

QUALIFICATION FILE - Logistics and Freight Forwarding

Short Term Training (STT) Long Term Training (LTT) Apprenticeship

Upskilling Dual/Flexi Qualification For ToT
 For ToA

General Multi-skill (MS) Cross Sectoral (CS) ITS OEM

NCrF/NSQF Level: 4.5

Submitted By:

Logistics Sector Skill Council

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

Submitting Body Contact Details:

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Section 1: Basic Details

1. Qualification Name	Logistics and Freight Forwarding							
2. Sector/s	Logistics							
3. Type of Qualification: <input checked="" type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Has Electives/Options <input type="checkbox"/> OEM	NQR Code & version of the existing /previous qualification: (change to previous, once approved)	Qualification Name of the existing/previous version:						
4. Qualification Name (Wherever applicable)	Logistics and Freight Forwarding							
5. National Qualification Register (NQR) Code & Version (Will be issued after NSQC approval)	QG-4.5-TW-01834-2024-V1-LSSC	6. NCrF/NSQF Level: 4.5						
7. Award (Certificate/Diploma/Advance Diploma/ Any Other (Wherever applicable specify multiple entry/exists also & provide details in annexure)	Certificate							
8. Brief Description of the Qualification	The Logistician / Freight Forwarder manages the movement of goods from one location to another on behalf of a customer. They generally do this on a commercial basis and within a strong legal and financial framework. The modes of transport may include road, rail, air or sea, or a combination of these. The Logistician/Freight Forwarder requires specific expertise to ensure that all necessary documentation conforms to the requirements of customs, insurance and the law (IATA Conventions, Maritime Law, ICC Codes, and any international regulations governing international transportation).							
9. Eligibility Criteria for Entry for a Student/Trainee/Learner/Employee	<p>Entry Qualification & Relevant Experience:</p> <table border="1"> <thead> <tr> <th>S.No.</th> <th>Academic/Skill Qualification (with Specialization - if applicable)</th> <th>Required Experience (with Specialization - if applicable)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td></td> <td></td> </tr> </tbody> </table> <p>Age: 22 Years</p>		S.No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)	1.		
S.No.	Academic/Skill Qualification (with Specialization - if applicable)	Required Experience (with Specialization - if applicable)						
1.								
10. Credits Assigned to this Qualification, Subject to Assessment (as per National Credit Framework (NCrF))	17 Credits	11. Common Cost Norm Category (I/II/III) (wherever applicable): I						
12. Any Licensing Requirements for Undertaking Training on This Qualification (wherever applicable)	NA							

<p>13. Training Duration by Modes of Training Delivery (Specify Total Duration as per selected training delivery modes and as per requirement of the qualification)</p>	<p><input checked="" type="checkbox"/> Offline Only <input type="checkbox"/> Online Only <input type="checkbox"/> Blended</p> <table border="1" data-bbox="1017 255 2106 425"> <thead> <tr> <th>Training Delivery Mode</th><th>Theory (Hours)</th><th>Practical (Hours)</th><th>OJT (Mandatory) Hours</th><th>OJT (Recommended) Hours</th><th>Total (Hours)</th></tr> </thead> <tbody> <tr> <td>Classroom (offline)</td><td>140</td><td>340</td><td>30</td><td>-</td><td>510</td></tr> <tr> <td></td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table> <p>(Refer Blended Learning Annexure for details)</p>	Training Delivery Mode	Theory (Hours)	Practical (Hours)	OJT (Mandatory) Hours	OJT (Recommended) Hours	Total (Hours)	Classroom (offline)	140	340	30	-	510						
Training Delivery Mode	Theory (Hours)	Practical (Hours)	OJT (Mandatory) Hours	OJT (Recommended) Hours	Total (Hours)														
Classroom (offline)	140	340	30	-	510														
<p>14. Aligned to NCO/ISCO Code/s (if no code is available mention the same)</p>	<ul style="list-style-type: none"> • NCO – 2015 – 3351 – Customs and Border Inspectors • NCO – 2015 – 3122.4 - Supervisor and Foreman, Material and Freight Handling 																		
<p>15. Progression Path After Attaining the Qualification, wherever applicable (Please show Professional and Academic progression)</p>	<p>This entry should refer to one or more of the following:</p> <p>Professional progression: access to related qualification(s) at the next NSQF level: Exim Manager</p> <p>Academic progression: access to related qualification(s) at the next NSQF level:</p> <ol style="list-style-type: none"> 1. For a Graduate - Post-Graduation is the next stage of progression 2. For a Diploma – Graduation is the next stage of progression 3. For a Class XII – Diploma or Graduation is the next stage of progression 4. For a Class X - Candidate to clear Class XII through open school and proceed further to Diploma or Graduate and then to Postgraduate 																		
<p>16. Other Indian languages in which the Qualification & Model Curriculum are being submitted</p>																			
<p>17. Is similar Qualification(s) available on NQR-if yes, justification for this qualification</p>	<p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No URLs of similar Qualifications:</p>																		
<p>18. Is the Job Amenable to Persons with Disability</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If "Yes", specify applicable type of Disability: Hearing or Speech impairment, Locomotor Disability</p>																		
<p>19. How will participation of women be encouraged?</p>	<p>The Program is gender neutral although to increase women's participation, organizations are keeping aside a few seats to encourage female candidates.</p>																		

20.	Are Greening/Environment Sustainability Aspects covered (Specify the NOS/Module which Covers it)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (NOS: Sustainability)	
21.	Is Qualification suitable to be offered in Schools/Colleges	Schools: <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Colleges <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
22.	Name and Contact Details Submitting / Awarding Body SPOC (In case of CS or MS, provide details of both Lead AB & Supporting ABs)	<p>Name : Ms. Reena Murray</p> <p>Position in the Organization : Head – Standards & Quality Assurance</p> <p>Address : No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035</p> <p>Tel number : 044 4851 4607</p> <p>E-mail address : reena@lsc-india.com</p>	
23.	Final Approval Date by NSQC: 06.02.2024 (On-file approval)	24. Validity Duration: 2 Years	25. Next Review Date: 06.02.2026

Section 2: Module Summary

NOS/s of Qualification

(In Exceptional cases these could be described as components)

Mandatory NOS/s:

Specify the training duration and assessment criteria at NOS/Module level. For Further details refer curriculum document.

Th.-Theory Pr.-Practical OJT-On the Job training Man.-Mandatory Training Rec.-Recommended Proj.- Project

S. No	NOS/Module Name	NOS/Module Code & Version (if applicable)	Core/ Non-Core	NCrF/N SQF Level	Credits as per NCrF	Training Duration (Hours)					Assessment Marks						
						Th.	Pr.	OJT-Man.	OJT-Rec.	Total	Th.	Pr.	Proj.	Viva	Total	Weightage (%) (if applicable)	
1.	Work organization and management	LSC/N2139 & V1.0	Non-core	4.5	2	20	35	5		60	30	60		10	100	10	
2.	Customer relations	LSC/N2140 & V1.0	Non-core	4.5	2	20	35	5		60	30	60		10	100	25	
3.	Business transactions	LSC/N2141 & V1.0	Core	4.5	3	20	65	5		90	30	60		10	100	20	
4.	Costing and pricing	LSC/N2142 & V1.0	Core	4.5	2	20	40			60	30	60		10	100	20	
5.	Information and communication technology	LSC/N2143 & V1.0	Core	4.5	3	20	65	5		90	30	60		10	100	5	
6.	Contingency management	LSC/N2144 & V1.0	Core	4.5	3	20	65	5		90	30	60		10	100	10	
7.	Sustainability	LSC/N2145 & V1.0	Non-core	4.5	2	20	35	5		60	30	60		10	100	10	
Duration (in Hours) / Total Marks						17	140	340	30		510	210	420	0	70	700	100

Assessment - Minimum Qualifying Percentage

Please specify any one of the following:

Minimum Pass Percentage – Aggregate at qualification level: 70 % (Every Trainee should score specified minimum aggregate passing percentage at qualification level to successfully clear the assessment.)

Minimum Pass Percentage – NOS/Module-wise: 70 % (Every Trainee should score specified minimum passing percentage in each mandatory and selected elective NOS/Module to successfully clear the assessment.)

Section 3: Training Related

1.	Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Recommended that the Trainer is certified for the Job Role: "Trainer (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2601, V2.0". Minimum accepted score is 80%
2.	Master Trainer's Qualification and experience in the relevant sector (in years) (as per NCVET guidelines)	Certified for Job Role: "Logistics and Freight Forwarding" mapped to QP: "LSC/Q2119, v1.0". Minimum accepted score is 80%
3.	Tools and Equipment Required for the Training	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <i>(If "Yes", details to be provided in Annexure)</i>
4.	In Case of Revised Qualification, details of Any Upskilling Required for Trainer	NA

Section 4: Assessment Related

1.	Assessor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Recommended that the Assessor is certified for the Job Role: "Assessor (VET and Skills)", mapped to the Qualification Pack: "MEP/Q2701". Minimum accepted score is 80%
2.	Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines), (wherever applicable)	Any degree + 2 years of industrial experience Certified for Job Role: "Logistics and Freight Forwarding" mapped to QP: "LSC/Q2119, v1.0". Minimum accepted score is 80%
3.	Lead Assessor's/Proctor's Qualification and experience in relevant sector (in years) (as per NCVET guidelines)	Any degree + 5 years of industrial experience + 1 year assessment experience Recommended that the Assessor is certified for the Job Role: "Lead Assessor", mapped to the Qualification Pack: "MEP/Q2701". Minimum accepted score is 80%
4.	Assessment Mode (Specify the assessment mode)	Can be either in the classroom or online

5.	Tools and Equipment Required for Assessment	<input checked="" type="checkbox"/> Same as for training <input type="checkbox"/> Yes <input type="checkbox"/> No <i>(details to be provided in Annexure-if it is different for Assessment)</i>
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Section 5: Evidence of the need for the Qualification

Provide Annexure/Supporting documents name.

1.	Latest Skill Gap Study (not older than 2 years) (Yes/No): Yes
2.	Latest Market Research Reports or any other source (not older than 2 years) (Yes/No): NA
3.	Government /Industry initiatives/ requirement (Yes/No): Yes
4.	Number of Industry validation provided: NA
5.	Estimated nos. of persons to be trained and employed: 500
6.	Evidence of Concurrence/Consultation with Line Ministry/State Departments: NA

Section 6: Annexure & Supporting Documents Check List

Specify Annexure Name / Supporting document file name

1.	Annexure: NCrF/NSQF level justification based on NCrF/NSQF descriptors (Mandatory)	Evidence of Level
2.	Annexure: List of tools and equipment relevant for NOS (Mandatory, except in case of online course)	Tools and Equipment (lab set-up)
3.	Annexure: Detailed Assessment criteria (Mandatory)	<p>The main headings of the Marking Scheme are the Assessment Criteria. These headings are derived before, or in conjunction with, the Test Project. In some skill competitions the Assessment Criteria may be similar to the section headings in the Standards; in others they may be different. There will normally be between five and nine Assessment Criteria. Whether or not the headings match, the Marking Scheme as a whole must reflect the weightings in the Standards.</p> <p>Assessment Criteria are created by the person or people developing the Marking Scheme, who are free to define the Criteria that they consider most suited to the assessment and marking of the Test Project. Each Assessment Criterion is defined by a letter (A-I). The Assessment Criteria, the allocation of marks, and the assessment methods, should not be set out within this Technical Description. This is because the Criteria, allocation of marks, and</p>

		<p>assessment methods all depend on the nature of the Marking Scheme and Test Project, which is decided after this Technical Description is published.</p> <p>The Mark Summary Form generated by the CIS will comprise a list of the Assessment Criteria and Sub Criteria. The marks allocated to each Criterion will be calculated by the CIS. These will be the cumulative sum of marks given to each Aspect within that Assessment Criterion.</p> <p>Sub Criteria:</p> <p>Each Assessment Criterion is divided into one or more Sub Criteria. Each Sub Criterion becomes the heading for a WorldSkills marking form. Each marking form (Sub Criterion) contains Aspects to be assessed and marked by Measurement or Judgement, or both Measurement and Judgement. Each marking form (Sub Criterion) specifies both the day on which it will be marked, and the identity of the marking team.</p>
4.	<p>Annexure: Assessment Strategy (Mandatory)</p>	<p>World Skills is committed to continuous improvement including reviewing past limitations and building on good practice. The following skill assessment strategy and procedures for this skill competition take this into account and explain how the marking process will be managed.</p> <p>Marking groups are formed in accordance with the Competition Rules.</p> <p>The skill assessment criteria developed by the Independent Test Project Designer is to be clear concise Aspects which specify the basis on which each mark is awarded.</p> <ul style="list-style-type: none"> • Measurement Marking is used where performance can be measured either as yes/no or on a numerical scale associated with measurable items. • Judgement Marking is used for the assessment of quality, in which case that assessment is specifically benchmarked to industry expectations specified directly or through proxies such as clients. • Both Measurement Marking and Judgement Marking required. • Assessment will cover both processes and outcomes. • Assessment based on presentations, amounting to no more than 25% of the marks, is based on <ul style="list-style-type: none"> ◦ Numbers and graphical information ◦ The use of a restrictive English vocabulary that is the universal operating language for this occupation. <p>All scenarios and role play must be recorded for assessment on a WorldSkills phone.</p>
5.	<p>Annexure: Blended Learning (Mandatory, in case selected Mode of delivery is Blended Learning)</p>	NA

6.	Annexure: Multiple Entry Exit Details (<i>Mandatory, in case qualification has multiple entry-exit</i>)	NA
7.	Annexure: Acronym and Glossary (<i>Optional</i>)	NA
8.	Supporting Document: Model Curriculum (<i>Mandatory-Public View</i>)	MC_ Logistics and Freight Forwarding V1.0
9.	Supporting Document: Career Progression (<i>Mandatory-Public View</i>)	NA
10.	Supporting Document: Occupational Map (<i>Mandatory</i>)	NA
11.	Supporting Document: Assessment SOP (<i>Mandatory</i>)	Assessment Strategy
12.	Any Other document you wish to submit:	NA

Annexure: Evidence of Level

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
Professional Theoretical Knowledge/Process knowledge	<ul style="list-style-type: none"> • Perform custom clearance field and office activities like preparing documentation, filling with customs office, organizing cargo inspection, conduct data entry, filing and freight driver coordination. • Knowledge of process flow in custom clearance and freight forwarding services • Knowledge of various HSN codes • Knowledge of geographical locations • Knowledge of transit rules and regulations and different special and dangerous goods 	The process requires the job holder to perform the routine tasks of analyzing the custom documents, arranging them and getting them processed through the customs office. S/he is also required to coordinate with clients and freight forwarders in taking down queries and requirements, arranging for gate passes, and verifying transport documents on a regular basis. The job holder should know how to file custom documents to process exports and imports. S/he is aware of the applicable HSN codes, identifying and handling dangerous goods, assisting customs officials in inspection, freight and trucking documentation, gate passes, etc.	4.5
Professional and Technical Skills/ Expertise/ Professional Knowledge	<ul style="list-style-type: none"> • File custom documents • Review freight documents • Coordinate with supervisors, office executives and freight drivers 	The job holder is required to prepare documentation for export and import processes and filings. He/ she is also required to check the BoE and shipping bills for adequacy for custom filling and use handheld devices for communicating and coordinating.	4.5
Employment Readiness & Entrepreneurship Skills & Mind-set/Professional Skill	<ul style="list-style-type: none"> • prepare recommendations that have the potential to meet the sustainability objectives of the organization. • ensure risk considerations are identified and adequately addressed 	Developing remedial action plans and counter measures to maintain smooth clearance and movement of cargo, requires the job holder to be highly cognitive and practical in approach.	4.5
Broad Learning Outcomes/Core Skill	<ul style="list-style-type: none"> • Estimate customs and perform calculations • Arrange documents as per requirement • Communicate with stakeholders 	The job holder is required to have mathematical ability to estimate the tax and custom applicable, analytical and organizational skills to organize papers in order for quick	4.5

NCrF/NSQF Level Descriptors	Key requirements of the job role/ outcome of the qualification	How the job role/ outcomes relate to the NCrF/NSQF level descriptor	NCrF/NSQF Level
		processing and good communication skills to interact with customs, clients and freight forwarders on a regular basis	
Responsibility	<ul style="list-style-type: none"> • Responsible for work assigned to the individual 	The job holder is responsible for performing the job that has been allocated to him in custom clearance, field coordination, freight forwarding and transportation	4.5

Annexure: Tools and Equipment (lab set-up)

Batch Size: 15

S. No.	Tool / Equipment Name	Specification	Quantity for specified Batch size
1	TMS	TMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to the Logistics Sector Skill Council.	15 logins per centre
2	Cargo handling equipment	Either one of the Equipment	1
3	Computers with a web camera and internet connection.	Standard	15
4	Scanner cum Printer, Sample labels	Standard	2
5	Barcode scanner	Standard	1
6	MHE	Any one of the MHE	1
7	Standard Forms	Samples of BOE, AWB, Invoice etc	15
8	LLMS	LLMS software logins to be subscribed from LSC. Regarding equipment guidance, please reach out to the Logistics Sector Skill Council.	15 logins per centre
9	Personal Protective Equipment (PPEs)	Standard Set for Office Environment, Sturdy shoes with closed toe and heel	15
10	First aid kit	Standard	1
11	HSN Codes List	Standard	15
12	Fire Extinguisher	Standard	1
13	SOP, sample maps and documents	IATA Conventions, Maritime Law, ICC Codes, and any international regulations governing international transportation as applicable	5
14	Customs clearance portal	e.g. Remote EDI system	1 Login
15	ERP	Standard	1 Login
16	World Skills Information documents	<ul style="list-style-type: none"> • WSI – Code of Ethics and Conduct • WSI – Competition Rules • WSI – WorldSkills Occupational Standards framework • WSI – WorldSkills Assessment Strategy • WorldSkills Health, Safety, and Environment Policy and Regulations 	15
16	INCOTERMS List	Standard	15

Annexure: Assessment Strategy

This section includes the processes involved in identifying, gathering, and interpreting information to evaluate the Candidate on the required competencies of the program.

4.5 Assessment and marking

There is to be one marking team for each Sub Criterion, whether it is assessed and marked by Judgement, Measurement, or both. The same marking team must assess and mark all Competitors. Where this is impracticable (for example where an action must be done by every Competitor simultaneously, and must be observed doing so), a second tier of assessment and marking will be put in place, with the approval of the Competitions Committee Management Team.

The marking teams must be organized to ensure that there is no compatriot marking in any circumstances. (Section 4.6 refers.)

4.6 Assessment and marking using Judgement

Judgement uses a scale of 0-3. To apply the scale with rigour and consistency, Judgement must be conducted using:

- benchmarks (criteria) for detailed guidance for each Aspect (in words, images, artefacts, or separate guidance notes). This is documented in the Standards and Assessment Guide.
- the 0-3 scale to indicate:
 - 0: performance below industry standard
 - 1: performance meets industry standard
 - 2: performance meets and, in specific respects, exceeds industry standard
 - 3: performance wholly exceeds industry standard and is judged as excellent

Three Experts will judge each Aspect, normally simultaneously, and record their scores. A fourth Expert coordinates and supervises the scoring, and checks their validity. They also act as a judge when required to prevent compatriot marking.

4.7 Assessment and marking using Measurement

Normally three Experts will be used to assess each Aspect, with a fourth Expert supervising. In some circumstances the team may organize itself as two pairs, for dual marking. Unless otherwise stated, only the maximum mark or zero will be awarded. Where they are used, the benchmarks for awarding partial marks will be clearly defined within the Aspect. To avoid errors in calculation or transmission, the CIS provides a large number of automated calculation options, the use of which is mandated.

4.8 The use of Measurement and Judgement

Decisions regarding the choice of criteria and assessment methods will be made during the design of the competition through the Marking Scheme and Test Project.

Guidelines for Assessment			
Testing Environment	Tasks and Functions	Productivity	Teamwork
<ul style="list-style-type: none"> Carry out assessments under realistic work pressures found in the normal industry workplace (or simulated workplace). Ensure that the range of materials, equipment, and tools that learners use are current and of the type routinely found in the normal industry workplace (or simulated workplace) environments. 	<ul style="list-style-type: none"> Assess that all tasks and functions are completed in a way, and to a timescale that is acceptable in the normal industry workplace. Assign workplace (or simulated workplace) responsibilities that enable learners to meet the requirements of the NOS. 	<ul style="list-style-type: none"> Productivity levels must be checked to ensure that it reflects those that are found in the work situation being replicated. 	<ul style="list-style-type: none"> Provide situations that allow learners to interact with the range of personnel and contractors found in the normal industry workplace (or simulated workplace).

Certificate of Proficiency/Participation will be issued to students who participate / qualify for State Level competition and above (like Pre-National & National competition)

Annexure: Detailed Assessment Criteria

Detailed assessment criteria for each NOS/Module are as follows:

NOS/Module Name	Assessment Criteria for Performance Criteria/Learning Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Work organization and management	PC1. Manage the core functions of the role	3	7	-	1
	PC2. Respond efficiently to the peaks and troughs of business	3	7	-	1
	PC3. Solve or mitigate the consequences of issues that arise in the normal course of business	4	7	-	1
	PC4. Maintain an efficient and secure workspace	4	7	-	1
	PC5. Take account of the need for sustainable working and solutions	4	8	-	1
	PC6. Maintain due process and accountability when under pressure	4	8	-	1
	PC7. Respond efficiently to exceptional circumstances	4	8	-	2
	PC8. Enable others to address and resolve issues within one's own area when personally unavailable	4	8	-	2
Customer relations	NOS Total	30	60	-	10
	PC1. Use the framework of the law	4	8	-	1
	PC2. Communicate with the customer verbally				

		4	8	-	1
	PC3. Communicate with the customer in writing	4	8	-	1
	PC4. Maintain clarity both ways during interactions	4	9	-	1
	PC5. Provide the customer with confidence and value for money within the available flexibilities	4	9	-	2
	PC6. Prepare the customer for associated risks and uncertainty where these apply	5	9	-	2
	PC7. Acquire new customers and business through visits, presentations and value- added services	5	9	-	2
	NOS Total	30	60	-	10
Business transactions	PC1. Make financial decisions based on understanding of customer behaviour	5	10	-	1
	PC2. Make cost-benefit calculations in order to recommend particular plans of action	5	10	-	1
	PC3. Handle and safeguard personal and other sensitive data	5	10	-	2
	PC4. Risk assess the implications of the agreements	5	10	-	2
	PC5.				
	• With regard to insurance -				
	• Assess insurance needs	5	10	-	2

Costing and pricing	• Take out insurance				
	• Make insurance claims based on loss or damage				
	PC6.				
	• Use the framework of the law to:				
	• Initiate agreements	5	10	-	2
	• Conclude agreements				
	• Fulfil agreements				
	NOS Total	30	60	-	10
	PC1. Make records of income and outgoings	2	5	-	1
	PC2. Compare and assess banking services involving national and international transactions, taking their terms into account	2	5	-	-
	PC3. Research the relevant toll systems and incorporate in cost benefit analyses	2	5	-	1
	PC4. Calculate import charges	2	5	-	1
	PC5. Calculate purchase costs, comparing rates and conditions	2	5	-	1
	PC6. Make and justify qualitative and quantitative choices based on price/performance ratios	2	5	-	1
	PC7. Carry out calculations on volume and price	3	5	-	1
	PC8. Check calculations and generate invoices	3	5	-	1
	PC9. Carry out trade costing including import and export calculations and cost accounting	3	5	-	1
	PC10. Calculate prices and price discounts	3	5	-	1
	PC11. Compare quotations	3	5	-	-

	PC12. Identify and interpret industry-specific labelling and safety requirements for sensitive, urgent, and hazardous goods				
		3	5	-	1
	NOS Total	30	60	-	10
Information and communication technology	PC1. Maintain and upgrade IT skills to meet organizational needs and trends				
		6	12	-	2
	PC2. Use IT in a safe, responsible, and appropriate manner				
		6	12	-	2
	PC3. Use IT for all aspects of business transactions – • Written communications • Sourcing suppliers, obtaining quotations, orders • Agreement, delivery notes • Invoices • Payment				
		6	12	-	2
	PC9. Ensure that information is easily accessible to authorized others according to need				
		6	12	-	2
Contingency management	PC10. Use ICT to win and sustain business, including through the design and delivery of presentations, feedback, and data				
		6	12	-	2
	NOS Total	30	60	-	10
	PC1. Research legal options for industry- specific problems in handling transactions				
		3	7	-	1
	PC2. Deal with industry-specific problems in an appropriate manner				
		3	7	-	1
	PC3. React appropriately to contractual irregularities				
		4	7	-	1
	PC4. Explain and record the line of action taken				
		4	7	-	1

	PC5. Respond to emergencies and critical incidents				
	PC6. Treat emergencies and critical incidents as a basis for quality development	4	8	-	1
	PC7. Use continuous quality improvement methods within the immediate and wider work group	4	8	-	1
	PC8. Incorporate environmental considerations in the decision-making process	4	8	-	2
	NOS Total	30	60	-	10
Sustainability	PC1. Take account of the concept of sustainability in a business context and how this is influencing Logistics and Freight Forwarding	7	15	-	2
	PC2. Appraise contemporary debates on governance systems associated with global supply chains	7	15	-	2
	PC3. Take account of the environmental impact of logistics activities as well as end of life management and reverse logistics	8	15	-	3
	PC4. Evaluate the trade-offs and impacts of sustainable logistics decision making, taking into account economic, environmental and societal impacts	8	15	-	3
	NOS Total	30	60	-	10

Annexure: Acronym and Glossary

Acronym

Acronym	Description
AA	Assessment Agency
AB	Awarding Body
NCrF	National Credit Framework
NOS	National Occupational Standard(s)
NQR	National Qualification Register
NSQF	National Skills Qualifications Framework
OJT	On Job Training

Glossary

Term	Description
National Occupational Standards (NOS)	NOS define the measurable performance outcomes required from an individual engaged in a particular task. They list down what an individual performing that task should know and also do.
Qualification	A formal outcome of an assessment and validation process is obtained when a competent body determines that an individual has achieved learning outcomes to given standards.
Qualification File	A Qualification File is a template designed to capture necessary information about a Qualification from the perspective of NSQF compliance. The Qualification File will be normally submitted by the awarding body for the qualification.
Sector	A grouping of professional activities based on their main economic function, product, service, or technology.