

## 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

### Contact Us:

**LOGISTICS SKILLS COUNCIL**  
IIT Madras Research Park  
Unit "E", 10th floor  
Kanagam road  
Taramani  
Chennai- 600113

Email:  
[headnos@lsc-india.com](mailto:headnos@lsc-india.com)



## Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. OS Units.....P.2
4. Glossary of Key Terms .....P.3
5. Annexure:Nomenclature for QP & NOS...P.27
6. Assessment Criteria.....P.29

## Introduction

### Qualifications Pack – Field Operation Executive (Custom Clearance – Import)

**SECTOR:** LOGISTICS

**SUB-SECTOR:** EXIM logistics

**OCCUPATION:** Custom Clearance

**REFERENCE ID:** LSC/Q7804

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

**Brief Job Description:** Field Operation Executive (Custom Clearance - Import) is responsible for coordinating with custom officials and ensure that importer's cargo passes the custom clearance for consumption. He / She coordinates with the importer, documentation executive, carrier and custom authorities for a smooth custom clearance process.

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

<b>Qualifications Pack Code</b>	<b>LSC/Q7804</b>		
<b>Job Role</b>	<b>Field Operation Executive (Custom Clearance - Import)</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>Custom Clearance</b>	<b>Next review date</b>	
<b>NSQC Clearance On</b>	<b>TBD</b>		

<b>Job Role</b>	<b>Field Operation Executive (Custom Clearance - Import)</b>
<b>Role Description</b>	coordinating with custom officials and ensure that importer's cargo passes the custom clearance for consumption; coordinating with the importer, documentation executive, carrier and custom authorities for a smooth custom clearance process;
<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/N7810 Obtain necessary documentation and information related to import cargo</a></li> <li><a href="#">LSC/N7811 Coordinate with custom office for import cargo clearance</a></li> <li><a href="#">LSC/N7812 Perform post custom clearance process</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.

# National Occupational Standard



---

## Overview

This unit is about obtaining relevant information on the import cargo to ensure custom clearance. It includes interacting and collecting information and documents from shipper, buyer, forwarder, shipping line / airline, etc.

National Occupational Standard	<b>Unit Code</b>	LSC/N7810
	<b>Unit Title (Task)</b>	Obtain necessary documentation and information related to import cargo
	<b>Description</b>	This unit is about obtaining relevant information on the import cargo to ensure custom clearance. It includes interacting and collecting information and documents from shipper, buyer, forwarder, shipping line / airline, etc.
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Obtain work requirement details</li> <li>• Obtain import custom clearance requirement</li> <li>• Collect required documents to be filed in customs office</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Obtain work requirement details</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. make note of the work requirement for the week / month by discussing with the supervisor</p> <p>PC2. gather information on peak volume of transactions in the day of the week, week of the month, etc</p> <p>PC3. plan and schedule the day's work as per requirement</p> <p>PC4. obtain information on any change or updates in acts, procedures, etc with reference to import custom clearance</p> <p>PC5. attend periodical training scheduled to update with latest trends, work processes, etc</p>
	<b>Obtain import custom clearance requirement</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. make note of all documentation requirement in the customs area related to import procedures</p> <p>PC7. obtain details of types of documents to be furnished for specific type of goods / cargo</p> <p>PC8. receive details of the customs area in the port and the personnel movement procedures</p> <p>PC9. carry authorized license issued while visiting customs area</p> <p>PC10. obtain documents such as Shipping bill, Air Waybill, Invoice, etc from the documentation team</p>
	<b>Collect required documents to be filed in customs office</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. obtain the entry inwards document which needs to be submitted in the customs to unload cargo at the sea port</p>

**LSC/N7810**

**Obtain necessary documentation and information related to import cargo**

	<p>PC12. collect two copies of bill of entry to be submitted for custom records and port trust to finalise out-turn report</p> <p>PC13. receive receipt of duty paid to the customs (if via bank transfer)</p> <p>PC14. obtain the bonds to be executed with the customs official to show that goods under export promotion scheme and are exempt from duty payment</p> <p>PC15. raise any query / clarification to the supervisor or the documentation head and seek responses</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 before handling cargo</p> <p>KA3. procedures for dealing with loss or damage to goods</p> <p>KA4. organization contact with custom office</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. organization hierarchy</p> <p>KA7. organization policy of data maintenance, recording and handling</p> <p>KA8. department hierarchy</p> <p>KA9. company's material movement policy</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. INCO terms and terminologies used in import cargo</p> <p>KB4. import cargo movement and various documentation process requirement</p> <p>KB5. different type of cargo imported, their eligibility of duty free, export promotion and documentation requirement</p> <p>KB6. details of number of copies of documents to be prepared for various information and documents who needs to be contacted / informed on any requirements / queries / approval</p> <p>KB7. custom authorities requirements during inspection of cargo</p> <p>KB8. documentation requirement in the customs area related to import procedures</p> <p>KB9. details of types of documents to be furnished for specific type of goods / cargo</p> <p>KB10. details of the customs area in the port and the personnel movement procedures</p> <p>KB11. details of documents such as Shipping bill, Air Waybill, Invoice, etc from the documentation team</p> <p>KB12. peak volume of transactions in the day of the week, week of the month, etc</p> <p>KB13. any change or updates in acts, procedures, etc with reference to import custom clearance</p>

**LSC/N7810**

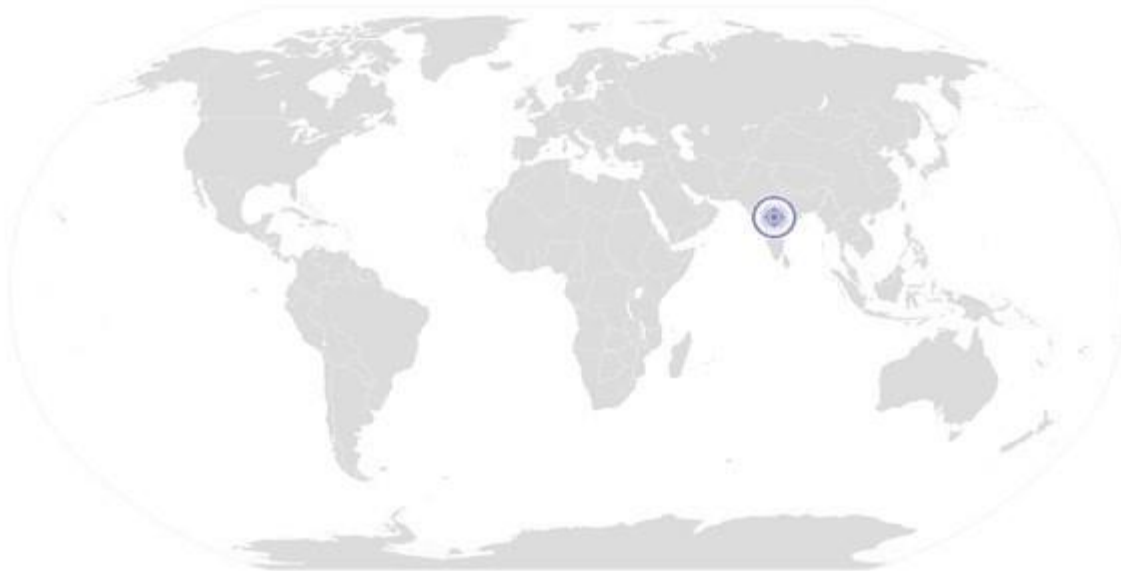
**Obtain necessary documentation and information related to import cargo**

	<p>KB14. various clauses of custom for objection of cargo during inspection and action to be taken on the same</p> <p>KB15. material handling procedures, dangerous goods and packaging requirement</p> <p>KB16. access and movement procedures in the customs area</p>
<b>Skills (S)</b>	
<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 custom clearance requirement of import cargo</p> <p>SA2. fill entry pass in the port / customs area</p>
	<p><b>Reading Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read the schedule and plan for custom clearance of import cargo</p> <p>SA4. interpret the regulatory requirement associated with custom clearance of import cargo</p> <p>SA5. interpret the details of the import cargo</p>
	<p><b>Oral Communication (Listening and Speaking skills)</b></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 buyer, shipper, forwarding agents as per requirement</p> <p>SA8. communicate with custom authorities as per procedure</p> <p>SA9. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly</p> <p>SA10. share best practices with peers and juniors</p>	
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc</p> <p>SB2. decide for number of copies of documents to be taken as per organization / regulatory procedure</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. estimate time required for each activity</p> <p>SB4. plan for opening of cargo for inspection</p> <p>SB5. monitor smooth functioning of all activities</p> <p>SB6. prioritize and execute tasks in within the scheduled time limits</p>
	<p><b>Customer Centricity</b></p>
<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. undertake documentation of custom clearance process as per customer timelines and requirements</p> <p>SB8. ensure all cargo are custom cleared as per procedure for the customer</p>	
<p><b>Problem Solving</b></p>	

**LSC/N7810**

**Obtain necessary documentation and information related to import cargo**

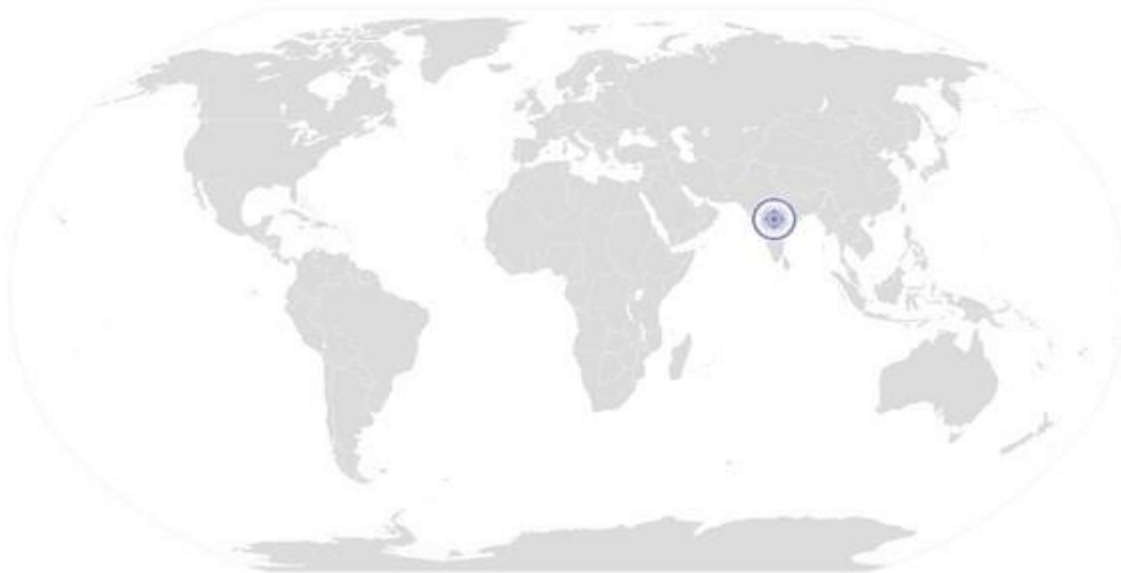
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. identify trends/common causes for errors and suggest possible solutions to the supervisor / management</p> <p>SB10. ability to identify and correct errors</p>
	<p><b>Analytical Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. notice common accidents and suggest safety measures to prevent the same</p>
	<p><b>Critical Thinking Skills</b></p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. ability to concentrate on task at hand and complete it without errors</p>





## NOS Version Control

<b>NOS Code</b>	<b>LSC/N7810</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>Custom Clearance</b>	<b>Next review date</b>	



[Back to QP](#)

---

# National Occupational Standard



---

## Overview

This unit is about coordinating with custom authorities for clearance of cargo for import. It also includes arranging any requirement by the custom official during inspection of cargo in the customs area.

National Occupational Standard	<b>Unit Code</b>	LSC/N7811
	<b>Unit Title (Task)</b>	Coordinate with custom authorities for import cargo clearance
	<b>Description</b>	This unit is about coordinating with custom authorities for clearance of cargo for import. It also includes arranging any requirement by the custom official during inspection of cargo in the customs area.
	<b>Scope</b>	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Interact with custom officer and understand the requirement</li> <li>• Coordinate with Custom official on examination of cargo</li> <li>• Present special documentation as per specific requirement</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Interact with custom officer and understand the requirement</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. submit the inward entry document to the import department in the sea port</p> <p>PC2. present all documents and information required for custom inspection and clearance</p> <p>PC3. respond to all queries raised by the custom officer on the cargo imported</p> <p>PC4. present the import duty paid copy to custom officer to get approval for clearance</p> <p>PC5. coordinate during the appraisal process i.e. arriving of value of cargo to levy import duty (in case of manual entry / filing)</p>
	<b>Coordinate with Custom official on examination of cargo</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. assist during examination of import cargo by customs officer</p> <p>PC7. open the package as specified by the custom officer (random sample check)</p> <p>PC8. submit any analytical test report issued by competent agencies if required for clearance of special cargo</p> <p>PC9. submit the documents relevant to claim any exemption on duty and taxes any such authorised by Govt. of India</p> <p>PC10. de-stuff the package / open the cargo for inspection as specified by the examining officer for inspection</p> <p>PC11. arrange for payment of testing charges if any external agency needs to be deployed for examination of cargo</p> <p>PC12. ensure the cargo are inspected and examination report is signed by the examiner and countersigned by the importer / representative agent</p>

LSC/N7811

**Coordinate with custom office for import cargo clearance**

	<p>PC13. receive 'Out of Customs charge' document when customs clear the cargo on payment of import duty (before or after inspection)</p>
<p><b>Present special documentation as per specific requirement</b></p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC14. make note of special documentation requirement for cases such as pilferage, damage of goods, goods lost, goods returned, etc</p> <p>PC15. obtain specific documents needs to be submitted for cases such as project cargo, cars and automobiles, etc.</p> <p>PC16. ensure that the shed officer enters the clearance in the EDI system</p> <p>PC17. share the relevant documents / bonds if the goods are exempt from duty payment through export promotion schemes</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 before handling cargo</p> <p>KA3. procedures for dealing with loss or damage to goods</p> <p>KA4. organization contact with custom office</p> <p>KA5. risk and impact of not following defined procedures/work instructions</p> <p>KA6. organization hierarchy</p> <p>KA7. organization policy of data maintenance, recording and handling</p> <p>KA8. department hierarchy</p> <p>KA9. company's material movement policy</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. INCO terms and terminologies used in import cargo</p> <p>KB4. import cargo movement and various documentation process requirement</p> <p>KB5. different type of cargo imported, their eligibility of duty free, export promotion and documentation requirement</p> <p>KB6. details of number of copies of documents to be prepared for various information and documents who needs to be contacted / informed on any requirements / queries / approval</p> <p>KB7. custom authorities requirements during inspection of cargo</p> <p>KB8. inward entry document</p> <p>KB9. information required for custom inspection and clearance</p> <p>KB10. the appraisalment process i.e. arriving of value of cargo to levy import duty (in case of manual entry / filing)</p>

LSC/N7811

**Coordinate with custom office for import cargo clearance**

	<p>KB11. analytical test report issued by competent agencies if required for clearance of special cargo</p> <p>KB12. documents relevant to claim any exemption on duty and taxes any such authorised by Govt. of India</p> <p>KB13. details of testing charges if any external agency needs to be deployed for examination of cargo</p> <p>KB14. various clauses of custom for objection of cargo during inspection and action to be taken on the same</p> <p>KB15. material handling procedures, dangerous goods and packaging requirement</p> <p>KB16. access and movement procedures in the customs area</p>
<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 custom clearance requirement of import cargo
	SA2. fill entry pass in the port / customs area
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
SA3. read the schedule and plan for custom clearance of import cargo	
SA4. interpret the regulatory requirement associated with custom clearance of import cargo	
SA5. interpret the details of the import cargo	
<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 buyer, shipper, forwarding agents as per requirement	
SA8. communicate with custom authorities as per procedure	
SA9. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly	
SA10. 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. decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc
	SB2. decide for number of copies of documents to be taken as per organization / regulatory procedure
<b>Plan and Organize</b>	
The user/individual on the job needs to know and understand how to:	
SB3. estimate time required for each activity	
SB4. plan for opening of cargo for inspection	
SB5. monitor smooth functioning of all activities	

**LSC/N7811**

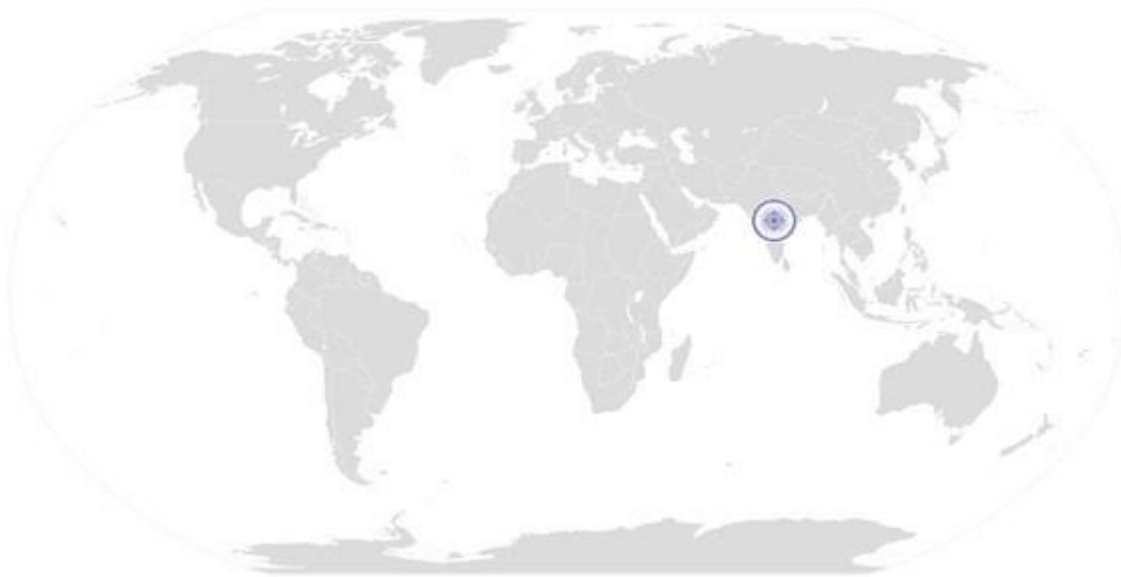
**Coordinate with custom office for import cargo clearance**

	SB6. 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: SB7. undertake documentation of custom clearance process as per customer timelines and requirements SB8. ensure all cargo are custom cleared as per procedure for the customer
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB9. identify trends/common causes for errors and suggest possible solutions to the supervisor / management SB10. ability to identify and correct errors
	<b>Analytical Skills</b>
	The user/individual on the job needs to know and understand how to: SB11. notice common accidents and suggest safety measures to prevent the same
	<b>Critical Thinking Skills</b>
	The user/individual on the job needs to know and understand how to: SB12. ability to concentrate on task at hand and complete it without errors



## NOS Version Control

<b>NOS Code</b>	<b>LSC/N7811</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>Custom Clearance</b>	<b>Next review date</b>	



---

# National Occupational Standard



---

## Overview

This OS units is about arranging requirement for custom passed cargo to reach the customer / importer destination. It also includes meeting post custom inspection requirements such as packing, scanning, loading and transport arrangement, etc.



<b>Unit Code</b>	LSC/N7812
<b>Unit Title (Task)</b>	Perform post custom clearance process
<b>Description</b>	This OS units is about arranging requirement for custom passed cargo to reach the customer / importer destination. It also includes meeting post custom inspection requirements such as packing, scanning, loading and transport arrangement, etc.
<b>Scope</b>	<p>This OS unit/task covers the following</p> <ul style="list-style-type: none"> <li>• Arrange for packing and movement of custom cleared goods</li> <li>• Ensure proper completion of custom clearance transaction</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Arrange for packing and movement of custom cleared goods</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. arrange for packaging of goods after customs inspection</p> <p>PC2. ensure the packaging is done as per procedure and recommended material handling procedure is followed</p> <p>PC3. coordinate with loaders to move cargo outside the customs area to transport to consumer location</p> <p>PC4. arrange the cargo for second check assessment when there is a requirement</p>
<b>Ensure proper completion of custom clearance transaction</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. coordinate with documentation executive to mention the status of cargo in the portal</p> <p>PC6. arrange transportation vehicle for delivery of shipment from &amp; to client premise (if required)</p> <p>PC7. follow up and ensure the goods are received by the importer in the place of destination</p> <p>PC8. keep the record of shipment in form of daily status report &amp; update the same to customers &amp; supervisor</p> <p>PC9. submit all signed hard copies to the documentation for manual filing and records</p> <p>PC10. inform the supervisor on any customs officer feedback</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organizational procedures</p> <p>KA2. paperwork required before handling cargo</p>

**LSC/N7812**

**Perform post custom clearance process**

<p>company / organization and its processes)</p>	<p>KA3. procedures for dealing with loss or damage to goods            KA4. organization contact with custom office            KA5. risk and impact of not following defined procedures/work instructions            KA6. organization hierarchy            KA7. organization policy of data maintenance, recording and handling            KA8. department hierarchy            KA9. company's material movement policy            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            KB2. usage of computer for electronic documentation of information            KB3. INCO terms and terminologies used in import cargo            KB4. import cargo movement and various documentation process requirement            KB5. different type of cargo imported, their eligibility of duty free, export promotion and documentation requirement            KB6. details of number of copies of documents to be prepared for various information and documents who needs to be contacted / informed on any requirements / queries / approval            KB7. custom authorities requirements during inspection of cargo            KB8. packaging of goods after customs inspection            KB9. packaging procedure and recommended material handling procedure            KB10. details of second check assessment when there is a requirement            KB11. various clauses of custom for objection of cargo during inspection and action to be taken on the same            KB12. material handling procedures, dangerous goods and packaging requirement            KB13. access and movement procedures in the customs area</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 custom clearance requirement of import cargo            SA2. fill entry pass in the port / customs area</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. read the schedule and plan for custom clearance of import cargo            SA4. interpret the regulatory requirement associated with custom clearance of import cargo            SA5. interpret the details of the import cargo</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p>

LSC/N7812

**Perform post custom clearance process**

	<p>SA6. communicate clearly with supervisors and peers          SA7. communicate with buyer, shipper, forwarding agents as per requirement          SA8. communicate with custom authorities as per procedure          SA9. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly          SA10. share best practices with peers and juniors</p>
<p><b>B. Professional Skills</b></p>	<p><b>Decision Making</b></p>
	<p>The user/individual on the job needs to know and understand how to:          SB1. decide on type of documents to be prepared based on the nature of cargo, transport used, type of transaction, destination country, etc          SB2. decide for number of copies of documents to be taken as per organization / regulatory procedure</p>
	<p><b>Plan and Organize</b></p>
	<p>The user/individual on the job needs to know and understand how to:          SB3. estimate time required for each activity          SB4. plan for opening of cargo for inspection          SB5. monitor smooth functioning of all activities          SB6. prioritize and execute tasks in within the scheduled time limits</p>
	<p><b>Customer Centricity</b></p>
	<p>The user/individual on the job needs to know and understand how to:          SB7. undertake documentation of custom clearance process as per customer timelines and requirements          SB8. ensure all cargo are custom cleared as per procedure for the customer</p>
	<p><b>Problem Solving</b></p>
	<p>The user/individual on the job needs to know and understand how to:          SB9. identify trends/common causes for errors and suggest possible solutions to the supervisor / management          SB10. 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:          SB11. notice common accidents and suggest safety measures to prevent the same</p>
<p><b>Critical Thinking Skills</b></p>	
<p>The user/individual on the job needs to know and understand how to:          SB12. ability to concentrate on task at hand and complete it without errors</p>	

## NOS Version Control

<b>NOS Code</b>	<b>LSC/N7812</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>Custom Clearance</b>	<b>Next review date</b>	



# 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

<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**

	PC12. ensure all the people follow safety process and report to supervisor in case of any deviation
<b>Ensure data security of logistic documents</b>	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
<b>Ensure security the procedures of port are adhered</b>	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
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	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
<b>B. Technical Knowledge</b>	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 KB13. paperwork, access pass for movement of cargo and manpower in the work place

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
--	--



## 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>Custom Clearance</b>	<b>Next review date</b>	



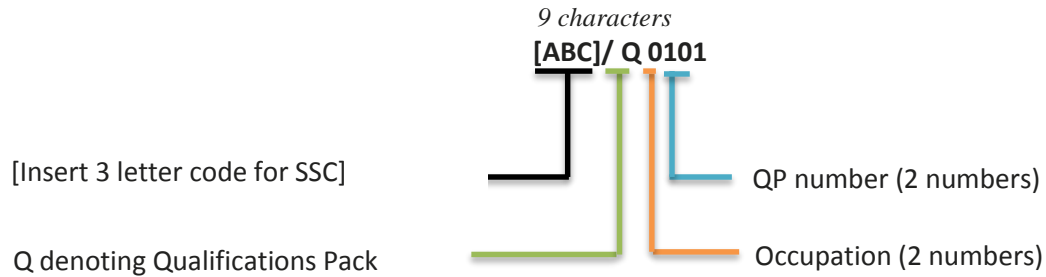
[Back to QP](#)

Qualifications Pack For Field Operation Executive  
(Custom Clearance - Import)

Annexure

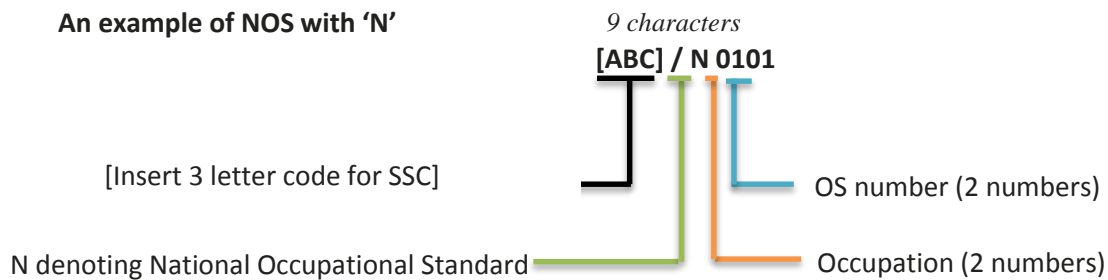
Nomenclature for QP and NOS

**Qualifications Pack**



**Occupational Standard**

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



*Qualifications Pack For Field Operation Executive  
(Custom Clearance - 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 Field Operation Executive  
(Custom Clearance - Import)*

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role:** Field Operation Executive (Custom Clearance – Import)

**Qualification Pack:** LSC/Q7803

**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/N7810 (Obtain necessary documentation and information related to import cargo)	PC1. make note of the work requirement for the week / month by discussing with the supervisor	100	5	2	3
	PC2. gather information on peak volume of transactions in the day of the week, week of the month, etc		5	2	3
	PC3. plan and schedule the day's work as per requirement		5	2	3
	PC4. obtain information on any change or updates in acts, procedures, etc with reference to import custom clearance		5	2	3
	PC5. attend periodical training scheduled to update with latest trends, work processes, etc		5	2	3
	PC6. make note of all documentation requirement in the customs area related to import procedures		5	2	3

*Qualifications Pack For Field Operation Executive  
(Custom Clearance - Import)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC7. obtain details of types of documents to be furnished for specific type of goods / cargo		5	2	3
	PC8. receive details of the customs area in the port and the personnel movement procedures		5	2	3
	PC9. carry authorized license issued while visiting customs area		5	2	3
	PC10. obtain documents such as Shipping bill, Air Waybill, Invoice, etc from the documentation team		10	2	8
	PC11. obtain the entry inwards document which needs to be submitted in the customs to unload cargo at the sea port		10	2	8
	PC12. collect two copies of bill of entry to be submitted for custom records and port trust to finalise out-turn report		10	2	8
	PC13. receive receipt of duty paid to the customs (if via bank transfer)		10	2	8
	PC14. obtain the bonds to be executed with the customs official to show that goods under export promotion scheme and are exempt from duty payment		10	2	8
	PC15. raise any query / clarification to the supervisor or the documentation head and seek responses		5	2	3
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
2. LSC/N7811 (Coordinate with custom authorities for import cargo clearance)	PC1. submit the inward entry document to the import department in the sea port	<b>100</b>	2	1	1
	PC2. present all documents and information required for custom inspection and clearance		2	1	1
	PC3. respond to all queries raised by the custom officer on the cargo imported		3	1	2
	PC4. present the import duty paid copy to custom officer to get approval for clearance		3	1	2
	PC5. coordinate during the appraisal process i.e. arriving of value of cargo to levy import duty (in case of manual entry / filing)		5	1	4
	PC6. assist during examination of import cargo by customs officer		5	2	3
	PC7. open the package as specified by the custom officer (random sample check)		5	2	3

*Qualifications Pack For Field Operation Executive  
(Custom Clearance - Import)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC8. submit any analytical test report issued by competent agencies if required for clearance of special cargo		5	2	3
	PC9. submit the documents relevant to claim any exemption on duty and taxes any such authorised by Govt. of India		5	2	3
	PC10. de-stuff the package / open the cargo for inspection as specified by the examining officer for inspection		5	2	3
	PC11. arrange for payment of testing charges if any external agency needs to be deployed for examination of cargo		10	3	7
	PC12. ensure the cargo are inspected and examination report is signed by the examiner and countersigned by the importer / representative agent		10	4	6
	PC13. receive 'Out of Customs charge' document when customs clear the cargo on payment of import duty (before or after inspection)		10	4	6
	PC14. make note of special documentation requirement for cases such as pilferage, damage of goods, goods lost, goods returned, etc		10	4	6
	PC15. obtain specific documents needs to be submitted for cases such as project cargo, cars and automobiles, etc.		10	1	9
	PC16. ensure that the shed officer enters the clearance in the EDI system		5	2	3
	PC17. share the relevant documents / bonds if the goods are exempt from duty payment through export promotion schemes		5	2	3
		<b>Total</b>	<b>100</b>	<b>35</b>	<b>65</b>
3. LSC/N7812 (Perform post custom clearance process)	PC1. arrange for packaging of goods after customs inspection	<b>100</b>	10	4	6
	PC2. ensure the packaging is done as per procedure and recommended material handling procedure is followed		10	4	6

*Qualifications Pack For Field Operation Executive  
(Custom Clearance - Import)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC3. coordinate with loaders to move cargo outside the customs area to transport to consumer location		10	4	6
	PC4. arrange the cargo for second check assessment when there is a requirement		10	4	6
	PC5. coordinate with documentation executive to mention the status of cargo in the portal		10	4	6
	PC6. arrange transportation vehicle for delivery of shipment from & to client premise (if required)		10	4	6
	PC7. follow up and ensure the goods are received by the importer in the place of destination		10	4	6
	PC8. keep the record of shipment in form of daily status report & update the same to customers & supervisor		10	4	6
	PC9. submit all signed hard copies to the documentation for manual filing and records		10	4	6
	PC10. inform the supervisor on any customs officer feedback		10	4	6
		<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,		5	2	3



*Qualifications Pack For Field Operation Executive  
(Custom Clearance - Import)*

		Marks Allocation			
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	airport, sea port, warehouse, etc) with reference to area of operation				
	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
		<b>Total</b>	<b>100</b>	<b>40</b>	<b>60</b>



*Qualifications Pack For Field Operation Executive  
(Custom Clearance - Import)*



[Back to QP](#)