

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

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### Introduction

## Qualifications Pack – Documentation Executive (Freight Forwarding – Export)

**SECTOR:** LOGISTICS

**SUB-SECTOR:** EXIM logistics

**OCCUPATION:** Freight Forwarding operation

**REFERENCE ID:** LSC/Q7601

**ALIGNED TO:** NCO-2004/NIL

**Brief Job Description:** A freight forwarding documentation executive (export) is an agent who acts on behalf of the seller to arrange any requirement for the cargo to be shipped to the buyer destination. He / She is responsible for preparing all documentation involved for cargo movement, export 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.

### 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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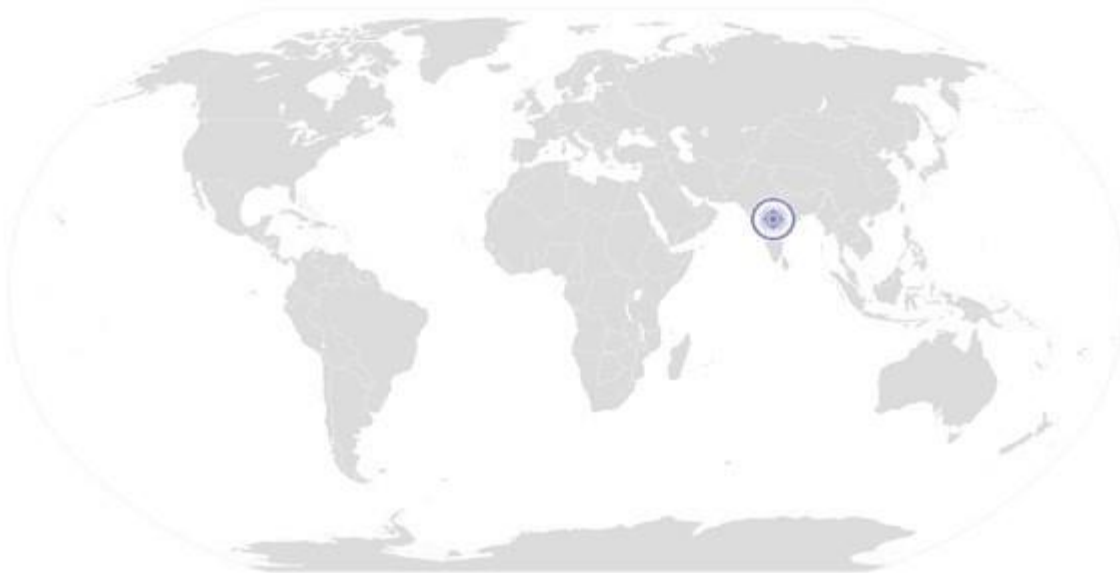
<b>Qualifications Pack Code</b>	<b>LSC/Q7601</b>		
<b>Job Role</b>	<b>Documentation Executive (Freight Forwarding – Export)</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Sector</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/10/2015</b>
<b>Sub-sector</b>	<b>EXIM logistics</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Freigh Forwarding</b>	<b>Next review date</b>	
<b>NSQC Clearance On</b>	<b>TBD</b>		

<b>Job Role</b>	<b>Documentation Executive (Freight Forwarding – Export)</b>
<b>Role Description</b>	acting on behalf of the seller to arrange any requirement for the cargo to be shipped to the buyer destination; preparing all documentation involved for cargo movement, export clearance and ensures customer satisfaction;
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications*</b>	Graduate
<b>Maximum Educational Qualifications*</b>	NA
<b>Training</b> (Suggested but not mandatory)	Not applicable
<b>Minimum Job Entry Age</b>	Above 18 years
<b>Experience</b>	Not applicable
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">LSC/N7601 Interact with exporter and plan for cargo movement</a></li> <li><a href="#">LSC/N7602 Prepare documents for export cargo movement</a></li> <li><a href="#">LSC/N7603 Coordinate with various agents for safe cargo movement</a></li> <li><a href="#">LSC/N9602 Maintain health, safety and security procedures in the logistics operation</a></li> </ol> <p><b>Optional:</b> Not Applicable</p>
<b>Performance Criteria</b>	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.

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# National Occupational Standard



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## Overview

This unit is about preparing for documentation activities involved in export trade. It includes interacting with the exporter, shipping lines to gather information for documentation.

National Occupational Standard	<b>Unit Code</b>	LSC/N7601
	<b>Unit Title (Task)</b>	Interact with exporter and plan for cargo movement
	<b>Description</b>	This unit is about preparing for documentation activities involved in export trade. It includes interacting with the exporter, shipping lines / airline to gather information for documentation.
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Obtain information from the client on cargo movement requirement</li> <li>Plan for transportation of export cargo</li> <li>Prepare and arrange for cargo export</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Obtain information from the client on cargo movement requirement</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. obtain details of the nature of cargo transported such as perishability or hazardous nature of the goods</p> <p>PC2. obtain requirement such cost, transit time and security of the cargo</p> <p>PC3. obtain details of any packing requirements as per nature of goods, terrain and climate</p> <p>PC4. obtain details of the weight, volume and number of pieces of the cargo handled</p> <p>PC5. inform customers about the custom clearance procedures to obtain relevant documents and information</p> <p>PC6. inform customers about the customs duty to be paid and obtain payment</p> <p>PC7. receive details of the cargo and destination country</p>
	<b>Plan for transportation of export cargo</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC8. obtain details of the transport availability in the route</p> <p>PC9. plan the most appropriate route for a shipment as per customer and cargo requirement</p> <p>PC10. make note of the climate of the transit route and destination and analyse the effect on cargo</p> <p>PC11. arrange for air transport for urgent and high-value freight</p> <p>PC12. arrange for special requirements when handling cargo such as livestock, food, medical supplies, etc</p> <p>PC13. analyse the cargo and plan for transportation such as consolidation / full cargo</p>

LSC/N7601

**Interact with exporter and plan for cargo movement**

<p><b>Prepare and arrange for cargo export</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. prepare schedule for cargo movement from the supplier destination to the customer destination taking into account all the transit requirements</p> <p>PC15. plan efficient logistics options to minimize the transportation costs</p> <p>PC16. estimate the time required to transport the cargo and ensure that it suits the customer requirement</p> <p>PC17. inform clients on conditions such shipping options, duration of shipment, transfers or regulations affecting shipments and receive their confirmation</p> <p>PC18. consolidate cargo of common destination to minimize cost</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (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>B. Technical Knowledge</b></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 export trade</p> <p>KB5. export cargo movement and various documentation process requirement</p> <p>KB6. different types of cargo exported, their eligibility of duty free and documentation requirement</p> <p>KB7. details of the transport availability in different routes</p> <p>KB8. planning routing for cargo shipment</p> <p>KB9. climatic conditions of different routes in different seasons</p> <p>KB10. different airline / shipping line available for different routes</p> <p>KB11. charges and cost aspects of different transportation methods</p> <p>KB12. special requirements, guidelines and operational procedures involved when handling special cargo such as livestock, food, medical supplies, etc handling of dangerous goods, material handling procedure, etc</p> <p>KB13. details of number of copies of documents to be prepared for various information and documents</p>



LSC/N7601

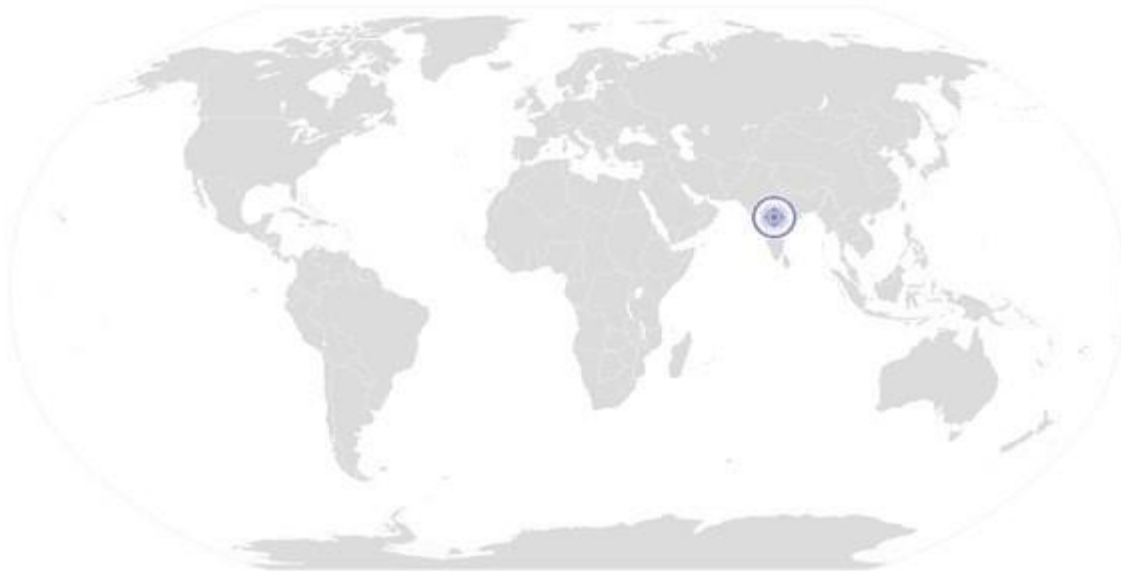
**Interact with exporter and plan for cargo movement**

	<p>KB14. 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>KB15. export trade related documents such as contract, letter of credit, etc</p> <p>KB16. who needs to be contacted / informed on any requirements / queries / approval</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. fill any forms related to export documentation</p> <p>SA2. prepare report for export cargo movement</p>
	<b>Reading Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. interpret details of the shipper and the cargo exported</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>
	<b>Oral Communication (Listening and Speaking skills)</b>
<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>	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. ability to make a judgment on the appropriate choice of transport, route for export of cargo</p> <p>SB2. decide for charges and fees for the services</p>
	<b>Plan and Organize</b>
	<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>
	<b>Customer Centricity</b>
<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>	

LSC/N7601

**Interact with exporter and plan for cargo movement**

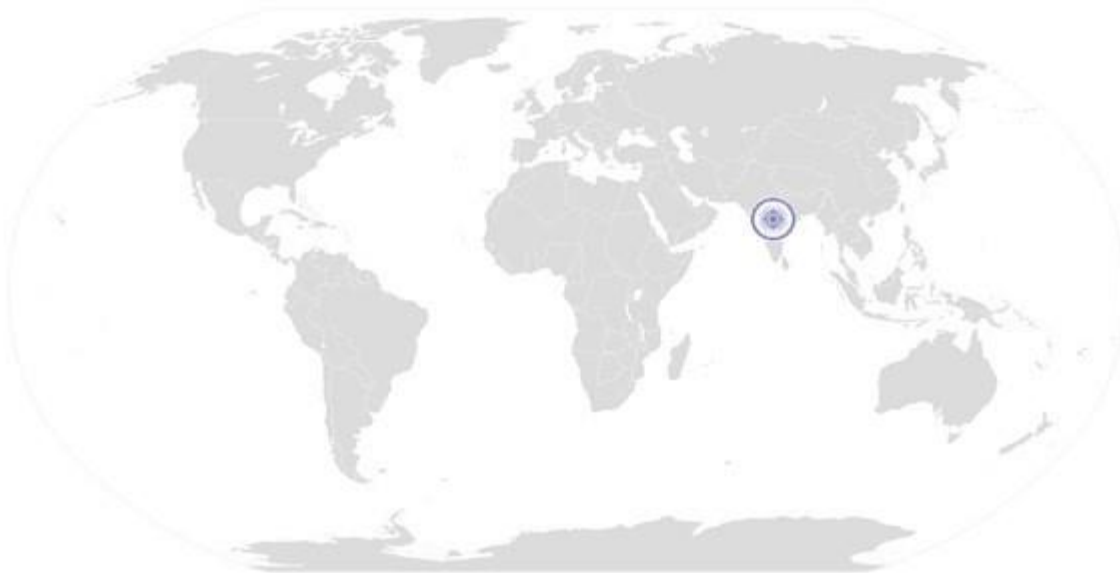
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB10. identify trends/common causes for errors and suggest possible solutions to the supervisor / management SB11. ability to identify and correct errors
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB12. analyse on best possible solutions (cost, time, effort, etc) suited for customer requirement
	<b>Critical Thinking Skills</b>
	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

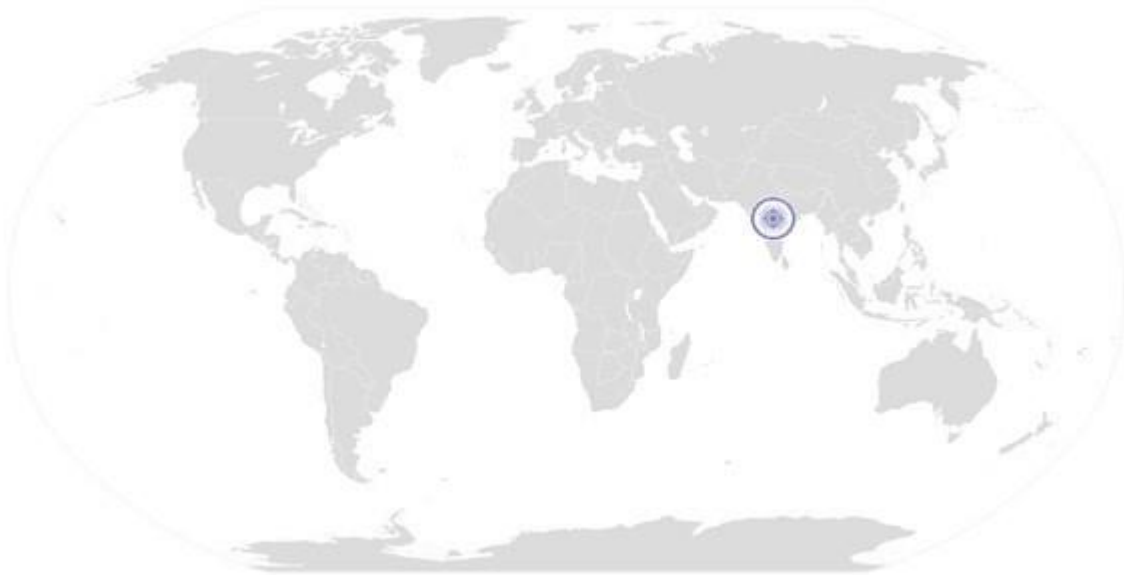
<b>NOS Code</b>	<b>LSC/N7601</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/10/2015</b>
<b>Industry Sub-sector</b>	<b>EXIM logistics</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Freight Forwarding</b>	<b>Next review date</b>	



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# National Occupational Standard



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## Overview

Prepare documents for export cargo for export cargo as per regulatory and standard operating procedure. It also includes arranging for special documents required for specific project / special purposes.

National Occupational Standard	<b>Unit Code</b>	LSC/N7602
	<b>Unit Title (Task)</b>	Prepare documents for export cargo movement
	<b>Description</b>	This unit is about prepare all documents required for export cargo as per regulatory and standard operating procedure. It also includes arranging for special documents required for specific project / special purposes.
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Receive details of export cargo documentation requirement</li> <li>• Prepare documentation for export of cargo</li> <li>• Coordinate for all export and customs related documentation requirement</li> <li>• Use computer and internal systems for export documentation</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Receive details of export cargo documentation requirement</b>	<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 freight 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 export transaction (eg: White Shipping Bill in triplicate for export of duty free of goods)</p>
	<b>Prepare documentation for export of cargo</b>	<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 documents related to export 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>PC8. ensure the invoice contains details such as number of packages, quantity, unit rate, total FOB / CIF value, correct &amp; full description of goods etc.</p> <p>PC9. attach necessary documents for exports such as contract, letter of credit, purchase order of the overseas buyer</p> <p>PC10. obtain additional information and prepare documentation related to free of duty, duty drawback, export promotion scheme, etc</p>

LSC/N7602

**Prepare documents for export cargo movement**

	<p>PC11. obtain customer requirement for insurance and prepare documents accordingly</p> <p>PC12. prepare documents for compliance with other countries' regulations and fiscal regimes</p>
<p><b>Coordinate for all export and customs related documentation requirement</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. check and prepare all documentation to ensure details are correct and compliant with Customs requirements</p> <p>PC14. ensure the cargo is in compliance with destination countries' requirements and fiscal regimes</p> <p>PC15. coordinate with the Custom House Agents (CHA) and hand over the documents required for export custom clearance in the port</p> <p>PC16. arrange for documents for custom clearance of cargo such certificates, test results, etc to be produced during cargo inspection by customs officials</p> <p>PC17. respond to any query / requirement from the custom clearance field executives and share the document / information to ensure smooth custom clearance</p> <p>PC18. refer exporters to experts in areas such as trade financing, international marketing, government export requirements, international banking, or marine insurance</p>
<p><b>Use computer and internal systems for export documentation</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC19. use computer systems and internet to find the best means of transport availability for the cargo movement</p> <p>PC20. use the company software to prepare required documents required for freight movement</p> <p>PC21. use internet to check regulatory requirement with reference to the goods transferred</p> <p>PC22. Interact with various transport agents and place orders through their portal</p> <p>PC23. track movement of transit cargo in the transport agent portal</p> <p>PC24. operate systems related to customs such as EDI and ICEGATE and their functions</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (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>

LSC/N7602

**Prepare documents for export cargo movement**

	KA10. all relevant safety and security procedures
<p><b>B. Technical Knowledge</b></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 export trade</p> <p>KB5. export cargo movement and various documentation process requirement</p> <p>KB6. different types of cargo exported, their eligibility of duty free and documentation requirement</p> <p>KB7. details of number of copies of documents to be prepared for various information and documents</p> <p>KB8. freight movement and documentation requirement</p> <p>KB9. regulatory requirement and customs clearance documents</p> <p>KB10. details of documents related to export 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>KB11. details of documents for exports such as contract, letter of credit, purchase order of the overseas buyer</p> <p>KB12. cargo information related to free of duty, duty drawback, export promotion scheme, etc</p> <p>KB13. destination countries' requirements and fiscal regimes</p> <p>KB14. details of documents for custom clearance of cargo such certificates, test results, etc</p> <p>KB15. trade financing, international marketing, government export requirements, international banking, or marine insurance 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>KB16. export trade related documents such as contract, letter of credit, etc</p> <p>KB17. who needs to be contacted / informed on any requirements / queries / approval</p>
<p><b>Skills (S)</b></p>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. fill any forms related to export documentation</p> <p>SA2. prepare report for export cargo movement</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. interpret details of the shipper and the cargo exported</p> <p>SA4. read the schedule and plan for cargo movement</p>

LSC/N7602

**Prepare documents for export cargo movement**

	SA5. read and understand the instructions and conditions during cargo movement
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. ability to make a judgment on the appropriate choice of transport, route for export of cargo SB2. decide for charges and fees for the services
	<b>Plan and Organize</b>
	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
	<b>Customer Centricity</b>
	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
	<b>Problem Solving</b>
	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
	<b>Analytical Skills</b>
	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
	<b>Critical Thinking Skills</b>
	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



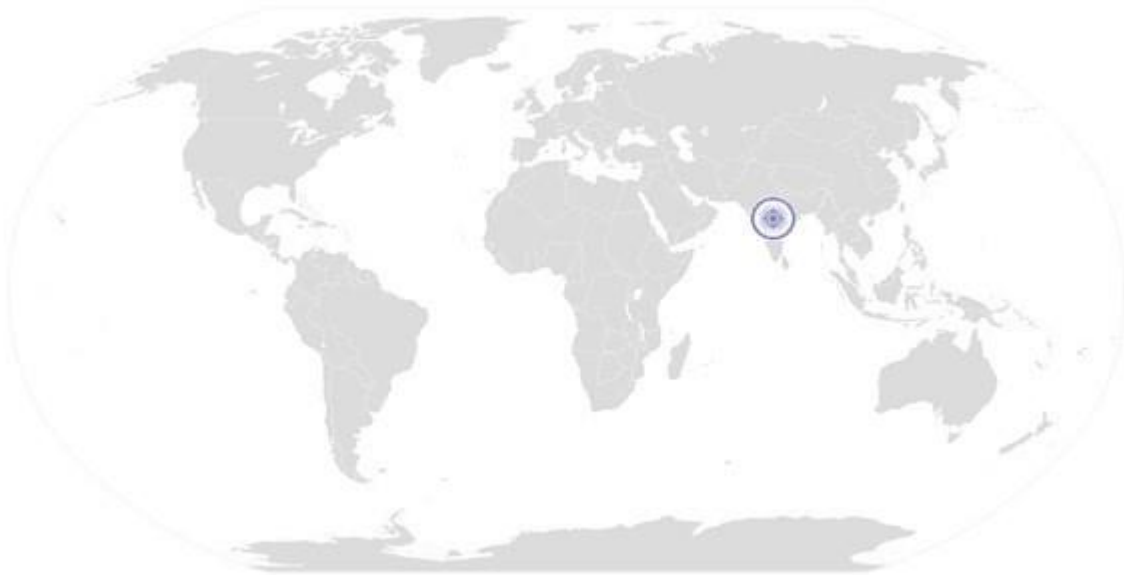
## NOS Version Control

<b>NOS Code</b>	<b>LSC/N7602</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/10/2015</b>
<b>Industry Sub-sector</b>	<b>EXIM logistics</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Freight Forwarding</b>	<b>Next review date</b>	



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# National Occupational Standard



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## 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

<b>Unit Code</b>	<b>LSC/N7603</b>
<b>Unit Title (Task)</b>	<b>Coordinate with various agents for safe cargo movement</b>
<b>Description</b>	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
<b>Scope</b>	<p>This OS unit/task covers the following</p> <ul style="list-style-type: none"> <li>• Interact with various stakeholders for cargo movement</li> <li>• Coordinate and track the shipment during transit</li> <li>• Ensure all the documentation and requirement are met for the transaction</li> <li>• Meet the organization requirement in the operation</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interact with various stakeholders for cargo movement</b>	<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. offer consolidation services by air, sea and road, ensuring cost-effective and secure solutions to small shippers who have insufficient cargo to require their own dedicated units</p> <p>PC3. negotiate contracts, payment terms, etc. with various agents such as transportation agents, CHA, etc</p> <p>PC4. make arrangements with customs brokers to facilitate the passage of goods through customs</p> <p>PC5. arrange for insurance and assist the client in the event of a claim</p>
<b>Coordinate and track the shipment during transit</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. maintain communication and control through all phases of the cargo transit</p> <p>PC7. provide shipment status notification to exporters, consignees, or insurers</p> <p>PC8. maintain current knowledge of relevant legislation, political situations and other factors that could affect the movement of freight</p> <p>PC9. 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>
<b>Ensure all the documentation and</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC10. act as a liaison between client and operations &amp; other departments to ensure efficient service levels are delivered to the clients</p>

LSC/N7603

**Coordinate with various agents for safe cargo movement**

<p><b>requirement are met for the transaction</b></p>	<p>PC11. maintain record of all the documents for future reference</p>
<p><b>Meet the organization requirement in the operation</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. 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>PC13. identify and escalate consistent or recurring problems with the systems functionality</p> <p>PC14. assist management with any assigned special projects and providing backup to the team manager when required</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (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>B. Technical Knowledge</b></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 export trade</p> <p>KB5. export cargo movement and various documentation process requirement</p> <p>KB6. different types of cargo exported, their eligibility of duty free and documentation requirement</p> <p>KB7. export trade related documents such as contract, letter of credit, etc</p> <p>KB8. how to maintain communication and control through all phases of the cargo transit</p> <p>KB9. how to send shipment status notification to exporters, consignees, or insurers</p> <p>KB10. relevant legislation, political situations and other factors related to freight movement</p> <p>KB11. contact services of shipping lines, airlines, road and rail freight operators</p> <p>KB12. negotiate contracts, payment terms, etc. with various agents such as transportation agents, CHA, etc</p> <p>KB13. details of customs brokers to facilitate the passage of goods through customs</p>

LSC/N7603

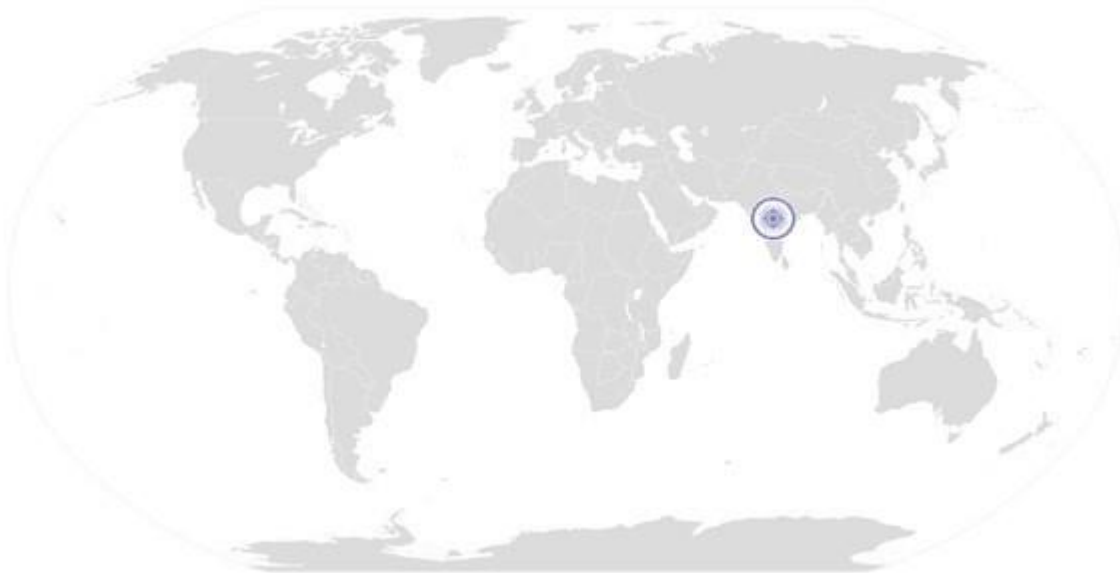
**Coordinate with various agents for safe cargo movement**

	KB14. details of insurance for cargo who needs to be contacted / informed on any requirements / queries / approval
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. fill any forms related to export documentation SA2. prepare report for export cargo movement
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to: SA3. interpret details of the shipper and the cargo exported SA4. read the schedule and plan for cargo movement SA5. read and understand the instructions and conditions during cargo movement
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. ability to make a judgment on the appropriate choice of transport, route for export of cargo SB2. decide for charges and fees for the services
<b>Plan and Organize</b>	
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	
<b>Customer Centricity</b>	
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	
<b>Problem Solving</b>	

**LSC/N7603**

**Coordinate with various agents for safe 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><b>Analytical Skills</b></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><b>Critical Thinking Skills</b></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

<b>NOS Code</b>	<b>LSC/N7603</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/10/2015</b>
<b>Industry Sub-sector</b>	<b>EXIM logistics</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Freight Forwarding</b>	<b>Next review date</b>	



# National Occupational Standard



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## 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

<b>National Occupational Standard</b>	<b>Unit Code</b>	LSC/N9602
	<b>Unit Title (Task)</b>	Maintain health, safety and security procedures in the logistics operation
	<b>Description</b>	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.
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Follow healthy work practices and maintain personal health</li> <li>• Take precautions and follow safety processes in the workplace</li> <li>• Ensure data security of logistic documents</li> <li>• Ensure security procedures of the organization are followed</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>		
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Follow healthy work practices and maintain personal health</b>	<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>
	<b>Take precautions and follow safety processes in the workplace</b>	<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>

LSC/N9602

**Maintain health, safety and security procedures in the logistics operation**

	<p>PC12. ensure all the people follow safety process and report to supervisor in case of any deviation</p>
<p><b>Ensure data security of logistic documents</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC13. secure the desktop / laptop and ensure no access to outsiders</p> <p>PC14. ensure all the quotes and documents are secured as per procedure</p> <p>PC15. maintain client data / information as per organization policy</p> <p>PC16. maintain records and documentation as per standards</p>
<p><b>Ensure security the procedures of port are adhered</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>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</p> <p>PC18. carry / wear the identity card / access pass during all time in the customs area</p> <p>PC19. ensure all cargo handled have passed security checks and report in case of any violation</p> <p>PC20. follow all security procedures with reference to cargo and manpower movement</p>
<p><b>Knowledge and Understanding (K)</b></p>	
<p><b>A. Organizational Context</b> (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 to access and move across in different locations in the client location</p> <p>KA3. all relevant safety and security procedures</p> <p>KA4. risk and impact of not following defined procedures/work instructions with reference to health, safety and security operations</p>
<p><b>B. Technical Knowledge</b></p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different locations and access restrictions in the port, customs area, factory, etc</p> <p>KB2. standard material handling procedures while handling cargo</p> <p>KB3. handling procedure for hazardous / fragile cargo</p> <p>KB4. proper documentation procedure</p> <p>KB5. importance of data security</p> <p>KB6. secure the computer system from inappropriate accessing</p> <p>KB7. how to handle confidential data / information</p> <p>KB8. safety and security signage and their functions</p> <p>KB9. basic first aid to be performed for accidents</p> <p>KB10. different personal protective equipment (PPE), their usage and purpose</p> <p>KB11. consequences of not adhering to health, safety and security standards and procedures</p> <p>KB12. checks and documentation related to cargo movement and security</p> <p>KB13. paperwork, access pass for movement of cargo and manpower in the work place</p>

LSC/N9602

**Maintain health, safety and security procedures in the logistics operation**

Skills (S)	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	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
	<b>Reading Skills</b>
	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
	<b>Oral Communication (Listening and Speaking skills)</b>
	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>B. Professional Skills</b>	<b>Decision Making</b>
	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
	<b>Plan and Organize</b>
	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
	<b>Customer Centricity</b>
	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
	<b>Problem Solving</b>
	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
	<b>Analytical Skills</b>
	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
<b>Critical Thinking Skills</b>	

**LSC/N9602**

**Maintain health, safety and security procedures in the logistics operation**

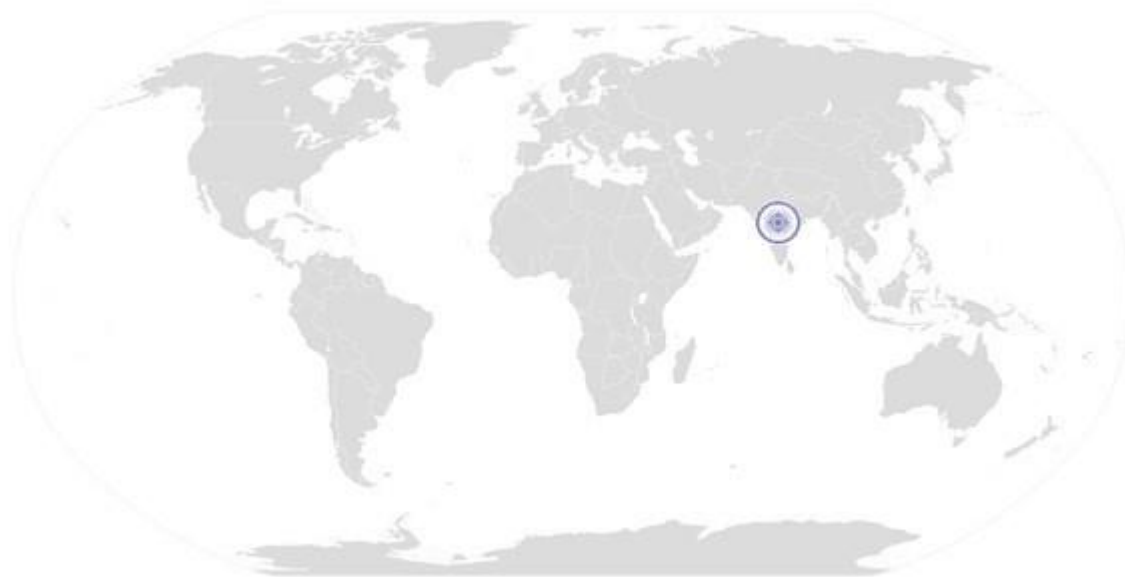
	The user/individual on the job needs to know and understand how to: SB9. concentrate on task at hand and complete it without errors
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## NOS Version Control

<b>NOS Code</b>	<b>LSC/N9602</b>		
<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Logistics</b>	<b>Drafted on</b>	<b>10/10/2015</b>
<b>Industry Sub-sector</b>	<b>EXIM logistics</b>	<b>Last reviewed on</b>	
<b>Occupation</b>	<b>Freight Forwarding</b>	<b>Next review date</b>	



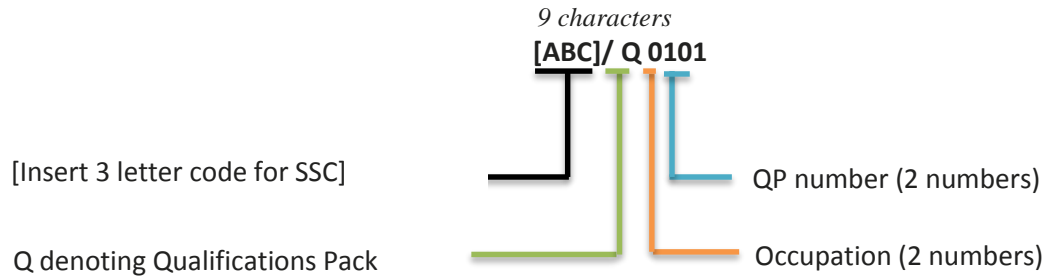
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**Annexure**

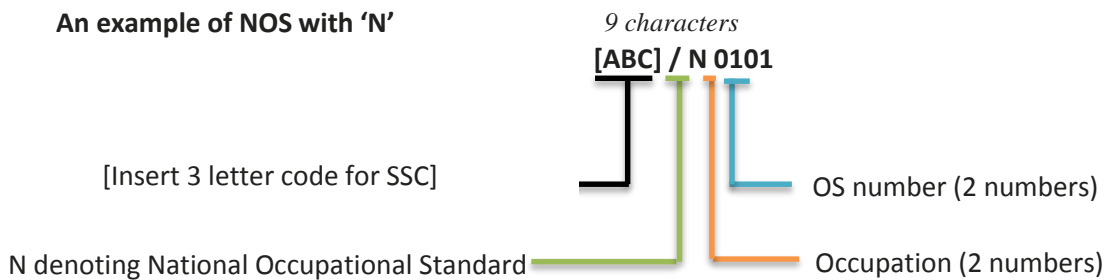
**Nomenclature for QP and NOS**

**Qualifications Pack**



**Occupational Standard**

**An example of NOS with 'N'**



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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 - Export)*

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role:** Documentation Executive (Freight Forwarding – Export)

**Qualification Pack:** LSC/Q7601

**Sector Skill Council:** LSC

<b>Guidelines for Assessment</b>
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/N7601 (Interact with exporter and plan for cargo movement)	PC1. obtain details of the nature of cargo transported such as perishability or hazardous nature of the goods	100	5	2	3
	PC2. obtain requirement such cost, transit time and security of the cargo		5	2	3
	PC3. obtain details of any packing requirements as per nature of goods, terrain and climate		5	2	3
	PC4. obtain details of the weight, volume and number of pieces of the cargo handled		5	2	3
	PC5. inform customers about the custom clearance procedures to obtain relevant documents and information		5	2	3
	PC6. inform customers about the customs duty to be paid and obtain payment		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
	PC7. receive details of the cargo and destination country		5	2	3
	PC8. obtain details of the transport availability in the route		5	2	3
	PC9. plan the most appropriate route for a shipment as per customer and cargo requirement		5	2	3
	PC10. make note of the climate of the transit route and destination and analyse the effect on cargo		5	2	3
	PC11. arrange for air transport for urgent and high-value freight		5	2	3
	PC12. arrange for special requirements when handling cargo such as livestock, food, medical supplies, etc		5	2	3
	PC13. analyse the cargo and plan for transportation such as consolidation / full cargo		5	2	3
	PC14. prepare schedule for cargo movement from the supplier destination to the customer destination taking into account all the transit requirements		5	2	3
	PC15. plan efficient logistics options to minimize the transportation costs		10	4	6
	PC16. estimate the time required to transport the cargo and ensure that it suits the customer requirement		10	4	6
	PC17. inform clients on conditions such shipping options, duration of shipment, transfers or regulations affecting shipments and receive their confirmation		5	2	3
	PC18. consolidate cargo of common destination to minimize cost		5	2	3
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>
2. LSC/N7602 (Prepare documents for export cargo movement)	PC1. obtain requirements for documentation in international trade	<b>100</b>	2	1	1
	PC2. review documentation such as commercial invoices, shipper's export declaration, etc		2	1	1
	PC3. arrange for payment of freight and other charges or collection of payment on behalf of the client;		3	1	2

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

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC4. make note of number of copies to be prepared for different type of export transaction (eg: White Shipping Bill in triplicate for export of duty free of goods)		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
	PC7. prepare documents related to export 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		5	2	3
	PC8. ensure the invoice contains details such as number of packages, quantity, unit rate, total FOB / CIF value, correct & full description of goods etc.		5	2	3
	PC9. attach necessary documents for exports such as contract, letter of credit, purchase order of the overseas buyer		5	2	3
	PC10. obtain additional information and prepare documentation related to free of duty, duty drawback, export promotion scheme, etc		5	2	3
	PC11. obtain customer requirement for insurance and prepare documents accordingly		5	2	3
	PC12. prepare documents for compliance with other countries' regulations and fiscal regimes		5	1	4
	PC13. check and prepare all documentation to ensure details are correct and compliant with Customs requirements		5	1	4
	PC14. ensure the cargo is in compliance with destination countries' requirements and fiscal regimes		5	1	4
	PC15. coordinate with the Custom House Agents (CHA) and hand over the documents required for export custom clearance in the port		2	1	1
	PC16. arrange for documents for custom clearance of cargo such certificates, test results, etc to be produced during cargo inspection by customs officials		5	2	3

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

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC17. respond to any query / requirement from the custom clearance field executives and share the document / information to ensure smooth custom clearance		5	2	3
	PC18. refer exporters to experts in areas such as trade financing, international marketing, government export requirements, international banking, or marine insurance		5	2	3
	PC19. use computer systems and internet to find the best means of transport availability for the cargo movement		5	2	3
	PC20. use the company software to prepare required documents required for freight movement		2	1	1
	PC21. use internet to check regulatory requirement with reference to the goods transferred		2	1	1
	PC22. Interact with various transport agents and place orders through their portal		5	2	3
	PC23. track movement of transit cargo in the transport agent portal		5	1	4
	PC24. operate systems related to customs such as EDI and ICEGATE and their functions		5	1	4
		<b>Total</b>	<b>100</b>	<b>35</b>	<b>65</b>
3. LSC/N7603 (Coordinate with various agents for safe cargo movement)	PC15. contact services of shipping lines, airlines, road and rail freight operators to offer effective multi modal transportation services to the customer	<b>100</b>	10	4	6
	PC16. offer consolidation services by air, sea and road, ensuring cost-effective and secure solutions to small shippers who have insufficient cargo to require their own dedicated units		10	4	6
	PC17. negotiate contracts, payment terms, etc. with various agents such as transportation agents, CHA, etc		5	2	3



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

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC18. make arrangements with customs brokers to facilitate the passage of goods through customs		5	2	3
	PC19. arrange for insurance and assist the client in the event of a claim		5	2	3
	PC20. maintain communication and control through all phases of the cargo transit		10	4	6
	PC21. provide shipment status notification to exporters, consignees, or insurers		5	2	3
	PC22. maintain current knowledge of relevant legislation, political situations and other factors that could affect the movement of freight		5	2	3
	PC23. 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		10	4	6
	PC24. act as a liaison between client and operations & other departments to ensure efficient service levels are delivered to the clients		5	2	3
	PC25. maintain record of all the documents for future reference		10	4	6
	PC26. check and raise invoices as per company objectives and ensure the same is delivered to the correct person within the delivery deadlines agreed		5	2	3
	PC27. identify and escalate consistent or recurring problems with the systems functionality		10	4	6

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

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC28. assist management with any assigned special projects and providing backup to the team manager when required		5	2	3
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>
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	<b>100</b>	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
	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

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

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	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
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>

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