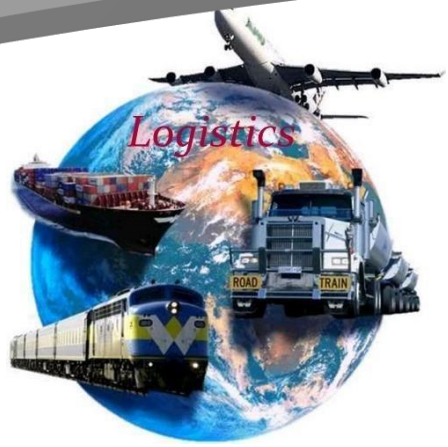
QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY



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What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack – Ground Operation Associate

SECTOR: LOGISTICS

SUB-SECTOR: Air Cargo Operation

OCCUPATION: Ground Operation

REFERENCE ID: LSC/Q6101

ALIGNED TO: NCO-2004/NIL

Brief Job Description: Ground operation associate (Air Cargo) is involved in acceptance / dispatch of air cargo by interacting with the customer. He / She is responsible for accepting / dispatching, preparing necessary documentation, sorting and arranging for storage of cargo as per requirement and regulatory guidelines.

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

Job Details

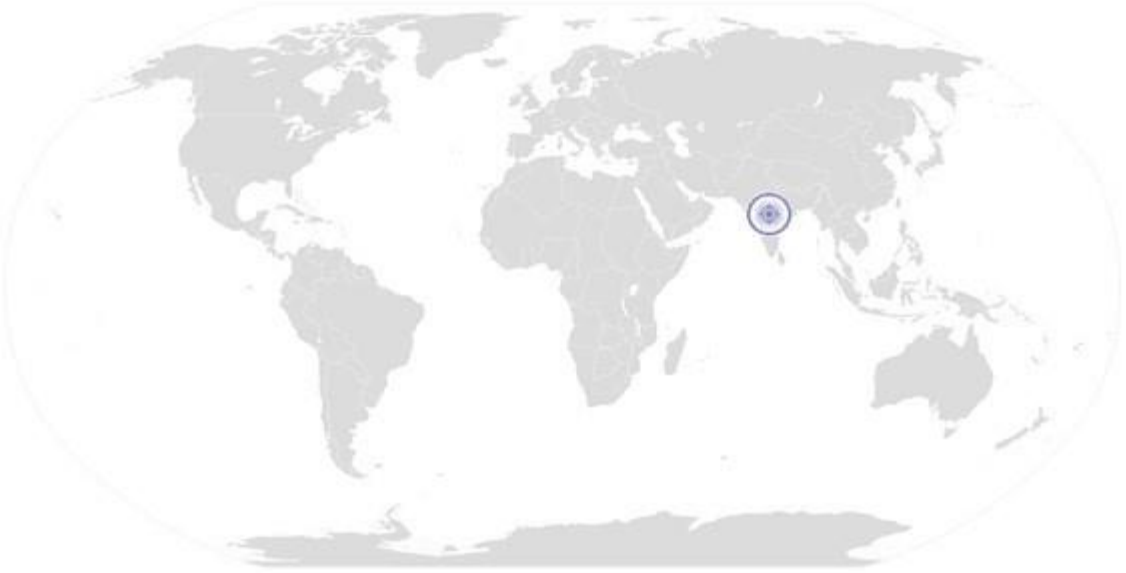
Qualifications Pack Code	**LSC/Q6101**		
Job Role	**Ground Operation Associate (Air Cargo)**		
Credits (NSQF)	**TBD**	**Version number**	**1.0**
Sector	**Logistics**	**Drafted on**	**10/11/2015**
Sub-sector	**Air Cargo Operation**	**Last reviewed on**	
Occupation	**Ground Operation**	**Next review date**	
NSQC Clearance On	**TBD**		

Job Role	**Ground Operation Associate (Air Cargo)**
Role Description	responsible for accepting / dispatching, preparing necessary documentation, sorting and arranging for storage of cargo as per requirement and regulatory guidelines
NSQF level	4
Minimum Educational Qualifications*	Graduate
Maximum Educational Qualifications*	NA
Training (Suggested but not mandatory)	Not applicable
Minimum Job Entry Age	Above 18 years
Experience	Not applicable
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. LSC/N6101 Receive the cargo for air transportation 2. LSC/N6102 Arrange for cargo to be loaded 3. LSC/N6103 Arrange for dispatch of import cargo 4. LSC/N9603 Maintain health, safety and security procedures in the air cargo operation **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

Definitions

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 receiving the air cargo from the customer and arranging for movement of cargo as per requirement. It also includes preparing appropriate documentation and following procedures as per regulatory requirement.

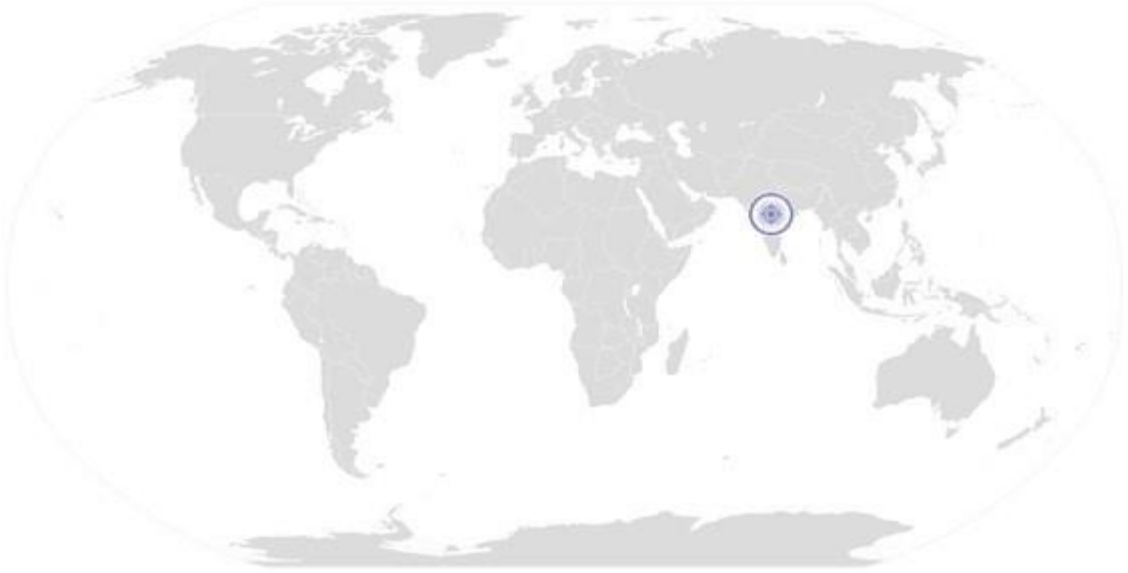
National Occupational Standard

Unit Code	LSC/N6101
Unit Title (Task)	**Receive the cargo for air transportation**
Description	This unit is about obtaining receiving the air cargo from the customer and arranging for movement of cargo as per requirement. It also includes preparing appropriate documentation and following procedures as per regulatory requirement.
Scope	This OS unit/task covers the following: • Receive and inspect the air cargo • Reject the cargo for loading • Prepare necessary documentation for air cargo transport • Follow all regulatory standards and compliance
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Receive and inspect the air cargo	To be competent, the user/individual on the job must be able to: PC1. receive the details of the cargo from the shipper / customer PC2. cross check the details of cargo, destination and the service terms of the organisation PC3. check for air-worthiness of the cargo PC4. ensure that the cargo is packed with good material and is secure for transport PC5. ensure all the cargo is labelled with instructions / warning signs as per requirement
Reject the cargo for loading	To be competent, the user/individual on the job must be able to: PC6. reject cargo if it is not properly packed and may cause damage to other goods / aircraft PC7. reject cargo if the weight of the cargo is not properly determined PC8. reject cargo if the air-worthiness of the cargo is not as per standards (example: improper packaging, pilferage, etc) PC9. decide to reject the special cargo / dangerous goods if it is not packed properly or mandatory requirements are not adhered PC10. not accept the cargo if the documentation is not complete / inaccurate PC11. decide to reject the cargo if the airline does not serve the destination or due to not in compliance with organization guidelines
Prepare necessary documentation for air cargo transport	To be competent, the user/individual on the job must be able to: PC12. prepare Airway Bill and handover a copy to shipper PC13. ensure the Airway Bill contains all adequate information such as cargo details, transportation charges, destination details, etc PC14. document accurately the weight of cargo for load planning purpose PC15. pass the documents to load planning department to determine and prepare load and trim sheet

Follow all regulatory standards and compliance	To be competent, the user/individual on the job must be able to: PC16. make note of and follow all the regulatory compliance as per Directorate General of Civil Aviation (DGCA), Bureau of Civil Aviation Security of India and International Air Transport Association (IATA) PC17. follow all mandatory and regulatory compliance processes and document them as required PC18. carry the identity cards and access cards issued by the airport authority and produce them whenever required for security purpose PC19. adhere all security processes followed in the airport
Knowledge and Understanding (K)	
A. Organizational Context (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 before handling cargo KA3. risk and impact of not following defined procedures/work instructions KA4. organisation policy on type of cargo handled KA5. orgisation system and processes 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
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. common problems and solutions for the same KB2. usage of computer for electronic documentation of information KB3. usage of company software to manage and update documentation/reports KB4. documentation process and requirement with air cargo operation KB5. number of copies of different documents to be prepared KB6. reasons to reject the cargo from loading / transportation KB7. determining air-worthiness of air cargo KB8. preparing Airway Bill through internal systems KB9. destinations served by the airline KB10. details of the invoice and airway bill KB11. details of customer to be received and recorded KB12. ensure the Airway Bill contains all adequate information such as cargo details, transportation charges, destination details, etc KB13. interpretation of cargo details based on standard codes and category KB14. procedure to handle special cargo such as live animals, perishable goods, etc KB15. cargo and material handling procedures for different type of cargo KB16. documents related to custom clearance of cargo KB17. precautions to be taken while handling dangerous / hazardous goods KB18. safety and Security requirement for different types of cargo KB19. regulatory procedures and compliance of IATA, DGCA, BCS guidelines

Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. prepare invoice and airway bill for the cargo SA2. fill any forms related to movement of air cargo and as per regulatory requirement
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. read the schedule and plan for cargo movement SA4. infer the details of the cargo and the customer shipping the cargo SA5. read instructions and regulatory requirement with reference to air cargo movement
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. interact with customers to receive necessary details and follow organisation etiquette while communicating SA7. communicate clearly with supervisors and peers and clarify for any issues SA8. communicate with buyer, shipper, forwarding agents as per requirement 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. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. decide on acceptance or rejection of air cargo based on organisation and regulatory procedures SB2. decide on type of documentation needs to made for the transaction
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. estimate time required for each activity SB4. make realistic day plans for each activity SB5. monitor smooth functioning of all activities SB6. prioritize and execute tasks in within the scheduled time limits
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. ensure that the customer is satisfied with reference to the cargo handling and other requirement SB8. ensure all customer special requirements are met while handling the air cargo
	Problem Solving
	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
	Analytical Skills

	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
	Critical Thinking Skills
	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

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Industry	Logistics	Drafted on	10/11/2015
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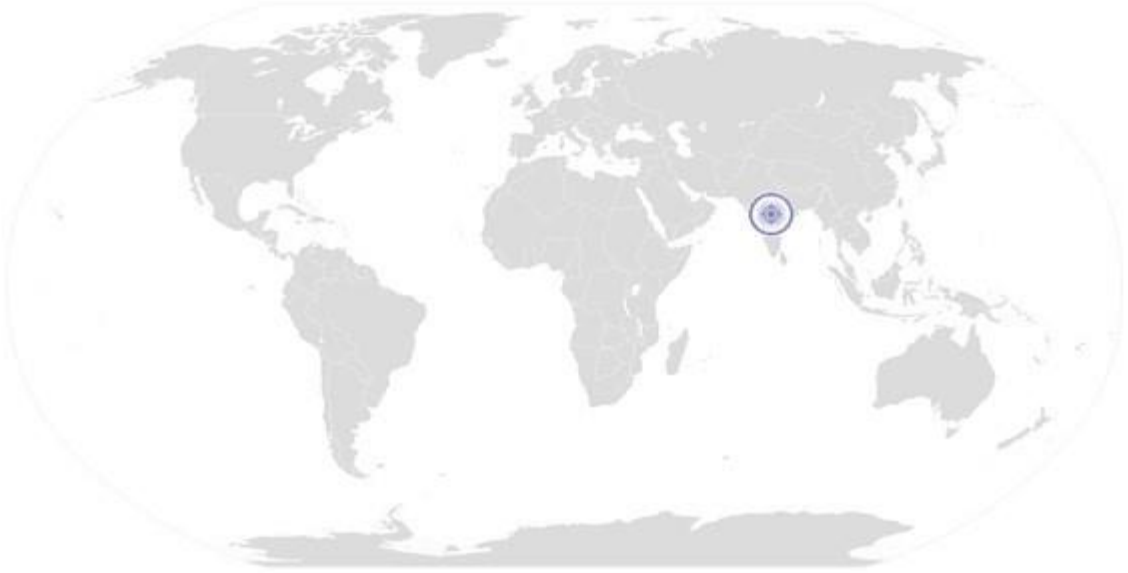

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National Occupational Standard

Overview

This unit is about receiving and preparing the cargo for transportation. It includes sorting the cargo, ensuring all regulatory requirement on documentation, security check and screening of cargo and transferred to palletise the cargo.

National Occupational Standard

Unit Code	LSC/N6102
Unit Title (Task)	**Arrange for cargo to be loaded**
Description	This unit is about receiving and preparing the cargo for transportation. It includes sorting the cargo, ensuring all regulatory requirement on documentation, security check and screening of cargo and transferred to palletise the cargo.
Scope	This OS unit/task covers the following: • Sort the cargo as per guidelines • Coordinate for custom clearance of cargo • Arrange for storage of goods till loading
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Sort the cargo as per guidelines	To be competent, the user/individual on the job must be able to: PC1. sort the bulk goods and send them for packaging as per flight deck loading guidelines PC2. sort the loose and lesser weight cargo as per destination / sector PC3. ensure all the cargo has appropriate documents / labels required for transportation PC4. weigh the individual cargo units and the sorted cargo (combining all individual units) for further packing
Coordinate for custom clearance of cargo	To be competent, the user/individual on the job must be able to: PC5. receive details of cargo for which custom clearance to be carried out PC6. coordinate with custom handling agents for custom clearance of cargo PC7. interact with custom broker and assist in sharing required documentation for custom clearance PC8. arrange for cargo to be transferred from the customs area to the storage location
Arrange for storage of goods till loading	To be competent, the user/individual on the job must be able to: PC9. ensure all the cargo is scanned / screened as per regulatory guideline PC10. ensure all custom clearance certificates are obtained for export cargo PC11. arrange for temporary storage of cargo till loading of cargo in the flight PC12. ensure there is no cargo mix up while in storage PC13. arrange for storing the special cargo such as live animals, dangerous goods, etc as per designated section and as per procedure PC14. transfer all the required documents to ramp operation department for movement of cargo

Knowledge and Understanding (K)	
A. Organizational Context (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 before handling cargo KA3. risk and impact of not following defined procedures/work instructions KA4. organisation policy on type of cargo handled KA5. orgisation system and processes 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
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. common problems and solutions for the same KB2. usage of computer for electronic documentation of information KB3. usage of company software to manage and update documentation/reports KB4. documentation process and requirement with air cargo operation KB5. number of copies of different documents to be prepared KB6. reasons to reject the cargo from loading / transportation KB7. determining air-worthiness of air cargo KB8. sorting of goods based on destination, nature of cargo KB9. procedure to handle special cargo such as live animals, perishable goods, etc KB10. cargo and material handling procedures for different type of cargo KB11. sorting procedures based on type of cargo (nature of cargo, dangerous goods, bulk goods, etc) KB12. storage requirements of different cargo KB13. custom clearance process of EXIM cargo KB14. documents related to custom clearance of cargo KB15. precautions to be taken while handling dangerous / hazardous goods KB16. safety and Security requirement for different types of cargo KB17. regulatory procedures and compliance of IATA, DGCA, BCS guidelines
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. fill any forms related to movement of air cargo and as per regulatory requirement
	Reading Skills

	The user/individual on the job needs to know and understand how to: SA2. read the schedule and plan for cargo movement SA3. read all relevant documents such as airway bill, tags, signs, etc while sorting and handling the cargo SA4. read instructions and regulatory requirement with reference to air cargo movement
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA5. communicate clearly with supervisors and peers and clarify for any issues SA6. communicate with buyer, shipper, forwarding agents as per requirement SA7. regularly communicate with all employees in the chain of activities to ensure activities are running smoothly SA8. share best practices with peers and juniors
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. decide on sorting and arranging the goods based on the destination, type of goods, etc SB2. visually check and determine the air worthiness of the air cargo
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. estimate time required for each activity SB4. make realistic day plans for each activity SB5. monitor smooth functioning of all activities SB6. prioritize and execute tasks in within the scheduled time limits
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. ensure that the customer is satisfied with reference to the cargo handling and other requirement SB8. ensure all customer special requirements are met while handling the air cargo
	Problem Solving
	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
	Analytical Skills
	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
	Critical Thinking Skills
	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

NOS Code	LSC/N6102		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/11/2015
Industry Sub-sector	Air Cargo Operation	Last reviewed on	
Occupation	Ground Operation	Next review date	

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National Occupational Standard

Overview

This OS units is about receiving the import cargo from the ramp area and taking necessary arrangements to dispatch the cargo. It also includes preparing necessary documentation for dispatching the import cargo.

National Occupational Standard

Unit Code	LSC/N6103
Unit Title (Task)	Arrange for dispatch of import cargo
Description	This OS units is about receiving the import cargo from the ramp area and taking necessary arrangements to dispatch the cargo. It also includes preparing necessary documentation for dispatching the import cargo.
Scope	This OS unit/task covers the following • Receive the cargo from the ramp operations • Sort the cargo as per destination • Prepare documentation and records as per procedure
Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Receive the cargo from the ramp operations	To be competent, the user/individual on the job must be able to: PC1. receive the details of the cargo to be received with all necessary details such as quantity, weight, type of cargo, etc PC2. arrange for any special material handling equipment (if applicable) PC3. make note of any special cargo, dangerous goods and their requirements PC4. verify the cargo as per load sheet and ensure all goods are received PC5. interact with supervisor in case of missing cargo PC6. ensure that the cargo does not suffer damage during transit and inform in case of any damage found
Sort the cargo as per destination	To be competent, the user/individual on the job must be able to: PC7. coordinate with custom handling agents for custom clearance of import cargo (if applicable) PC8. interact with custom broker and assist in sharing required documentation for custom clearance of import cargo PC9. arrange for cargo to be transferred from the customs area to the storage location for dispatch PC10. sort the goods as per destination and customer details
Prepare documentation and records as per procedure	To be competent, the user/individual on the job must be able to: PC11. ensure all the cargo is scanned / screened as per regulatory guideline PC12. ensure all custom clearance certificates are obtained for import cargo PC13. arrange for temporary storage of cargo till dispatch of cargo to the customer PC14. arrange for loaders to move the cargo out of the storage area PC15. prepare cargo out note and receive receipt confirmation from the customer PC16. use the organisation system and software to prepare documentation

Knowledge and Understanding (K)	
A. Organizational Context (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 before handling cargo KA3. risk and impact of not following defined procedures/work instructions KA4. organisation policy on type of cargo handled KA5. orgisation system and processes 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
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. common problems and solutions for the same KB2. usage of computer for electronic documentation of information KB3. usage of company software to manage and update documentation/reports KB4. documentation process and requirement with air cargo operation KB5. ensure the Airway Bill contains all adequate information such as cargo details, transportation charges, destination details, etc KB6. interpretation of cargo details based on standard codes and category KB7. sorting of goods based on destination, nature of cargo KB8. preparation of documents related to dispatch of air cargo KB9. custom clearance process of EXIM cargo KB10. details of duty free cargo and preparing documents and report accordingly KB11. details of accepted cargo in the country as per regulatory standards KB12. procedure to handle special cargo such as live animals, perishable goods, etc KB13. cargo and material handling procedures for different type of cargo KB14. storage requirements of different cargo KB15. documents related to custom clearance of import cargo KB16. precautions to be taken while handling dangerous / hazardous goods KB17. safety and Security requirement for different types of cargo KB18. regulatory procedures and compliance of IATA, DGCA, BCS guidelines
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. prepare documents for dispatching the cargo to the customer destination SA2. fill any forms related to movement of air cargo and as per regulatory requirement
	Reading Skills

	The user/individual on the job needs to know and understand how to: SA3. read the schedule and plan for cargo movement SA4. infer the details of the cargo and the customer shipping the cargo SA5. read instructions and regulatory requirement with reference to air cargo movement
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. interact with customers to receive necessary details and follow organisation etiquette while communicating SA7. communicate clearly with supervisors and peers and clarify for any issues SA8. communicate with buyer, shipper, forwarding agents as per requirement 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. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. decide on acceptance or rejection of air cargo based on organisation and regulatory procedures SB2. decide on type of documentation needs to made for the transaction
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. estimate time required for each activity SB4. make realistic day plans for each activity SB5. monitor smooth functioning of all activities SB6. prioritize and execute tasks in within the scheduled time limits
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. ensure that the customer is satisfied with reference to the cargo handling and other requirement SB8. ensure all customer special requirements are met while handling the air cargo
	Problem Solving
	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
	Analytical Skills
	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
	Critical Thinking Skills

	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

NOS Code	LSC/N6103		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	10/11/2015
Industry Sub-sector	Air Cargo Operation	Last reviewed on	
Occupation	Ground Operation	Next review date	

National Occupational Standard

Overview

This unit is about maintaining and following health, safety and security standards during air cargo handling operations in the work place

National Occupational Standard

Unit Code	LSC/N9603
Unit Title (Task)	Maintain health, safety and security procedures in the Air Cargo Operation
Description	This unit is about maintaining and following health, safety and security standards during air cargo handling operations in the work place.
Scope	This OS unit/task covers the following: • Follow healthy work practices and maintain personal health • Take precautions and follow safety processes in the workplace • Ensure security procedures of the airport are followed

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Follow healthy work practices and maintain personal health	To be competent, the user/individual on the job must be able to: PC1. make note of all activities which will lead to health issues and take necessary precautions PC2. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods PC3. wear all personal protective equipment (PPE) such as goggles, masks, ear plugs, shoes, etc. as applicable in the cargo movement area PC4. perform basic first aid in case of any accidents PC5. undertake periodical preventive health checkups
Take precautions and follow safety processes in the workplace	To be competent, the user/individual on the job must be able to: PC6. make note of all safety processes in different location of the airport (cargo loading area, ramp operation area, etc) with reference to area of operation PC7. follow all safety procedures including walking only in the designated pathway, using hard hats, etc PC8. instruct / follow recommended and standard material handling procedure while handling cargo and avoid any damage to the goods PC9. follow standard procedures and precautions while handling dangerous goods PC10. identify safety related signage in the cargo handling area and follow instructions accordingly PC11. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo

	PC12. ensure all the people follow safety process and report to supervisor in case of any deviation
Ensure safety of the material handled	To be competent, the user/individual on the job must be able to: PC13. make note of condition of the cargo handled PC14. check for air-worthiness of the cargo and inform supervisor based on observation PC15. ensure all the safety and security related tags, labels and signage are placed in the cargo PC16. ensure all the cargo passes through security and screening check
Ensure security the procedures of airport are followed	To be competent, the user/individual on the job must be able to: PC17. follow all security procedures while entering and exiting the airport (eg: displaying the id card issued by competent authority) 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. ensure that air worthiness of the cargo is checked and does not damage the goods or the flight PC21. follow all security procedures with reference to cargo and manpower movement
Knowledge and Understanding (K)	
A. Organizational Context (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 airport 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. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different locations and access restrictions in the airport, customs area, 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. safety and security signage and their functions KB7. security tags, labels and signage in the air cargo KB8. checking the specifications of the cargo to be declared 'air-worthy' KB9. security measures to check the cargo KB10. security procedures for dangerous / hazardous goods KB11. basic first aid to be performed for accidents KB12. different personal protective equipment (PPE), their usage and purpose

	KB13. consequences of not adhering to health, safety and security standards and procedures KB14. checks and documentation related to cargo movement and security KB15. paperwork, access pass for movement of cargo and manpower in the work place
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to: SA1. fill forms related to health, safety and security procedures wherever applicable
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA2. read and understand the various procedures and standards related to health, safety and security while performing ground operations and handling cargo SA3. read and understand various documents related to security and movement of cargo at various location as applicable
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA4. communicate clearly with security officer and guards SA5. share best practices with peers and juniors
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to: SB1. make a judgment as to what actions to be taken to avoid any damage / accident to personal health / cargo handled
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB2. concentrate on task at hand and complete it without errors SB3. be a team player and achieve joint goals
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB4. ensure safe and secure movement of customer goods and satisfy them
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB5. identify any threats / symptoms on personal health, safety, security, etc and take appropriate actions SB6. report to supervisor / management in case of any deviation / violation of any standard procedure
	Analytical Skills

	The user/individual on the job needs to know and understand how to: SB7. assess any risk during cargo movement
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB8. concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N9603		
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Industry	Logistics	Drafted on	10/11/2015
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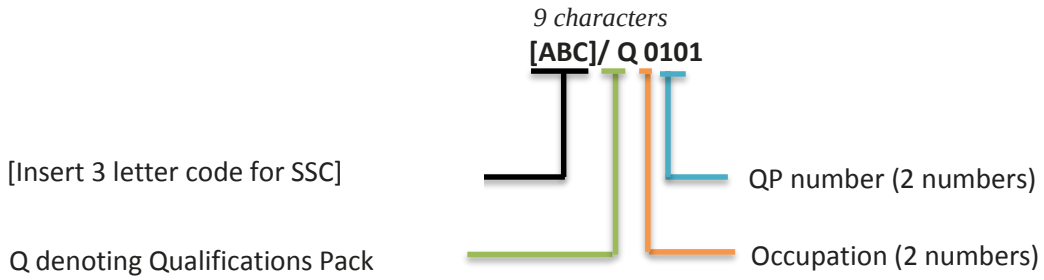
Annexure

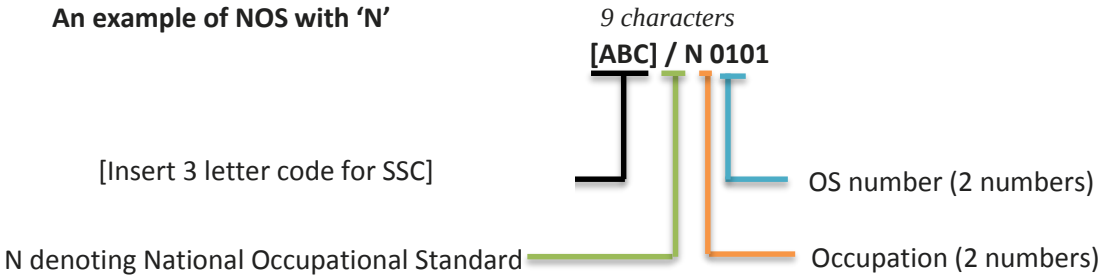
Nomenclature for QP and NOS

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 **Q**P or **N**OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Ground Operation Associate (Air Cargo)

Qualification Pack: LSC/Q6101

Sector Skill Council: LSC

Guidelines for Assessment
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. 2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC. 3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center. 4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage. 5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
1. LSC/N6101 (Receive the cargo for air transportation)	PC1. receive the details of the cargo from the shipper / customer	**100**	5	2	3
	PC2. cross check the details of cargo, destination and the service terms of the organisation		5	2	3
	PC3. check for air-worthiness of the cargo		5	2	3
	PC4. ensure that the cargo is packed with good material and is secure for transport		5	2	3
	PC5. ensure all the cargo is labelled with instructions / warning signs as per requirement		5	2	3
	PC6. reject cargo if it is not properly packed and may cause damage to other goods / aircraft		5	2	3
	PC7. reject cargo if the weight of the cargo is not properly determined		5	2	3
	PC8. reject cargo if the air-worthiness of the cargo is not as per standards (example: improper packaging, pilferage, etc)		5	2	3

				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
	PC9. decide to reject the special cargo / dangerous goods if it is not packed properly or mandatory requirements are not adhered		5	2	3
	PC10. not accept the cargo if the documentation is not complete / inaccurate		5	2	3
	PC11. decide to reject the cargo if the airline does not serve the destination or due to not in compliance with organization guidelines		5	2	3
	PC12. prepare Airway Bill and handover a copy to shipper		5	2	3
	PC13. ensure the Airway Bill contains all adequate information such as cargo details, transportation charges, destination details, etc		5	2	3
	PC14. document accurately the weight of cargo for load planning purpose		5	2	3
	PC15. pass the documents to load planning department to determine and prepare load and trim sheet		10	4	6
	PC16. make note of and follow all the regulatory compliance as per Directorate General of Civil Aviation (DGCA), Bureau of Civil Aviation Security of India and International Air Transport Association (IATA)		5	2	3
	PC17. follow all mandatory and regulatory compliance processes and document them as required		5	2	3
	PC18. carry the identity cards and access cards issued by the airport authority and produce them whenever required for security purpose		5	2	3
	PC19. adhere all security processes followed in the airport		5	2	3
		Total	**100**	**40**	**60**
2. LSC/N6102 (Arrange for cargo to be loaded)	PC1. sort the bulk goods and send them for packaging as per flight deck loading guidelines	**100**	10	4	6
	PC2. sort the loose and lesser weight cargo as per destination / sector		10	4	6
	PC3. ensure all the cargo has appropriate documents / labels required for transportation		5	2	3

				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
	PC4. weigh the individual cargo units and the sorted cargo (combining all individual units) for further packing		5	2	3
	PC5. receive details of cargo for which custom clearance to be carried out		5	2	3
	PC6. coordinate with custom handling agents for custom clearance of cargo		10	4	6
	PC7. interact with custom broker and assist in sharing required documentation for custom clearance		5	2	3
	PC8. arrange for cargo to be transferred from the customs area to the storage location		5	2	3
	PC9. ensure all the cargo is scanned / screened as per regulatory guideline		10	4	6
	PC10. ensure all custom clearance certificates are obtained for export cargo		5	2	3
	PC11. arrange for temporary storage of cargo till loading of cargo in the flight		10	4	6
	PC12. ensure there is no cargo mix up while in storage		5	2	3
	PC13. arrange for storing the special cargo such as live animals, dangerous goods, etc as per designated section and as per procedure		10	4	6
	PC14. transfer all the required documents to ramp operation department for movement of cargo		5	2	3
		Total	**100**	**40**	**60**
3. LSC/N6103 (Arrange for dispatch of import cargo)	PC1. receive the details of the cargo to be received with all necessary details such as quantity, weight, type of cargo, etc	**100**	5	2	3
	PC2. arrange for any special material handling equipment (if applicable)		5	2	3
	PC3. make note of any special cargo, dangerous goods and their requirements		5	2	3
	PC4. verify the cargo as per load sheet and ensure all goods are received		10	4	6
	PC5. interact with supervisor in case of missing cargo		5	2	3

				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
	PC6. ensure that the cargo does not suffer damage during transit and inform in case of any damage found		5	2	3
	PC7. coordinate with custom handling agents for custom clearance of import cargo (if applicable)		5	2	3
	PC8. interact with custom broker and assist in sharing required documentation for custom clearance of import cargo		10	4	6
	PC9. arrange for cargo to be transferred from the customs area to the storage location for dispatch		5	2	3
	PC10. sort the goods as per destination and customer details		10	4	6
	PC11. ensure all the cargo is scanned / screened as per regulatory guideline		5	2	3
	PC12. ensure all custom clearance certificates are obtained for import cargo		10	4	6
	PC13. arrange for temporary storage of cargo till dispatch of cargo to the customer		5	2	3
	PC14. arrange for loaders to move the cargo out of the storage area		5	2	3
	PC15. prepare cargo out note and receive receipt confirmation from the customer		5	2	3
	PC16. use the organisation system and software to prepare documentation		5	2	3
		Total	**100**	**40**	**60**
4. LSC/N9603 (Maintain health, safety and security procedures in the Air Cargo Operation)	PC1. make note of all activities which will lead to health issues and take necessary precautions	**100**	5	2	3
	PC2. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods		5	2	3
	PC3. wear all personal protective equipment (PPE) such as goggles, masks, ear plugs, shoes, etc. as applicable in the cargo movement area		3	1	2
	PC4. perform basic first aid in case of any accidents		5	2	3
	PC5. undertake periodical preventive health checkups		2	1	1

				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
	PC6. make note of all safety processes in different location of the airport (cargo loading area, ramp operation area, etc) with reference to area of operation		5	2	3
	PC7. follow all safety procedures including walking only in the designated pathway, using hard hats, etc		5	2	3
	PC8. instruct / follow recommended and standard material handling procedure while handling cargo and avoid any damage to the goods		5	2	3
	PC9. follow standard procedures and precautions while handling dangerous goods		5	2	3
	PC10. identify safety related signage in the cargo handling area and follow instructions 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. make note of condition of the cargo handled		5	2	3
	PC14. check for air-worthiness of the cargo and inform supervisor based on observation		5	2	3
	PC15. ensure all the safety and security related tags, labels and signage are placed in the cargo		5	2	3
	PC16. ensure all the cargo passes through security and screening check		5	2	3
	PC17. follow all security procedures while entering and exiting the airport (eg: displaying the id card issued by competent authority) 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. ensure that air worthiness of the cargo is checked and does not damage the goods or the flight		5	2	3
	PC21. follow all security procedures with reference to cargo and manpower movement		5	2	3

				Marks Allocation	
Assessment outcomes	**Assessment Criteria for outcomes**	**Total Marks**	**Out of**	**Theory**	**Skills Practical**
		Total	**100**	**40**	**60**

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