

NSQF QUALIFICATION FILE

Approved in 22nd NSQC Meeting – NCVET – 25th August 2022

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Name and contact details of individual dealing with the submission

Name : Ms. Reena Murray
Position in the Organization : Head – Standards & Quality Assurance
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List of documents submitted in support of the Qualifications File

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:

- Indicative list of tools/equipment to conduct the training
- Trainers' qualification
- Lesson Plan
- Distribution of training duration into theory/practical/OJT component

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SUMMARY

1	Qualification Title	EXIM Supervisor
2	Qualification Code, if any	QG-05-TW-00354-2023-V1.1-LSC
3	NCO code and occupation	<ul style="list-style-type: none">• NCO – 2015 – 3351 – Customs and Border Inspectors• NCO – 2015 – 3122.4 - Supervisor and Foreman, Material and Freight Handling
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	<p>Nature: Certificate course of EXIM Supervisor</p> <p>Term: Long Term</p> <p>Purpose: Learners who attain this qualification are competent in EXIM/CC/FF services operation and can get a job in EXIM/CC/FF services a freight supervisors or custom clearance supervisors.</p>
5	Body/bodies which will award the qualification	Logistics Sector Skill Council
6	Body which will accredit providers to offer courses leading to the qualification	Logistics Sector Skill Council
7	Whether accreditation/affiliation norms are already in place or not, if applicable (if yes, attach a copy)	<p>Yes</p> <p>Both accreditation and affiliation are done by LSC based on due diligence report via SIP</p>
8	Occupation(s) to which the qualification gives access	Freight Forwarding Operations, Customer Service Management, Customs Clearance Operation
9	Job description of the occupation	The individual supervises daily operations of customs clearance, freight transportation and liaises with stakeholders to ensure efficient and timely clearance and shipment of cargo.
10	Licensing requirements	NA
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable
12	Level of the qualification in the NSQF	5

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13	Anticipated volume of training/learning required to complete the qualification	570 to 630 hours
14	Indicative list of training tools required to deliver this qualification	<p>For a class of 30 candidates</p> <p>Teaching board – 1 Projector – 1 White board - 1 Video player or TV – 1 Printer – 1 Tracker - 1 Computer – 15 Stationaries – 30 Marker - 2 MHE equipment's – 1 Barcode scanner - 15 PPE – 15 Standard Forms – 15 HSN code lists – 15 Indian Customs EDI System (ICES)-1 Indian Customs EDI Gateway (ICEGATE) – 1 Remote EDI system - 1 Sample documentation - 10 SOP - 5 GST guidelines – 10 ERP -1 LLMS</p>
15	Entry requirements and/or recommendations and minimum age	<p>Completed / Pursuing 2nd year of UG OR Completed / Pursuing 2nd year of diploma (after 12th) OR Completed 12th + 1 year Vocational Education & training OR Completed 3 year diploma after 10th + 1 year relevant experience in Freight Forwarding OR Completed 12th Grade + 2 year relevant experience in Freight Forwarding OR Completed 10th Grade + 4 year relevant experience in Freight Forwarding OR</p>

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		Completed Previous relevant Qualification of NSQF Level 4 (EXIM Executive) + 3 year relevant experience in Freight Forwarding
16	Progression from the qualification (Please show Professional and academic progression)	<p>Professional - After completion, the person can get employed as an office executive for custom clearance taking care of either office work or as field executive or into freight forwarding. With close to 3 years' experience in EXIM/CC/FF services operation, a person can progress vertically to Supervisor role for custom clearance or freight forwarding. The person can also move laterally as executive either for courier or land transportation</p> <p>Academic –</p> <ol style="list-style-type: none">1. For a Graduate - Post-Graduation is the next stage of progression2. For a Diploma – Graduation is the next stage of progression3. For a Class XII – Diploma or Graduation is the next stage of progression4. For a Class X - Candidate to clear Class XII through open school and proceed further to Diploma or Graduate and then to Post graduate
17	Arrangements for the Recognition of Prior learning (RPL)	<p>LSC currently undertakes RPL through the following modes –</p> <ol style="list-style-type: none">1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL program post which, LSC will conduct assessment and provide certification for the same2. The training centers run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing

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	the trained candidates and provides certification.			
	4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.			
18	International comparability where known (research evidence to be provided)	Under Study		
19	Date of planned review of the qualification.	25/08/2025		
20	Formal structure of the qualification			
	EXIM Supervisor	Mandatory/ Optional	Estimated size (learning hours)	Level
A	Mandatory components			
	Introduction	Mandatory	30	5
	LSC/N2134 Allocate resource and supervise work in EXIM	Mandatory	90	5
	LSC/N2343 Supervise customs clearance activities	Mandatory	90	5
	LSC/N2135 Supervise freight forwarding activities	Mandatory	90	5
	LSC/N9908 Maintain and monitor integrity and ethics in operations	Mandatory	60	5
	LSC/N9909 Follow and monitor health, safety and security procedures	Mandatory	60	5
	LSC/N9907 Verify and review GST application	Mandatory	90	5
	DGT/VSQ/N0102 Employability Skills	Mandatory	60	5
	Sub Total (A)		570 hours	
B	Optional/ elective component			
	EXIM Supervisor	Elective/ Optional	Estimated size (learning hours)	Level

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	LSC/N9701 Business development and stakeholder relations	Optional	60	5
	Subtotal B		60 hours	
	<u>Total (A+B)</u>		570 to 630 hours	

SECTION 1 **ASSESSMENT**

21	Body/Bodies which will carry out assessment: All the empanelled assessment agency will do the assessment
22	How will RPL assessment be managed and who will carry it out? RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments - <ol style="list-style-type: none">1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL program post which, LSC will conduct assessment and provide certification for the same2. The training centers run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
23	Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF. LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria. Assessment policy of LSC

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- 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.
- 2) Qualification and experience have to be set for the assessors.
- 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.
- 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.
- 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.
- 6) Reporting of MIS by the assessment body to LSC has to be within the agreed time lines.
- 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner
- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print.
- 13) Questions framed as per blueprint and without ambiguity by SMEs.
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

- 1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.
- 3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.
- 4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.

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- 5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hr in advance from the time of assessment.
- 6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.
- 7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.
- 8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council
- 9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.
- 10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.
- 11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.
- 12) To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.
- 13) In case of unsuccessful completion, the trainee may seek Re-Assessment on the QP.

2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity

The eligibility of assessors for “Job role – EXIM - Supervisor” are as follows:

- Any degree
- 2 years of industrial experience

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

Completed / Pursuing 2nd year of UG.

OR

Completed / Pursuing 2nd year of diploma (after 12th)

OR

Completed 12th + 1 year Vocational Education & training

OR

Completed 3 year diploma after 10th + 1 year relevant experience in Freight Forwarding

OR

Completed 12th Grade + 2 year relevant experience in Freight Forwarding

OR

Completed 10th Grade + 4 year relevant experience in Freight Forwarding

OR

Completed Previous relevant Qualification of NSQF Level 4 (EXIM Executive) + 3 year relevant experience in Freight Forwarding

4. MARKING SCHEME:

Sr. No.	Method of Assessments	Weightage marks)	(Max.
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1	Theory	30%
2	Practical	70%
Total		100
5. PASSING MARKS: Every trainee should score minimum 70%.		
6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council		

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e., Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidence

1. LSC have created 16 points check list to collect on the day of assessment.
2. Assessment agencies must ensure to collect all the evidence without fail.
3. Training Partner must cooperate on collecting assessment evidences.
4. Candidates must present with their original aadhar's and alternative id proof which is having clear face picture on the day of assessment.
5. Assessment agency must submit all the collected evidence through LSC MIS portal.

Title of Component:

Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
1	LSC/N2134: Allocate resource and supervise work in EXIM	To be competent, the user/ individual must be able to:

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<ul style="list-style-type: none"> 1.1 obtain order details such as origin/destination country, shipment date, nature of cargo that needs to be cleared 1.2 budget and allocate the requisite resources for different tasks 1.3 develop daily work plan factoring in priorities and exceptions 1.4 get the work plan approved from the manager and allocate tasks to workers and executives 1.5 conduct regular inspections and collect feedback to identify priorities and bottlenecks 1.6 monitor the daily work to facilitate smooth documentation and operation 1.7 escalate the matter to manager in case of anomalies in customs papers or when additional support is required 1.8 coordinate with other departments, external agents and customs officials to resolve pending cases and get additional documents, where required 1.9 conduct daily review of the teams with respect to the allocated work 1.10 connect with the manager, office supervisors and executives on a daily basis to obtain the work requirements and feedback 1.11 coordinate with the office executive to obtain the necessary documentation as well as highlight priorities and exceptions 1.12 coordinate with freight agents and clients in case of any additional information requirement
2	LSC/N2343: Supervise customs clearance activities	<p>To be competent, the user/ individual must be able to:</p> <ul style="list-style-type: none"> 2.1 check that new regulations on customs are understood by the team and implemented 2.2 clarify team's queries in regard to customs clearance process 2.3 check if the classification of product is under correct Harmonized System of Nomenclature (HSN) codes and see the associated benefits (under schemes, etc.)

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Sr. No	Outcomes to be assessed	Assessment criteria for the outcome
		<p>2.4 compute duties and tariffs levied to and from foreign destinations and export schemes and drawbacks</p> <p>2.5 check for Rules of Origin (ROO) certificate availability and authenticity</p> <p>2.6 check and file bill of entity (BoE) of the importer – shipping bills; and Bill of Lading (BoL) for the exporter</p> <p>2.7 collect debit note from shipping companies</p> <p>2.8 verify the documents consigned to assistants for customs processing and clearance</p> <p>2.9 respond to any queries related to customs documentation</p> <p>2.10 coordinate and collect duty orders (D.O) and payments</p> <p>2.11 check if clearance of shipment is done on time without delay</p> <p>2.12 inspect all EXIM documentation as required for customs clearance</p> <p>2.13 monitor packaging and labelling of cargo</p> <p>2.14 inspect goods/ cargo while unloading and ensure there is no damage during the transit</p> <p>2.15 communicate with the transport supervisor to arrange for the cargo transportation</p> <p>2.16 coordinate and update the status of cargo in the portal</p> <p>2.17 cross check and verify if all approved documents are received and submitted to the documentation executive for filing</p> <p>2.18 prepare import and export declarations</p> <p>2.19 liaise with customs and other governing authorities regarding different regulatory requirements</p> <p>2.20 communicate with customs officials to obtain release of incoming or outgoing freight and resolve delays</p> <p>2.21 respond to any queries raised by the customs official</p> <p>2.22 accompany the customs inspector for a random package check, as required</p>

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		<p>2.23 respond to any objection raised by customs authorities on the cargo and the details</p> <p>2.24 check if the receiving is taken for 'Out of Customs charge/ Let Export' approval on clearance by customs official</p> <p>2.25 prepare import and export declarations and process it through various departments at customs</p> <p>2.26 liaise with customs and other governing authorities for any issues that will arise during clearance of cargo</p> <p>2.27 communicate with customs officials as appropriate to obtain release of incoming or outgoing freight and resolve delays</p> <p>2.28 represent the client and company on all matters related to customs</p> <p>2.29 coordinate and follow-up with clients on payments</p>
3	LSC/N2135: Supervise freight forwarding activities	<p>To be competent, the user/ individual must be able to:</p> <p>3.1 plan for daily activities and allocate resources based on priorities and pending activities</p> <p>3.2 coordinate with stakeholders regarding the on-ground freight requirement</p> <p>3.3 inspect the goods/ cargo while unloading and segregate damaged goods</p> <p>3.4 communicate with the transport supervisor to arrange for the cargo transportation</p> <p>3.5 coordinate and update the status of cargo in the portal</p> <p>3.6 cross check and verify if all approved documents are received and submitted to the documentation executive for filing</p> <p>3.7 approve transport documents submitted by the transporter for cargo movement</p> <p>3.8 plan for high priority freights and other delayed shipments by allocating alternative/additional resources</p> <p>3.9 conduct random inspection of cargo for damages</p>

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		<p>3.10 resolve queries and bottlenecks in operations</p> <p>3.11 take appropriate action on escalations raised by the customers</p> <p>3.12 provide end of the day reporting to the manager</p> <p>3.13 interact periodically with shipping lines, airlines, road and rail freight operators to offer effective multi modal transportation services to the customer globally</p> <p>3.14 coordinate with International Air Transport Association (IATA) agents to collect quotations for air freight</p> <p>3.15 coordinate with the insurance agents to arrange insurance for goods in transit</p> <p>3.16 coordinate with the transporter for transporting from customs to the place of destination</p> <p>3.17 inform exporter/importer on goods act, clauses, requirements, export and import restrictions, tariff systems, letters of credit, insurance requirements and other customs related matters</p> <p>3.18 offer multimodal transportation services by air, sea and road, ensuring cost-effective and secure solutions</p> <p>3.19 coordinate with customers to solve any mismatch / deficiency in documents & any other update regarding shipments</p> <p>3.20 record and submit copies of bill of lading/ shipping bills to the client/shipper</p> <p>3.21 make note of any special cargo movement / packaging requirement for the cargo during shipment from the shipper</p> <p>3.22 inform the shipper about the objection raised by the customs authorities (e.g.: incorrect exchange rates, validity period of certificates)</p> <p>3.23 provide shipment status notification to exporters, consignees, or insurers</p> <p>3.24 follow up and ensure the goods are received by the importer in the place of destination</p>

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4	LSC/ N9908: Maintain and monitor integrity and ethics in operations	<p>The candidate should be able to;</p> <ul style="list-style-type: none"> 4.1 refrain from indulging in corrupt practices 4.2 protect customer's information and ensure acquired information is not used for personal advantage 4.3 protect data and information related to business or commercial decisions 4.4 sensitise the work force towards ethical behaviour in workplace and performing job with integrity 4.5 conduct regular reviews and check reports for unethical behaviour and corrupt practices 4.6 consult senior management when in an ethical dilemma 4.7 report promptly all violations of code of ethics 4.8 dress up and conduct in a professional manner 4.9 communicate with clients and stakeholders in a soft and polite manner 4.10 follow etiquettes 4.11 check that that documentation with respect to operations is up to date and in accordance to the regulations 4.12 coordinate with regulatory authorities and assist in inspections and clearances 4.13 report any issues with regulatory compliance
5	LSC/N9909: Follow and monitor health, safety and security procedure	<p>The candidate should be able to;</p> <ul style="list-style-type: none"> 5.1. make note of all safety processes with reference to area of operation 5.2. wear all personal protective equipment (PPE) such as goggles, ear plugs, helmet, mask, shoes, etc. as applicable 5.3. follow organizational protocol to deploy action in case of signs of any emergency situation or accident or breach of safety 5.4. undertake periodical preventive health check ups 5.5. follow necessary standard operating procedures (SOP) and precautions while handling dangerous and hazardous goods

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		<p>5.6. follow security procedures like green gate in port, customs area, factory security, etc.</p> <p>5.7. comply with data safety regulations of the organisation</p> <p>5.8. instruct the loaders / unloaders to follow standard safety procedures while handling hazardous / fragile cargo and to walk only on the designated pathway</p> <p>5.9. recognise unsafe conditions and safety practices at the workplace and report it to concerned authority</p> <p>5.10. implement 5S at workplace</p> <p>5.11. inspect the activity area and equipment for appropriate and safe condition</p> <p>5.12. check if stacking is done at defined height and is not on the walk way</p> <p>5.13. check if walk way is free from grease/ oil</p> <p>5.14. check if emergency fire alarms, water sprinklers and smoke detectors are installed at all places</p> <p>5.15. participate in fire drills</p> <p>5.16. check if standard material handling procedure are being followed</p> <p>5.17. check if cargo has passed security checks and report in case of any violation</p>
6	LSC/N9907: Verify and review GST application	<p>The candidate should able to;</p> <p>6.1 verify and approve daily invoicing</p> <p>6.2 check for errors in calculating taxable value and tax value after applying applicable rate of GST</p> <p>6.3 check if that IGST is chargeable on the invoices raised for export of goods/services</p> <p>6.4 check if GST is payable under reverse charge in case of unregistered party</p> <p>6.5 verify and approve separate notification in case of exemption</p> <p>6.6 review and approve vendor invoices and ensure that all the mandatory particulars are mentioned on the invoice</p> <p>6.7 verify if the goods/services are procured from registered vendor</p>

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		6.8 check for pending litigation cases under earlier regime 6.9 review sales invoice and check if record is maintained properly 6.10 coordinate with finance department for any updating in GST law 6.11 check that the payment received from the client is including applicable taxes 6.12 assist in verifying and reviewing monthly returns 6.13 monitor maintenance record of taxes paid and acknowledgment of the returns filed
7	LSC/N9701: Business development and stakeholder relations	The candidate should be able to; 7.1 obtain a list of existing clients and new prospects from the company's sales database 7.2 prepare sales targets and relationship strategies 7.3 prioritize the clients for contacting, based on the previous relationship building calls made to each of them 7.4 call clients and prospects to seek meeting 7.5 meet client to offer new services and take feedback for current services 7.6 identify client's business need and offer customized and bundled solutions 7.7 negotiate on costs, close the deal and collect organizational and payment details of the client 7.8 take client's feedback before leaving 7.9 update information into ERP, inform the relevant departments on sale closure 7.10 regularly interact with the client over phone, emails or personal visits 7.11 address the query raised by the customers effectively and timely 7.12 take appropriate actions on escalations raised by customers 7.13 handle customer grievances such as damage or tampering of shipment, extra charges

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		<p>levied, failure to deliver as per commitment, delays etc.</p> <p>7.14 provide regular information to clients regarding new offerings, discounts, customised solutions, etc.</p> <p>7.15 liaise with customs, other Govt. departments, PGAs, etc. and build professional relations with them</p> <p>7.16 analyse and manage claim requests</p> <p>7.17 co-ordinate with marketing agencies for publicity of services of the company</p> <p>7.18 negotiate with carriers, warehouse and transport operators, custom brokers, insurance company representatives, vendors, etc. for services, preferential rates, service level agreements (SLA), payment period, etc.</p> <p>7.19 co-ordinate with labour contractor and local vendors for sufficient workforce, carrier vehicle availability as per work demand</p>
8	Employability Skills DGT/VSQ/N0102	<p>After completing this programme, participants will be able to:</p> <p>8.1 Discuss the Employability Skills required for jobs in various industries</p> <p>8.2 List different learning and employability related GOI and private portals and their usage</p> <p>8.3 Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen</p> <p>8.4 Show how to practice different environmentally sustainable practices.</p> <p>8.5 Discuss importance of relevant 21st century skills.</p> <p>8.6 Exhibit 21st century skills like Self-</p>

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		<p>Awareness, Behavior Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life.</p> <p>8.7 Describe the benefits of continuous learning.</p> <p>8.8 Show how to use basic English sentences for everyday conversation in different contexts, in person and over the telephone</p> <p>8.9 Read and interpret text written in basic English</p> <p>8.10 Write a short note/paragraph / letter/e -mail using basic English</p> <p>8.11 Create a career development plan with well-defined short- and long-term goals</p> <p>8.12 Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette.</p> <p>8.13 Explain the importance of active listening for effective communication</p> <p>8.14 Discuss the significance of working collaboratively with others in a team</p> <p>8.15 Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD</p> <p>8.16 Discuss the significance of escalating sexual harassment issues as per POSH act.</p> <p>8.17 Outline the importance of selecting the right financial institution, product, and service</p> <p>8.18 Demonstrate how to carry out offline and online financial transactions, safely and securely</p> <p>8.19 List the common components of salary and compute income, expenditure, taxes, investments etc.</p> <p>8.20 Discuss the legal rights, laws, and aids</p> <p>8.21 Describe the role of digital technology in</p>

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		<p>today's life</p> <p>8.22 Demonstrate how to operate digital devices and use the associated applications and features, safely and securely</p> <p>8.23 Discuss the significance of displaying responsible online behavior while browsing, using various social media platforms, e-mails, etc., safely and securely</p> <p>8.24 Create sample word documents, excel sheets and presentations using basic features</p> <p>8.25 utilize virtual collaboration tools to work effectively</p> <p>8.26 Explain the types of entrepreneurship and enterprises</p> <p>8.27 Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan</p> <p>8.28 Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement</p> <p>8.29 Create a sample business plan, for the selected business opportunity</p> <p>8.30 Describe the significance of analyzing different types and needs of customers</p> <p>8.31 Explain the significance of identifying customer needs and responding to them in a professional manner.</p> <p>8.32 Discuss the significance of maintaining hygiene and dressing appropriately</p> <p>8.33 Create a professional Curriculum Vitae (CV)</p> <p>8.34 Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively</p> <p>8.35 Discuss the significance of maintaining</p>

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		hygiene and confidence during an interview
		8.36 Perform a mock interview
		8.37 List the steps for searching and registering for apprenticeship opportunities

Employability Skills (60 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1.5	2
2.	Constitutional values - Citizenship	1.5	2
3.	Becoming a Professional in the 21st Century	2.5	6
4.	Basic English Skills	10	6
5.	Career Development & Goal Setting	2	3
6.	Communication Skills	5	4
7.	Diversity & Inclusion	2.5	2
8.	Financial and Legal Literacy	5	5
9.	Essential Digital Skills	10	8
10.	Entrepreneurship	7	4
11.	Customer Service	5	3
12.	Getting Ready for Apprenticeship & Jobs	8	5
	Total	60	50

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SECTION 2

25. EVIDENCE OF LEVEL

Option B – EXIM Supervisor

Title/Name of qualification/component: EXIM Supervisor (NSQF – 5)			
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process	<ul style="list-style-type: none"> • Allocate resources and streamline operations • Supervise custom clearance activities in office and field • Supervise freight forwarding activities • Coordinate with clients, custodians, transport agents, custom officials, review shipping and custom documents • Arrange for gate passes, facilitate inspection of cargo 	The process requires the job holder to have detailed knowledge and skill with respect to processing of custom documents, coordinating and maintaining relations with custom officials and custodians, review allocation of work and outputs of executives and coordinate for freight forwarding and cargo packing. Since the nature of the job requires well developed skill and knowledge with respect to custom clearance and freight forwarding it is pegged at NSQF level 5	5
Professional knowledge	<ul style="list-style-type: none"> • Knowledge of process flow in custom clearance and freight forwarding services • Knowledge of various HSN codes, geographies, trade agreements, Government policies and fiscal benefits, drawbacks, international regulations, etc. • Knowledge of geographical locations • Knowledge of transit rules and regulations 	The job holder knows and understands the overall operations of custom clearance and freight forwarding. S/he should have knowledge of different shipping documents, HSN codes, applicable tariffs, shipping routes, transit rules, various Govt. policy benefits, custom documentations, role of different PGAs and the applicable ROOs. S/he should have good knowledge of world-wide geographies and should be able to suggest solutions for freight movement and cargo movement.	5
Professional skill	<ul style="list-style-type: none"> • Identify if the document is complete or not 	The job holder is required to assess and analyze the documents through pre-screening regarding any	5

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	<ul style="list-style-type: none"> Identify deficiencies and arrange for documentation support with respect to those Organize freight movement of cargo through the ports Plan to achieve a daily target and review performance of individuals Coordinate with officials and clients to resolve stuck cases 	deficiencies, coordinate with shippers to get them resolved, understand the requirements of the custom officials and get them rectified, allocate work to executives, monitor their performance and resolve their daily queries, coordinate with clients, freight forwarders, etc. The person is required to use his training, basic skills, reasoning and analytics, mathematical skills and conceptual knowledge to perform various activities associated with the job	
Core skill	<ul style="list-style-type: none"> Read and write instructions related to safety and work Prepare daily work plans and daily resource allocation Communicate with manager, team members, external stakeholders 	The job holder is required to maintain good communication with all stakeholders, perform basic quantitative and analytical calculations and assessments to arrive at suitable solutions regarding work-plan development, cargo documentation, suggesting freight options, etc.	5
Responsibility	<ul style="list-style-type: none"> Allocate and supervise the resources Supervise and manage operational activities regarding custom clearance and freight forwarding Resolve the operational issues 	The job holder is responsible for his/her own work and performance as well as that of the executives working under him/her.	5

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SECTION 3

EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	<p>While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the industry feels they face. Governing council of LSC gave final approval and endorsement for the same.</p> <p>The same are also indicated in various skill studies conducted for the logistic sector –</p> <ol style="list-style-type: none">1. Skill requirement in logistics sector <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p>
	Industry Relevance	<p>As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.</p>
	Usage of the qualification	<p>The information related to past uptake performance of previous QPs related to warehousing sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.</p>
	Estimated uptake	<p>Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is</p> <p>https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</p> <ul style="list-style-type: none">• Feedback from industry players

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27	Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence Awaiting line ministry approval.
28	What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work
29	What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here <ul style="list-style-type: none">• Qualification that has been developed would be valid for 3 years from the date of upload in NQR.• Periodical interaction with the training partners to gather feedback in implementation.• Employer feedback will be sought post-placement on performance and training standards

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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SECTION 4

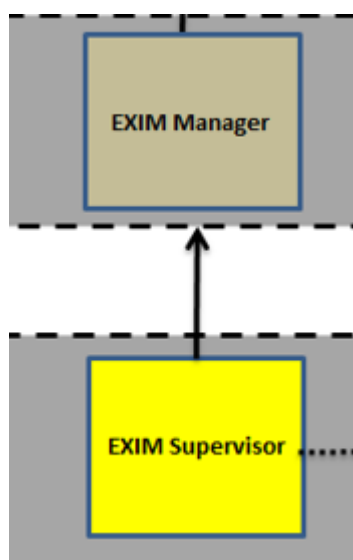
EVIDENCE OF PROGRESSION

30

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Show the career map here to reflect the clear progression

Occupational and career maps indicating horizontal and vertical mobility have been created and are being used.



Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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Figure 1: Occupational Map of the EXIM Logistics - Freight Forwarding and Customs Clearance sector

Sub-Sectors	EXIM Logistics - Freight Forwarding and Customs Clearance		
Occupations	Freight Forwarding Operations	Customer Service Management	Customs Clearance Operations
Occupation # (01-99)	21	22	23
Level 8			
Level 7	EXIM lead		
Level 6	EXIM Manager (Air & ocean cargo, Domestic and nominated sales, client engagement)		
Level 5	EXIM-Supervisor (Freight forwarding)	EXIM supervisor (client coordination)	EXIM- Supervisor (Custom clearance)
Level 4	EXIM Executive (Freight forwarding)		EXIM Executive (Custom clearance)
Level 3			
Level 2			
Level 1			

Figure 2: Career progression path for the job role

