), etc</p> <p>PC9. obtain additional information and prepare documentation along with license to avail duty exemptions under schemes such as DEEC/DEPB/ECGC etc.,</p>	

LSC/N7605

Prepare documents for import cargo movement

	<p>PC10. file GATT declaration on behalf of importer as per the terms of General Agreement on Tariff and Trade</p> <p>PC11. obtain customer requirement for insurance and prepare documents accordingly</p>
<p>Coordinate for all import custom clearance related documentation requirement</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. ensure all necessary paperwork / documentation is complete and legally acceptable to Customs to allow clearance and entry into the country</p> <p>PC13. ensure the imported cargo is in compliance with local countries' requirements and fiscal regimes</p> <p>PC14. receive documents from shipping lines to allow them to dock in the port</p> <p>PC15. undertake advance payments for transport agents, shipping lines, etc as required and submit invoices to client</p> <p>PC16. process all payments and raise necessary documents, invoices, reports, etc for accounting purposes in line with organisation requirements</p> <p>PC17. arrange for release and transportation of goods received to cargo importers</p> <p>PC18. coordinate with the Custom House Agents (CHA) and hand over the documents required for import custom clearance in the port</p> <p>PC19. respond to any query / requirement from the custom clearance field executives and share the document / information to ensure smooth custom clearance</p>
<p>Use computer and internal systems for export documentation</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC20. use computer systems and internet to find the best means of transport availability for the cargo movement</p> <p>PC21. use the company software to prepare required documents required for freight movement</p> <p>PC22. use internet to check regulatory requirement with reference to the goods transferred</p> <p>PC23. interact with various transport agents and place orders through their portal</p> <p>PC24. track movement of transit cargo in the transport agent portal</p> <p>PC25. operate systems related to customs such as EDI and ICEGATE and their functions</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required in freight forwarding operation</p> <p>KA3. procedures for dealing with documentation and records</p> <p>KA4. risk and impact of not following defined procedures/work instructions</p> <p>KA5. department hierarchy</p> <p>KA6. organization fee and charges structure</p> <p>KA7. company's material movement policy</p>

LSC/N7605

Prepare documents for import cargo movement

	<p>KA8. organization data and information handling guidelines KA9. company's customer accounts KA10. all relevant safety and security procedures</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. common problems and solutions for the same KB2. usage of computer for electronic documentation of information KB3. usage of company software to manage and update documentation/reports KB4. INCO terms and terminologies used in import trade KB5. import cargo movement and various documentation process requirement KB6. different types of cargo imported, their eligibility of duty free and documentation requirement KB7. handling of dangerous goods, material handling procedure, etc KB8. details of number of copies of documents to be prepared for various information and documents KB9. various documents such as Shipping Bill, Bill of lading, Certificate of origin, Inspection certification, Dock receipt and warehouse receipt, Destination control statement, Export license, Export packing list, etc KB10. number of copies to be prepared for different type of import transaction KB11. regulatory requirement and prepare customs clearance documents KB12. mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry KB13. import clearance requirement documents such as import license, insurance certificate, purchase order, letter of credit, test report / technical specification of the cargo (based on nature of cargo), etc KB14. details of documentation along with license to avail duty exemptions under schemes such as DEEC/DEPB/ECGC etc., KB15. usage of company software to prepare required documents required for freight movement KB16. various transport agents and place orders through their portal KB17. tracking movement of transit cargo in the transport agent portal KB18. operating systems related to customs such as EDI and ICEGATE and their functions KB19. import trade related documents such as contract, letter of credit, etc and duty drawback related information KB20. who needs to be contacted / informed on any requirements / queries / approval KB21. customs Act, HS Codes, the Foreign Trade Policy, Indian Customs Electronic Data Interchange Gateway (ICEGATE), and other customs-related documentation and terminologies KB22. requirements for documentation in international trade</p>

LSC/N7605

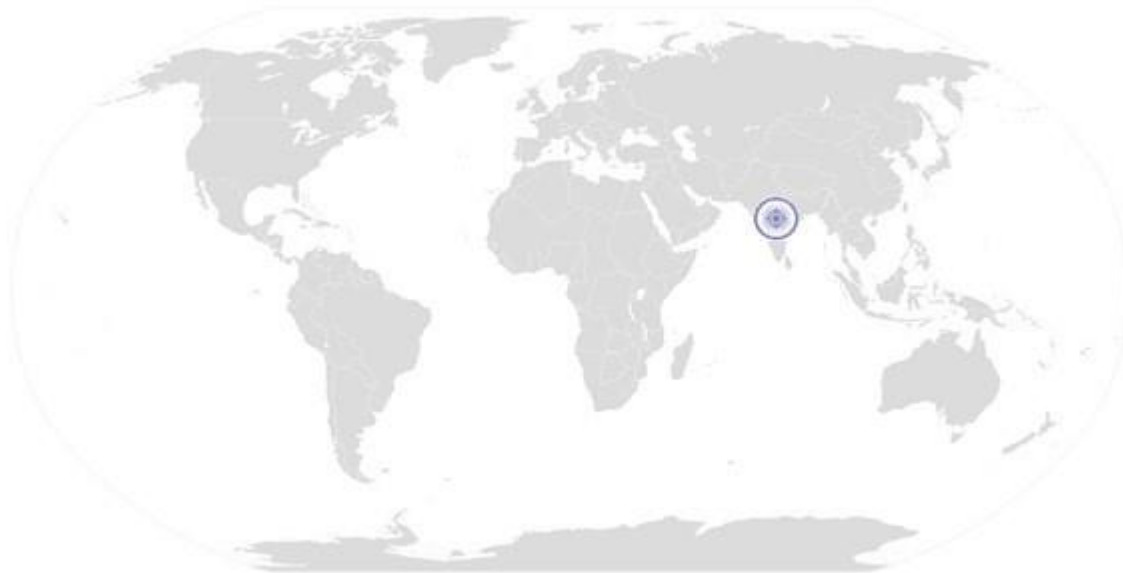
Prepare documents for import cargo movement

	KB23. reviewing documentation such as commercial invoices, shipper's export declaration, etc
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. fill any forms related to import documentation SA2. prepare report for import cargo movement
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. interpret details of the buyer and the cargo imported SA4. read the schedule and plan for cargo movement SA5. read and understand the instructions and conditions during cargo movement
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. communicate clearly with supervisors and peers SA7. communicate with customer and follow telephone etiquette while conversing on phone SA8. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly SA9. share best practices with peers and juniors
	B. Professional Skills
	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. ability to make a judgment on customs and other regulatory requirement for the import cargo SB2. decide for charges and fees for the services
Plan and Organize	
The user/individual on the job needs to know and understand how to: SB3. plan for transportation, custom clearance and other arrangement for cargo SB4. monitor smooth functioning of all activities SB5. prioritize and execute tasks in within the scheduled time limits	
Customer Centricity	
The user/individual on the job needs to know and understand how to: SB6. communicate with customers with etiquettes and share all relevant information SB7. take decisions favouring customers and make them satisfied SB8. represent the customers among various stakeholders such as shipping line, airline, custom authorities, etc SB9. maintain effective relationship with the customers	
Problem Solving	

LSC/N7605

Prepare documents for import cargo movement

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. identify trends/common causes for errors and suggest possible solutions to the supervisor / management</p> <p>SB11. ability to identify and correct errors</p>
	<p>Analytical Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. analyse on best possible solutions (cost, time, effort, etc) suited for customer requirement</p>
	<p>Critical Thinking Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. ability to concentrate on task at hand and complete it without errors</p>

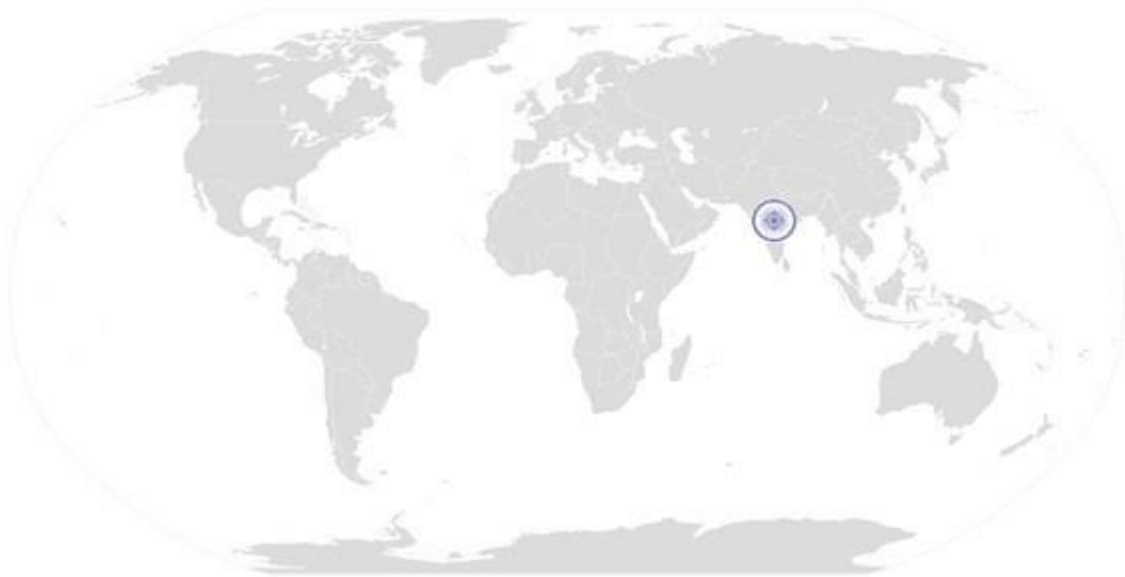


NOS Version Control

NOS Code	LSC/N7605		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/10/2015
Industry Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Freight Forwarding	Next review date	



National Occupational Standard



Overview

This OS units is about coordinating with various stakeholders such as custom clearance executive, field associate, client, etc to arrange for documentation required to move the cargo

Unit Code	LSC/N7606
Unit Title (Task)	Coordinate with various agents for smooth import process
Description	This OS units is about coordinating with various stakeholders such as custom clearance executive, field associate, client, customs officer, etc to arrange for documentation required to receive the cargo
Scope	<p>This OS unit/task covers the following</p> <ul style="list-style-type: none"> • Interact with various stakeholders for cargo movement • Coordinate and track the shipment during transit • Ensure all the documentation and requirement are met for the transaction • Meet the organization requirement in the operation
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Interact with various stakeholders for cargo movement	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. contact services of shipping lines, airlines, road and rail freight operators to offer effective multi modal transportation services to the customer</p> <p>PC2. negotiate contracts, payment terms, etc. with various agents such as transportation agents, CHA, etc</p> <p>PC3. make arrangements with customs brokers to facilitate the passage of goods through customs</p> <p>PC4. arrange for insurance and assist the client in the event of a claim</p>
Coordinate and track the shipment during transit	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. maintain communication and control through all phases of the cargo transit</p> <p>PC6. provide shipment status notification to exporters, consignees, or insurers</p> <p>PC7. maintain current knowledge of relevant legislation, political situations and other factors that could affect the movement of freight</p> <p>PC8. ensure that the cargo reaches its destination in the least possible amount of time, in an environmentally friendly and safe manner and at the most affordable rate</p>
Ensure all the documentation and requirement are met for the transaction	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC9. act as a liaison between client and operations & other departments to ensure efficient service levels are delivered to the clients</p> <p>PC10. maintain record of all the documents for future reference</p>

LSC/N7606

Coordinate with various agents for smooth import process

<p>Meet the organization requirement in the operation</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. check and raise invoices as per company objectives and ensure the same is delivered to the correct person within the delivery deadlines agreed</p> <p>PC12. identify and escalate consistent or recurring problems with the systems functionality</p> <p>PC13. assist management with any assigned special projects and providing backup to the team manager when required</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required in freight forwarding operation</p> <p>KA3. procedures for dealing with documentation and records</p> <p>KA4. risk and impact of not following defined procedures/work instructions</p> <p>KA5. department hierarchy</p> <p>KA6. organization fee and charges structure</p> <p>KA7. company's material movement policy</p> <p>KA8. organization data and information handling guidelines</p> <p>KA9. company's customer accounts</p> <p>KA10. all relevant safety and security procedures</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. common problems and solutions for the same</p> <p>KB2. usage of computer for electronic documentation of information</p> <p>KB3. usage of company software to manage and update documentation/reports</p> <p>KB4. INCO terms and terminologies used in import trade</p> <p>KB5. import cargo movement and various documentation process requirement</p> <p>KB6. different types of cargo imported, their eligibility of duty free and documentation requirement</p> <p>KB7. handling of dangerous goods, material handling procedure, etc</p> <p>KB8. details of number of copies of documents to be prepared for various information and documents</p> <p>KB9. various documents such as Shipping Bill, Bill of lading, Certificate of origin, Inspection certification, Dock receipt and warehouse receipt, Destination control statement, Export license, Export packing list, etc</p> <p>KB10. how to maintain communication and control through all phases of the cargo transit</p> <p>KB11. providing shipment status notification to exporters, consignees, or insurers</p> <p>KB12. relevant legislation, political situations and other factors that could affect the movement of freight</p> <p>KB13. preparing invoices as per company objectives</p>

LSC/N7606

Coordinate with various agents for smooth import process

	<p>KB14. assisting management with any assigned special projects</p> <p>KB15. contacting services of shipping lines, airlines, road and rail freight operators</p> <p>KB16. how to negotiate contracts, payment terms, etc. with various agents such as transportation agents, CHA, etc</p> <p>KB17. making arrangements with customs brokers to facilitate the passage of goods through customs</p> <p>KB18. insurance and the terms and conditions associate with itimport trade related documents such as contract, letter of credit, etc and duty drawback related information</p> <p>KB19. who needs to be contacted / informed on any requirements / queries / approval</p> <p>KB20. customs Act, HS Codes, the Foreign Trade Policy, Indian Customs Electronic Data Interchange Gateway (ICEGATE), and other customs-related documentation and terminologies</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. fill any forms related to import documentation</p> <p>SA2. prepare report for import cargo movement</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. interpret details of the buyer and the cargo imported</p> <p>SA4. read the schedule and plan for cargo movement</p> <p>SA5. read and understand the instructions and conditions during cargo movement</p>
	<p>Oral Communication (Listening and Speaking skills)</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. communicate clearly with supervisors and peers</p> <p>SA7. communicate with customer and follow telephone etiquette while conversing on phone</p> <p>SA8. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA9. share best practices with peers and juniors</p>	
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. ability to make a judgment on customs and other regulatory requirement for the import cargo</p> <p>SB2. decide for charges and fees for the services</p>
	<p>Plan and Organize</p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. plan for transportation, custom clearance and other arrangement for cargo</p>	

LSC/N7606

Coordinate with various agents for smooth import process

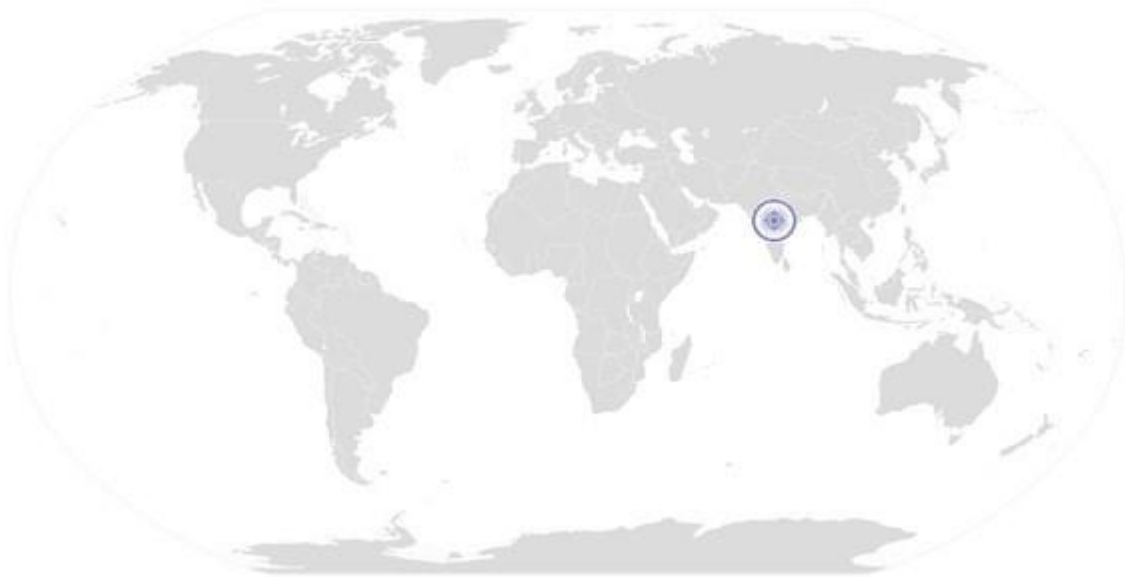
	SB4. monitor smooth functioning of all activities
	SB5. prioritize and execute tasks in within the scheduled time limits
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB6. communicate with customers with etiquettes and share all relevant information
	SB7. take decisions favouring customers and make them satisfied
	SB8. represent the customers among various stakeholders such as shipping line, airline, custom authorities, etc
	SB9. maintain effective relationship with the customers
	Problem Solving
The user/individual on the job needs to know and understand how to:	
SB10. identify trends/common causes for errors and suggest possible solutions to the supervisor / management	
SB11. ability to identify and correct errors	
Analytical Skills	
The user/individual on the job needs to know and understand how to:	
SB12. analyse on best possible solutions (cost, time, effort, etc) suited for customer requirement	
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to:	
SB13. ability to concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/N7606		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/10/2015
Industry Sub-sector	EXIM logistics	Last reviewed on	
Occupation	Freight Forwarding	Next review date	



National Occupational Standard



Overview

This unit is about maintaining and following health, safety and security standards during performing logistics operations in the work place. It also includes data security of the documents

Maintain health, safety and security procedures in the logistics operation

National Occupational Standard	Unit Code	LSC/N9602
	Unit Title (Task)	Maintain health, safety and security procedures in the logistics operation
	Description	This unit is about maintaining and following health, safety and security standards during performing logistics operations in the work place. It also includes data security of the documents.
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Follow healthy work practices and maintain personal health • Take precautions and follow safety processes in the workplace • Ensure data security of logistic documents • Ensure security procedures of the organization are followed
Performance Criteria (PC) w.r.t. the Scope		
Element	Performance Criteria	
Follow healthy work practices and maintain personal health	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. make note of all activities which will lead to health issues and take necessary precautions</p> <p>PC2. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods</p> <p>PC3. wear helmet while riding two wheeler for field operations</p> <p>PC4. wear all personal protective equipment (PPE) such as goggles, masks, ear plugs, shoes, etc. as applicable in the cargo movement area</p> <p>PC5. perform basic first aid in case of any accidents</p> <p>PC6. undertake periodical preventive health checkups</p>	
Take precautions and follow safety processes in the workplace	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. make note of all safety processes in the organization and the client location (factory, airport, sea port, warehouse, etc) with reference to area of operation</p> <p>PC8. follow all safety procedures including walking only in the designated pathway, using hard hats, etc</p> <p>PC9. instruct / follow recommended and standard material handling procedure while handling cargo and avoid any damage to the goods</p> <p>PC10. identify safety related signage in the cargo handling area and follow accordingly</p> <p>PC11. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo</p>	

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	<p>PC12. ensure all the people follow safety process and report to supervisor in case of any deviation</p>
<p>Ensure data security of logistic documents</p>	<p>To be competent, the user/individual on the job must be able to: PC13. secure the desktop / laptop and ensure no access to outsiders PC14. ensure all the quotes and documents are secured as per procedure PC15. maintain client data / information as per organization policy PC16. maintain records and documentation as per standards</p>
<p>Ensure security the procedures of port are adhered</p>	<p>To be competent, the user/individual on the job must be able to: PC17. follow all security procedures while entering and exiting the client location (green gate in port, customs area, factory security, etc) as per the procedure PC18. carry / wear the identity card / access pass during all time in the customs area PC19. ensure all cargo handled have passed security checks and report in case of any violation PC20. follow all security procedures with reference to cargo and manpower movement</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand: KA1. organizational procedures KA2. paperwork required to access and move across in different locations in the client location KA3. all relevant safety and security procedures KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand: KB1. different locations and access restrictions in the port, customs area, factory, etc KB2. standard material handling procedures while handling cargo KB3. handling procedure for hazardous / fragile cargo KB4. proper documentation procedure KB5. importance of data security KB6. secure the computer system from inappropriate accessing KB7. how to handle confidential data / information KB8. safety and security signage and their functions KB9. basic first aid to be performed for accidents KB10. different personal protective equipment (PPE), their usage and purpose KB11. consequences of not adhering to health, safety and security standards and procedures KB12. checks and documentation related to cargo movement and security</p>

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	KB13. paperwork, access pass for movement of cargo and manpower in the work place
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. fill forms related to health, safety and security procedures wherever applicable
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and understand the various procedures and standards related to health, safety and security while performing EXIM logistics processes SA3. read and understand various documents related to security and movement of cargo at various location as applicable
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. communicate clearly with security officer and guards SA5. share best practices with peers and juniors
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. concentrate on task at hand and complete it without errors SB3. be a team player and achieve joint goals
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. ensure safe and secure movement of customer goods and satisfy them
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify any threats / symptoms on personal health, safety, security, etc and take appropriate actions SB6. report to supervisor / management in case of any deviation / violation of any standard procedure
	Analytical Skills
The user/individual on the job needs to know and understand how to: SB7. analyse the risk of data loss SB8. assess any risk during cargo movement	

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	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB9. concentrate on task at hand and complete it without errors



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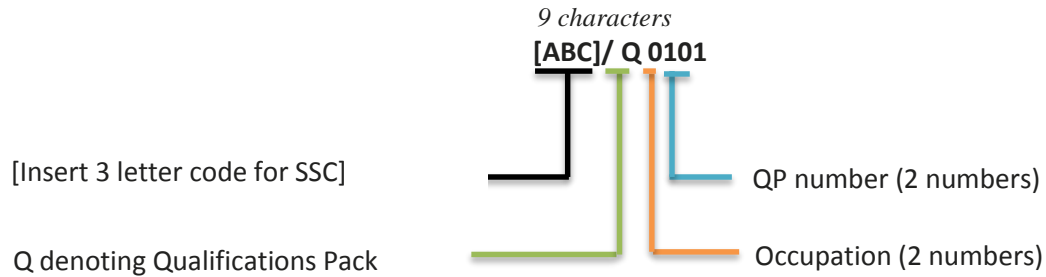
[Back to QP](#)

Qualifications Pack For Documentation executive
(Freight Forwarding - Import)

Annexure

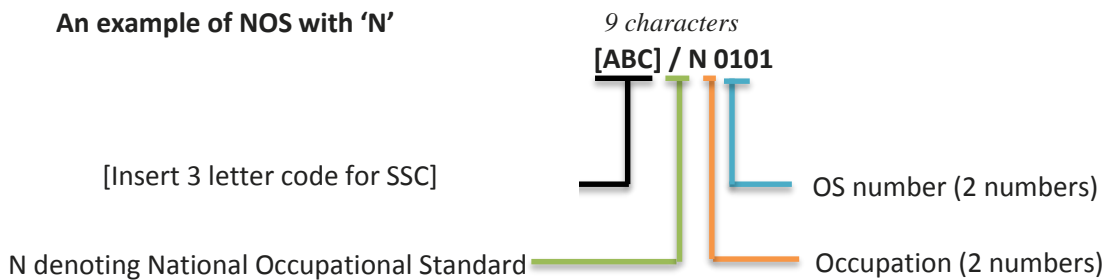
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



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(Freight Forwarding - Import)*

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Courier and Mail Services	30
Shipping / Port Operation	46 – 60
Air cargo operation	61 – 75
EXIM logistics	76 – 85
Generic Occupations	96 – 99

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

*Qualifications Pack For Documentation executive
(Freight Forwarding - Import)*

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Documentation Executive (Freight Forwarding – Import)

Qualification Pack: LSC/Q7602

Sector Skill Council: LSC

Guidelines for Assessment	
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 and skill practical part for each candidate at each examination/training center.	
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.	
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.	

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/N7604 (Interact with importer and plan for cargo movement)	PC1. obtain details of the nature of cargo imported such as perishability or hazardous nature of the goods	100	5	2	3
	PC2. obtain details of any packing requirements as per nature of goods, terrain and climate		5	2	3
	PC3. obtain details of the weight, volume and number of pieces of the cargo handled		5	2	3
	PC4. inform customers about the custom clearance procedures to obtain relevant documents and information		5	2	3
	PC5. inform customers about the customs duty to be paid and obtain payment		5	2	3
	PC6. receive details of the cargo and origin country		5	2	3

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		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC7. track schedule for cargo movement from the supplier destination to the customer destination taking into account all the transit requirements		5	2	3
	PC8. plan efficient logistics options to minimize the transportation costs to reach buyer location		10	2	8
	PC9. estimate the time required to transport the cargo and ensure that it suits the customer requirement		10	2	8
	PC10. inform clients on conditions such as duration of shipment, transfers or regulations affecting shipments and receive their confirmation		10	2	8
	PC11. arrange for transportation requirement to receive cargo in the port		10	2	8
	PC12. coordinate with custom brokers for import custom clearance		10	3	7
	PC13. receive additional information for import of special cargo such as project cargo, dangerous / hazardous goods, etc		10	3	7
	PC14. arrange for manpower requirement to handle import of goods and delivery of goods to the customer		5	2	3
		Total	100	30	70
2. LSC/N7605 (Prepare documents for import cargo movement)	PC1. obtain requirements for documentation in international trade	100	2	1	1
	PC2. review documentation such as commercial invoices, shipper's export declaration, etc		2	1	1
	PC3. arrange for payment of duty and other charges or collection of payment on behalf of the client		3	1	2
	PC4. make note of number of copies to be prepared for different type of import transaction		2	1	1
	PC5. obtain freight movement requirement and prepare documentation		5	1	4
	PC6. make note of regulatory requirement and prepare customs clearance documents		5	2	3

*Qualifications Pack For Documentation executive
(Freight Forwarding - Import)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC7. prepare / Review mandatory documents such as Bill of Lading / Airway Bill, Commercial invoice cum packing list, Bill of Entry		5	2	3
	PC8. arrange for import clearance requirement documents such as import license, insurance certificate, purchase order, letter of credit, test report / technical specification of the cargo (based on nature of cargo), etc		5	2	3
	PC9. obtain additional information and prepare documentation along with license to avail duty exemptions under schemes such as DEEC/DEPB/ECGC etc.,		5	2	3
	PC10. file GATT declaration on behalf of importer as per the terms of General Agreement on Tariff and Trade		5	2	3
	PC11. obtain customer requirement for insurance and prepare documents accordingly		5	2	3
	PC12. ensure all necessary paperwork / documentation is complete and legally acceptable to Customs to allow clearance and entry into the country		5	1	4
	PC13. ensure the imported cargo is in compliance with local countries' requirements and fiscal regimes		5	1	4
	PC14. receive documents from shipping lines to allow them to dock in the port		5	1	4
	PC15. undertake advance payments for transport agents, shipping lines, etc as required and submit invoices to client		2	1	1
	PC16. process all payments and raise necessary documents, invoices, reports, etc for accounting purposes in line with organisation requirements		5	2	3
	PC17. arrange for release and transportation of goods received to cargo importers		5	2	3
	PC18. coordinate with the Custom House Agents (CHA) and hand over the documents required for import custom clearance in the port		5	2	3
	PC19. respond to any query / requirement from the custom clearance field executives and share		5	2	3

*Qualifications Pack For Documentation executive
(Freight Forwarding - Import)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	the document / information to ensure smooth custom clearance				
	PC20. use computer systems and internet to find the best means of transport availability for the cargo movement		2	1	1
	PC21. use the company software to prepare required documents required for freight movement		2	1	1
	PC22. use internet to check regulatory requirement with reference to the goods transferred		5	1	4
	PC23. interact with various transport agents and place orders through their portal		5	1	4
	PC24. track movement of transit cargo in the transport agent portal		3	1	2
	PC25. operate systems related to customs such as EDI and ICEGATE and their functions		2	1	1
		Total	100	35	65
3. LSC/N7606 (Coordinate with various agents for smooth import process)	PC1. contact services of shipping lines, airlines, road and rail freight operators to offer effective multi modal transportation services to the customer	100	10	4	6
	PC2. negotiate contracts, payment terms, etc. with various agents such as transportation agents, CHA, etc		10	4	6
	PC3. make arrangements with customs brokers to facilitate the passage of goods through customs		5	2	3
	PC4. arrange for insurance and assist the client in the event of a claim		5	2	3
	PC5. maintain communication and control through all phases of the cargo transit		5	2	3
	PC6. provide shipment status notification to exporters, consignees, or insurers		10	4	6
	PC7. maintain current knowledge of relevant legislation, political situations and other factors that could affect the movement of freight		5	2	3

*Qualifications Pack For Documentation executive
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		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC8. ensure that the cargo reaches its destination in the least possible amount of time, in an environmentally friendly and safe manner and at the most affordable rate		5	2	3
	PC9. act as a liaison between client and operations & other departments to ensure efficient service levels are delivered to the clients		10	4	6
	PC10. maintain record of all the documents for future reference		10	4	6
	PC11. check and raise invoices as per company objectives and ensure the same is delivered to the correct person within the delivery deadlines agreed		10	4	6
	PC12. identify and escalate consistent or recurring problems with the systems functionality		5	2	3
	PC13. assist management with any assigned special projects and providing backup to the team manager when required		10	4	6
		Total	100	40	60
4. LSC/N9602 (Maintain health, safety and security procedures in the logistics operation)	PC1. make note of all activities which will lead to health issues and take necessary precautions	100	5	2	3
	PC2. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods		5	2	3
	PC3. wear helmet while riding two wheeler for field operations		5	2	3
	PC4. wear all personal protective equipment (PPE) such as goggles, masks, ear plugs, shoes, etc. as applicable in the cargo movement area		5	2	3
	PC5. perform basic first aid in case of any accidents		5	2	3
	PC6. undertake periodical preventive health checkups		5	2	3
	PC7. make note of all safety processes in the organization and the client location (factory, airport, sea port, warehouse, etc) with reference to area of operation		5	2	3

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(Freight Forwarding - Import)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC8. follow all safety procedures including walking only in the designated pathway, using hard hats, etc		5	2	3
	PC9. instruct / follow recommended and standard material handling procedure while handling cargo and avoid any damage to the goods		5	2	3
	PC10. identify safety related signage in the cargo handling area and follow accordingly		5	2	3
	PC11. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo		5	2	3
	PC12. ensure all the people follow safety process and report to supervisor in case of any deviation		5	2	3
	PC13. secure the desktop / laptop and ensure no access to outsiders		5	2	3
	PC14. ensure all the quotes and documents are secured as per procedure		5	2	3
	PC15. maintain client data / information as per organization policy		5	2	3
	PC16. maintain records and documentation as per standards		5	2	3
	PC17. follow all security procedures while entering and exiting the client location (green gate in port, customs area, factory security, etc) as per the procedure		5	2	3
	PC18. carry / wear the identity card / access pass during all time in the customs area		5	2	3
	PC19. ensure all cargo handled have passed security checks and report in case of any violation		5	2	3
	PC20. follow all security procedures with reference to cargo and manpower movement		5	2	3
		Total	100	40	60