



Facilitator Guide



Sector
Logistics

Sub-Sector
Courier and Mail Services

Occupation
Gateway operations

Reference ID: **LSC/Q3030, V3.0**
NSQF Level : 4

Clearance Support Agent



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Logistics Sector Skill Council

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Prime Minister of India

“ Skilling is building a better India.
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development then Skill Development
should be our mission. ”



Acknowledgements

We wholeheartedly thank all the organizations who have immensely helped us in endorsing the contents of this Facilitators Guide thus contributing towards skilling based on the Qualification Pack (QP) & National Occupation Standards for Clearance support agent.

We thank the subject matter experts who have helped us in developing the content of this Facilitator Guide.

This Facilitator Guide will help the trainers to establish skill development initiatives in a successful manner. It is expected that this guide would meet the complete requirements of QP/ NOS based training delivery.

About this Guide

This Facilitator Guide has been designed to enable training for the “Clearance Support Agent” Qualification Pack (QP). Each National Occupational (NOS) is covered across Unit/s.

After reading this guide, one would be able to teach all the requirements and various processes to be broadly followed by a Clearance Support Agent. Additionally; one will be able to share insights about certain specific activities that need to be performed by a Clearance Support Agent from the perspective of the management.

Key Learning Objectives for the definite NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Example



Demonstrate



Exercise



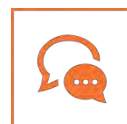
Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary



Role Play

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	The book on New Employability Skills is available at the following location:	
	https://eskillindia.org/NewEmployability	
	Scan the QR code below to access the ebook	







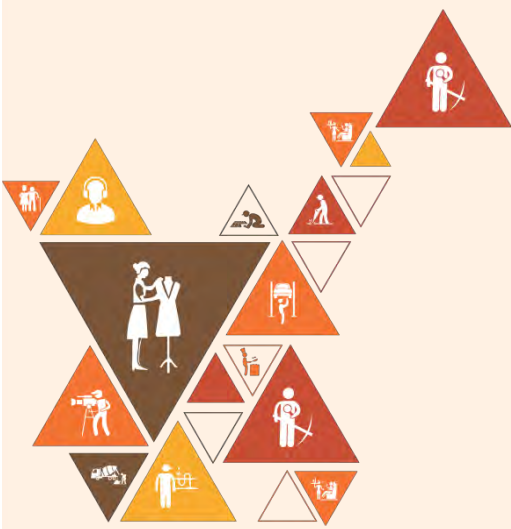
1. Introduction to Clearance Support Agent

Unit 1.1 – Types of Consignment for Shipment

Unit 1.2 – Consignment shipment operation

Unit 1.3 – Document requirement for International Package Express
Consignment

Unit 1.4 – What is Import Clearance?



Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Classify the components of supply chain and logistics sector.
2. Detail the various sub-sectors and the opportunities in them.
3. Explain job roles in courier and mail services.
4. Detail your job role as Clearance Support Agent and its interface with other job roles.
5. Explain various activities in courier and mail services.
6. Discuss the documentation requirements in courier and mail services.
7. Identify various activities in Courier and Mail services.

UNIT 1.1– Types of Consignments for Shipment

Unit Objectives

At the end of this unit, the participant will be able to:

1. Explain briefly about Courier, Express and Parcel Services.
2. List the types of consignments.
3. Explain about the Shipment types and its categories.
4. Elaborate about Airway bill / Tracking Label.
5. State Consignor/ Consignee Location.
6. Identify the Destination Code.

Resources to be Used

- Teaching board, computer, projector, video player or TV

Do

- Make the students to tell what we do in Courier / Express parcel services.
- Make the students to determine what the things we need to remember in Express Parcel services.
- Make a note of the important and relevant points shared by students
- Discuss the material points once all students have spoken

Ask

- The participants to form pairs of their choice.
- Let them interact with their chosen co-participant for 10 minutes and get to know each other well.
- Let each participant introduce his co-participant with whom he paired up.
- Then ask each participant whether his introduction through his friend covered all points or whether he needs to add to the list on his presentation.
- Let the Facilitator end this activity by introducing himself.
- This exercise is aimed at Team building as a fun activity and getting to know each other well.

Elaborate



The Concepts clearly of a

- Courier and Express Parcel as compared to General Cargo,
- Types of Shipments
- Consignor/ Consignee Location

Notes for Facilitation



- Ensure that the participants get to know each other and the facilitator well and ensure it acts as a good foundation for Team building.
- Why Logistics is required is because Demand is never equal to Supply. Inventory needs to be maintained and moved to the right place, at the right time, in the right quantity & to the right person.
- Explain the General Cargo and Express Cargo in a Supply chain.
- Explain the In Bound, In-Plant and Outbound areas of a Supply chain
- Explain what is 3 PL in supply chain.
- Explain the concept of Reverse Logistics –Give E-Commerce examples of an End customer not satisfied with the product due to any factor and how the logistics of the product is arranged when it moves from the customer back to the seller from where it originated.

UNIT 1.2 – Consignment Shipment Operation

Unit Objectives

At the end of this unit, the participant will be able to:

1. Discuss the various activities at warehouse.
2. Explain the job role carried at warehouse at bags, at loading area and at truck.

Resources to be Used

- Teaching board, computer, projector, video player or TV

Explain

- The Warehouse related activities : At bag level
- About collecting the sorted outbound shipments. Relevance of label the bag with barcode sticker and labels.
- Load the mail bags onto the MHE. About loading area and at the trucks.

UNIT 1.3 – Document requirement for International Package Express Courier Consignment

Unit Objectives

At the end of this unit, students will be able to:

1. Explain documents requirement incase of individual and business.
2. Discuss the various documentation requirements on courier mode.

Resources to be Used

- Teaching board, computer, projector, video player or TV

Notes for Facilitation

- Explain about the mandatory documents for booking parcel shipments
- Explain the KYC documents.
- List the Mandatory KYC Documents approved as Photo ID and as address proof.

Explain

KYC documents and why it is insisted

Summary

- Supply Chain Management & components of a Supply chain
- Why Logistics is required and the main subsectors like Transportation & Warehousing
- The Job Role of an Clearance support agent
- Size of the Logistics industry, Sub Sectors & Employment Potential
- Material Handling Equipments used & the Mandatory Documents in Land Transportation

UNIT 1.4 – What is Import Goods ?

Unit Objectives

At the end of this unit, students will be able to:

1. Explain what are Import goods.
2. Elaborate about Customs Bonded warehouses.
3. Elaborate about Import clearance.
4. List the types of detention / hold at customs warehouse.
5. Identify the modes of Customs clearance.

Resources to be Used

- Teaching board, computer, projector, video player or TV

Notes for Facilitation

- Reference to Central Board of Indirect taxes and Customs, explain import goods and about customs bonded warehouse
- Explain about the types of holds/detention as customs warehouse
- Explain about the different modes of clearance
- Explain about the various documents requirement for express booking

Explain

- Explain about the Import goods and bonded warehouses.
- List different modes of clearances
- Technical Write up / Catalogue-To be obtained
- Manufacturer price list or value evidence

Summary

This chapter introduced the participant to Courier and Express, Parcel Service in SCM, the different activities, the various stakeholders, the importance of Customs Clearance, the organization structure of EXIM Industries and to this course.

Exercise Answers

Multiple Choice Questions

1. (b)
2. (c)
3. (a)
4. (b)
5. (a)

Fill in the Blanks

1. (b)

True and False

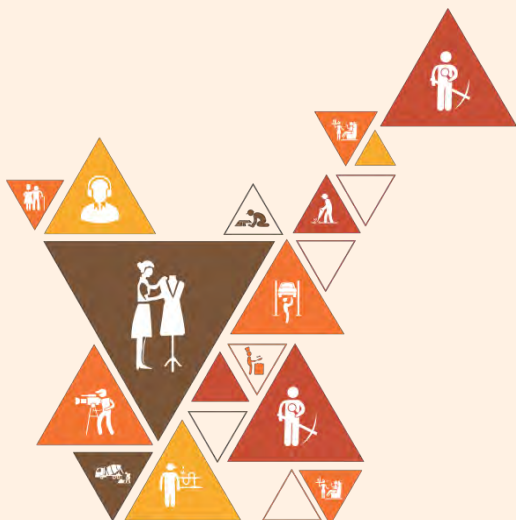
1. True



2. Collection and analysis of Information

Unit 2.1 – Clearance Support Agent

Unit 2.2 – Summary and Key function



Key Learning Outcomes

At the end of this module, the participant will be able to:

1. List the various information to be collected for clearance support.
2. Discuss the process of categorizing information based on shipment type.
3. Detail the steps involved in assessing additional information for customs clearance.
4. Identify the appropriate MHE's based on the type of good.

UNIT 2.1 – Clearance Support Agent

Unit Objectives

At the end of this unit, the participant will be able to:

1. Identify key functions of clearance support agent and opportunities.
2. State organizational procedures.

Resources to be Used

- Equipment Required: SOP, Stationery, markers, PPEs, ERP/TMS, computer, printers, GPS tracker etc.

Do

- Discuss the overall scope of Clearance Support agent in customs clearance.

Explain/Elaborate

- Role of Clearance Support Agent
- The need for excellent communication and listening skills to get orders from customers.

Notes for Facilitation

- Explain the need of Clearance Support Agent and his Importance in Customs clearance.
- Explain the need to get the full details of the load such as Origin, Destination, No Of packages, Weight of each Package, Gross weight, Dimensions of the packages, Type of Material etc

UNIT 2.2 – Summary and key functions

Unit Objectives

At the end of this unit, the participant will be able to:

1. List the documents for clearance.
2. Identity various information required for clearance.
3. Identify various documents requirement for specific clearance

Resources to be used

- Equipment Required: SOP, Stationery, markers, PPEs, ERP/TMS, computer, printers, GPS tracker etc.

Explain

- Opportunities available for Clearances Support agent in EXIM
- Import documents required for clearance
- Inco terms and its importance

Do

- Discuss the overall scope of Clearance Support agent in customs clearance

Notes for Facilitation

- Display the organization procedure .
- Discuss with the participants the importance HSN in determining the duties
- Explain about Incoterms and how to understand the responsibilities as a Consignor, Consignee and as a Carrier etc.

Exercise Answers

Multiple Choice Questions

1. (b)
2. (b)
3. (a)

Fill in the Blanks

1. (a)
2. (c)

True and False

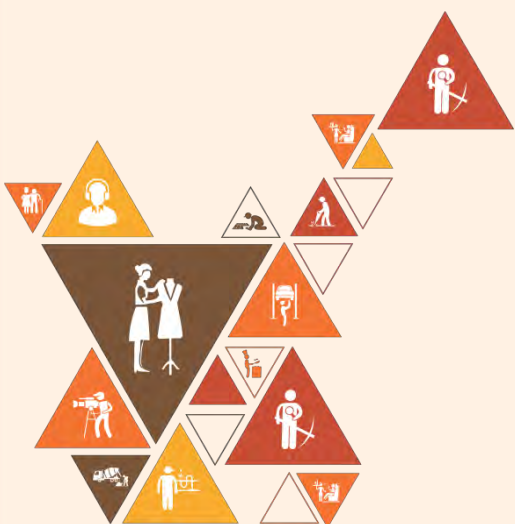
1. True



3. Receiving required information from Consignee

Unit 3.1 –Contact the consignee and receive the required documents

Unit 3.2 – Communication and receiving documents



Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Detail the steps to be performed before contacting the consignee.
2. Detail the list of important details such as documents, duty/ tax advice to be communicated to the consignee for customs clearance.
3. List the steps to be followed for receiving the documents.
4. Dramatize the communication on important details with the consignee for customs clearance.

UNIT 3.1 – Contact the consignee and receive the required documents

Unit Objectives

At the end of this unit, the participant will be able to:

1. Identify what is bill of entry.
2. Explain how to calculate the Assessable value.
3. Define types of duties.

Resources to be Used

- SOP, computer, ERP/ TMS, worksheets, Route optimization software, MS Excel and Access, Atlas Map, etc

Do

- Make the students to tell what is Incoterms
- Make the students to tell how to calculate assessable value.
- Make a note of the important and relevant points shared by students
- Discuss the relevant points once all students have spoken

Ask

- Ask about ICES and about online filing.

Say

- Thank you for your participation
- Give some details on bill of entry preparing and uploading the same in customs site, ICES

Explain/Elaborate

- What is Basic Customs duty ?
- What are all the additional duty
- Explain them how IGST replaced the additional duties
- Explain about other duties and its types

Notes for Facilitation

- Explain about the Safeguard duty and about anti dumping duty and rationale behind charging the same.

UNIT 3.2 – Communication and receiving documents

Unit Objectives

At the end of this unit, the participant will be able to:

1. State various qualities required while communicating with customers.
2. Describe how to communicate with customer through email.
3. Define how to arrange to receive documents.

Resources to be Used

- SOP, computer, worksheets, Phone, Head sets, MS Excel and Access, etc

Notes for Facilitation

- Explain about the telephone etiquettes and why it is important
- Explain about the do and don't's while making or attending customer calls.
- Explain about things to remember while drafting mail
- Explain the rules to be followed

Summary

Explain on what keeps customers loyal?

- Consistency and Quality of our products and services
- Value for money
- Reliability
- Friendliness, Responsiveness and attentiveness of employees

Explain about Golden Rules in Communication

- Understand what customer asking
- Usage of proper email frame work
- Using positive languages
- Double check your communication before sending it.

Exercise Answers

Multiple Choice Questions

1. (b)
2. (c)
3. (c)

Fill in the Blanks

1. (a)

True and False

1. True
2. True



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4. Documents submission and follow up

Unit 4.1 – Shipment clearance

LSC/N3023



Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Discuss the steps to be followed while submitting documents to customs.
2. Details the important steps and checks to be followed while following up with custom brokers.
3. Discuss the various information to be shared with the consignee about shipment clearance.

UNIT 4.1 - Shipment clearance

Unit Objectives

At the end of this unit, the participant will be able to:

1. Define the follow-up activities post document hand over to filed team.
2. List activities during the customs clearance.
3. Explain about the updating to consignee on clearance status.
4. Explain post clearance follow-up for delivery.

Resources to be Used

- SOP, Reports, computer, stationery, projector, etc.

Ask

- Duty policy
- Documentation requirement based on types of clearance

Say

- Turnaround time for each type of clearance
- What to be done if query raised by customs.

Explain/Elaborate

- Explain why we need to review and track post document submission.

Summary

- Explain about clearance support agent's role in clearance post document receipt from customer. It is explained the follow-up activities by clearance support agent when the shipment under clearance and post clearance till delivery.

Notes for Facilitation

- Explain why Clearance Support Agent to contact the relevant customs agent/broker to intimate regarding shipment clearance and share the documents received with the customs agent/broker
- Explain Clearance Support Agent to update consignee/consignor on the latest status of the shipment clearance and notify consignee/consignor if any additional documents are required.
- Explain Incase of additional documentation requirements, request the consignee/consignor to send the additional documents, if required, and submit them to customs.
- Do follow up with filed clearance team for shipment release.

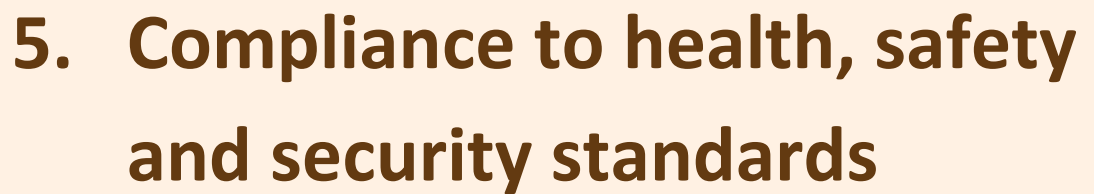
Exercise Answers

Multiple Choice Question

1. (d)

Fill in the Blanks

1. (a)



Unit 5.2 –Safety instructions and Personal protection equipment



Key Learning Outcomes



At the end of this module, the participant will be able to:

1. Discuss the health, safety and security norms to be followed during shipment clearance.
2. Detail the data safety regulations.
3. Explain the escalation matrix for reporting deviation.
4. Explain the precautionary data handling procedures.

UNIT 5.1 – Implementing Safety in the Warehouse

Unit Objectives

At the end of this unit, the participant will be able to:

1. Define Data security system and Identify corrupt practices.
2. State what is business ethics compliance with regulatory requirements.
3. State Code of conduct and etiquettes.
4. State Ethical Issue in any Organization, ensuring regulatory compliance.

Resources to be Used

- SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV

Explain

- Discuss the importance of documentation and taking the issue up the hierarchy as per the Escalation Matrix.

Summary

- In this module, we introduced the concepts of Integrity & Ethics in logistics industry.

Ask

- To take an oath not to indulge in any form of Corruption.
- The participants to give examples of the Code of Conduct & Etiquette

Say

- This chapter is all about, work place ethics,data and personal security
- Never indulge in Corruption as it can ruin their careers
- Thank them for their participation.
- Dress up and conduct yourselves in a professional manner
- Communicate with clients and stakeholders in a soft and polite manner
- Follow etiquettes in accordance to the place
- Check for regulatory documentation and compliances for the shop floor as per information from the supervisor
- Perform activities considering the regulatory requirements use Personal Protective Equipment (PPEs) by regulatory requirements
- Identify the different types of dangerous goods and handling methodologies

Notes for Facilitation

- Define the terms of Ethics & Integrity.
- Give Examples for the students to understand both the terms better.
- Define & Explain the term Corruption.
- Explain the below mentioned essential regulatory requirement Logistics industry and elaborate on each of them.
 1. Policies
 2. Rules.
 3. Guidelines, and
 4. Directives

UNIT 5.2 – Safety instructions and Personal protection equipment

Unit Objectives

At the end of this unit, the participant will be able to:

1. Identify the safety requirements at workplace.
2. List of activities to be performed for documents security.

Resources to be Used

- SOP, Teaching board, computer, projector, video player, stationery, worksheets and TV

Ask

- The participants to give examples of the Code of Conduct & Etiquette.
- The participants to give examples of the regulatory compliance.
- The participants to give examples of the ethical violations that he/she witnesses.
- The participants to give Do's and Don't's in handling and security procedures in maintaining.
- How document classified based on types.

Say

- It is essential to have a thorough awareness of all the potential problems in an organisation before recognising ethical ones.
- Integrity should be maintained in EXIM business also as errors with the documents could create many problems which in turn could affect the growth of the firm.
- EXIM firm adheres to ethical practices, customers will consider the firm reliable, and when the company deviates from these standards there is a chance that the customers would decline the service of the firm.
- The following for a better understanding as regards to developing the health, Safety & Security Procedures to be followed by the participants.
- Agent need to make a note of all safety processes in different location (cargo loading area, ramp operation area, etc.) regarding the area of operation

- Agent to always wear all PPE such as goggles, earplugs, helmet, mask, shoes, etc. as applicable in the cargo movement area
- Agent to follow standard driving practice to ensure safety of life and material
- Agent to follow organizational protocol to deploy action in case of signs of any emergency or accident or breach of safety
- Agent to undertake annual preventive health check-ups
- Agent to follow necessary Standard Operating Procedure (SOP) and precautions while handling dangerous and hazardous goods
- Agent to follow all the security procedures applicable such as green gate in port, Customs area restrictions, factory security, etc.
- Agent to comply with data safety regulations of the organisation
- Agent to follow standard safety procedures while handling hazardous/fragile cargo and walk only on the designated pathway
- Protecting the customer and organization documents is a prime responsibility of a clearance support agent.
- Report unsafe conditions in maintaining the documents and always keep protected in terms of location and vulnerability of safety
- About Document Retention, period of retention etc.

Exercise Answers

Multiple Choice Questions

1. (b)
2. (b)
3. (a)
4. (c)

True and False

1. True



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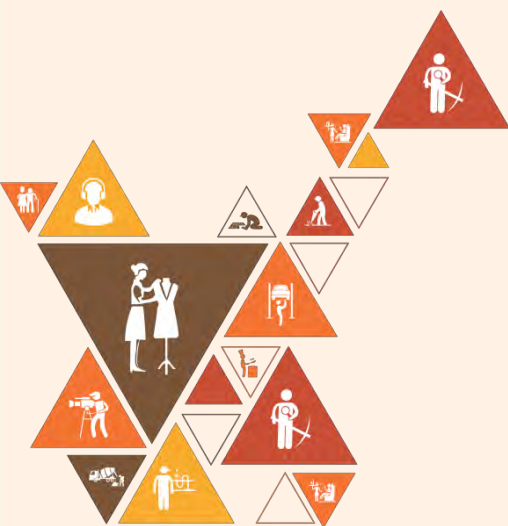


6. Annexures

Annexure 1: Training delivery plan

Annexure 2: Assessment Criteria

Annexure 3: QR Codes



Annexure 1: Training Delivery Plan

Training Delivery Plan			
Program Name	Clearance Support Agent		
Qualification Pack Name & Reference ID.	LSC/Q3030, v3.0		
Version No.	3.0	Version Update Date	31/03/2022
Pre-requisites to Training	11th Class OR Diploma (Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma) OR 10th Class (plus 1 year NTC/ NAC) OR 8th Class (plus 2 year NTC + 1 Year NAC) OR 8th Class (plus 1 year NTC + 1 Year NAC plus CITS) OR 10th Class (and pursuing continuous schooling) OR 10th Class with 2 Years of experience relevant experience OR Certificate-NSQF (Courier Associate - level 3) with minimum education as 5th Grade pass) with 2 Years of experience relevant experience		
Training Outcomes	Upon completion of this course, the learners should be able to: <ul style="list-style-type: none"> • Detail the various functions of clearance support agent • Demonstrate the various steps to be performed in information collection and analysis for customs clearance • Discuss the process of receiving information from the consignee for customs clearance • Detail the tasks to be performed for document submission and follow up • Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms 		

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
1	Introduction to Clearance Support Agent	Introduction to Courier, Express and Parcel Services	Identify what is consignment, who is consignor / consignee	Introduction	Lecture	Teaching board, Computer, Projector, Video player or TV	4
		Introduction to Courier, Express and Parcel Services	Identify various activities in courier and mail services		Practical	Teaching board, Computer, Projector, Video player or TV	2
		Types of Consignments for Shipment	Classify shipment types		Lecture	Teaching board, Computer, Projector,	4

						Video player or TV	
		Airway bill / Tracking Label	Identify details on airway bill and shipment label, IATA codes		Lecture	Teaching board, Computer, Projector, Video player or TV	4
		Documents requirement for International Package Express Courier Consignment	Explain documents requirement in case of individual and business.		Lecture	Teaching board, Computer, Projector, Video player or TV	4
		Documents requirement for International Package Express Courier Consignment	Discuss the various documentation requirements on courier mode		Practical	Teaching board, Computer, Projector, Video player or TV	2
		Import goods and Bonded warehouse	State the purpose of Bonded warehouse		Lecture	Teaching board, Computer, Projector, Video player or TV	4
		Import goods and Bonded warehouse	Describe the operational requirements in EXIM operations at Bonded warehouse		Practical	Teaching board, Computer, Projector, Video player or TV	2
		Types of detention / hold at customs warehouse	List of on hold at Bonded warehouse		Practical	Teaching board, Computer, Projector, Video player or TV	2
		Modes of Customs clearance	Identify various activities in Customs Clearance by Land, Air and Sea and Free Trade warehousing Zone (FTWZ)/Special Economic Zone (SEZ)		Practical	Teaching board, Computer, Projector, Video player or TV	2

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
2	LSC/N3021: Collection and Analysis of Information	Clearance support agent	Identify key functions of clearance support agent and opportunities.	LSC/N3021 PC1,PC2, PC3,PC4, KU1,KU2, KU3,	Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Clearance support agent	Demonstrate the key functions of clearance support agent.		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Clearance support agent	State organizational procedures		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Documents required to arrange Clearance	List the various information to be collected for clearance support.		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Documents required to arrange Clearance	Demonstrate the information to be collected for clearance support.		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Documents required to arrange Clearance	Demonstrate with the sample certificate for the collection of information for clearance support		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Documents required to arrange Clearance	Collect the information for clearance support		On-the-Job Training	Teaching board, Computer, Projector, Video player or TV	5
					Practical		2
		information required for clearance.	Discuss the process of categorizing information based on shipment type.		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		information required for clearance.	Detail the steps involved in assessing additional information for customs clearance.		Practical	Teaching board, Computer, Projector, Video player or TV	8

		information required for clearance.	Identify various documents requirement for specific clearance		Practical	Teaching board, Computer, Projector, Video player or TV	8
		MHE's based on the type of good	Identify the appropriate MHE's based on the type of good		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		MHE's based on the type of good	Demonstrate the appropriate MHE's based on the type of good		Practical	Teaching board, Computer, Projector, Video player or TV	8
		MHE's based on the type of good	Perform MHE's based on types of good		On-the-Job Training	Teaching board, Computer, Projector, Video player or TV	5
					Practical	Teaching board, Computer, Projector, Video player or TV	2

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
3	LSC/N3022: Receiving required information from consignee	Contact the consignee and receive the required documents	Detail the steps to be performed before contacting the consignee.	LSC/N3022 PC1,PC2, PC3,PC4, KU1,KU2, KU3,	Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Contact the consignee and receive the required documents	Detail the list of important details such as documents, duty/ tax advice to be communicated to the consignee for customs clearance		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Contact the consignee and receive the required documents	Define types of duties.		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Contact the consignee and receive the required documents	Identify what is bill of entry.		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Contact the consignee and receive the required documents	Define basic custom duty		Practical	Teaching board, Computer, Projector, Video player or TV	7
		Receiving required information from consignee	List the steps to be followed for receiving the documents		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Receiving required information from consignee	Demonstrate the steps to be formed before the contacting the consignee		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Receiving required information from consignee	Demonstrate duties with samples documents		Practical	Teaching board, Computer, Projector, Video player or	8

						TV	
		Receiving required information from consignee	Dramatize the communication on important details with the consignee for customs clearance		Practical	Teaching board, Computer, Projector, Video player or TV	6
		Other Communication skills	State various qualities required while communicating with customers.		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Other Communication skills	Explain the importance of Telephone etiquette		Practical	Teaching board, Computer, Projector, Video player or TV	5
		Other Communication skills	Demonstrate a telephone etiquette with an consignee		On-the-Job Training	Teaching board, Computer, Projector, Video player or TV	5
		Other Communication skills	Describe how to communicate with customer through email.		Practical	Teaching board, Computer, Projector, Video player or TV	5
		Other Communication skills	Perform a request for document form a customer through email.		On-the-Job Training	Teaching board, Computer, Projector, Video player or TV	5
		Other Communication skills	Define how to arrange to receive documents.		Practical	Teaching board, Computer, Projector, Video player or TV	5

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
4	LSC/N3023: Document submission and follow up	Follow-up activities	Detail the tasks to be performed for document submission and follow up	LSC/N3023 PC1,PC2, PC3,PC4, KU1,KU2, KU3,	Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Follow-up activities	Demonstrate the follow process		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Follow-up activities	Define the follow-up activities post document hand over to filed team		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Follow-up activities	List the documents to be hand over to the field team		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Follow-up activities	Explain Import Duties		Practical	Teaching board, Computer, Projector, Video player or TV	7
		Follow-up activities	Dramatize the steps to be followed while submitting documents to customs		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Follow-up activities	Discuss the steps to be followed while submitting documents to customs		On-the-Job Training	Teaching board, Computer, Projector, Video player or TV	5
		Follow-up activities	Details the important steps and checks to be followed while following up with custom brokers		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Follow-up activities	List activities during the customs clearance.		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Follow-up activities	Elobrate examin process by the customs officer		Practical	Teaching board, Computer, Projector, Video player or TV	5

		Follow-up activities	Demonstrate a follow up process with custom brokers		On-the-Job Training	Teaching board, Computer, Projector, Video player or TV	5
		Follow-up activities	Discuss the various information to be shared with the consignee about shipment clearance.		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Follow-up activities	Explain about the updating to consignee on clearance status		Practical	Teaching board, Computer, Projector, Video player or TV	5
		Follow-up activities	Explain post clearance follow-up for delivery.		Practical	Teaching board, Computer, Projector, Video player or TV	5
		Follow-up activities	Demonstrate how to monitor the system for shipment release from the custom bond		Practical	Teaching board, Computer, Projector, Video player or TV	6

Sr. No	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/Aids	Duration in Hrs
5	LSC/N3049: Compliance to health, safety and security standards	Data security system	Discuss the health, safety and security norms to be followed during shipment clearance.	LSC/N3049 PC1,PC2, PC3,PC4, KU1,KU2, KU3,	Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Data security system	Demonstrate the health, safety and security norms to be followed during shipment clearance		Practical	Teaching board, Computer, Projector, Video player or TV	7
		Data security system	Detail the data safety regulations.		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Data security system	Define Data security system and Identify corrupt practices.		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Identifying Corrupt Practices	State what is business ethics compliance with regulatory requirements.		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Identifying Corrupt Practices	Identify some of the regulatory requirements		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Identifying Corrupt Practices	Elaborate business ethics		Practical	Teaching board, Computer, Projector, Video player or TV	7
		Code of conduct and etiquettes	State Code of conduct and etiquettes.		Lecture	Teaching board, Computer, Projector, Video player or TV	5
		Code of conduct and etiquettes	Explain basic etiquettes in organization		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Safety Instruction at workplace	Identify the safety requirements at workplace.		Practical	Teaching board, Computer, Projector, Video player or TV	8

		Safety Instruction at workplace	Explain the importance of PPE at workplace		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Importance of safety and security	List of activities to be performed for documents security.		Practical	Teaching board, Computer, Projector, Video player or TV	8
		Importance of safety and security	Elobrate the restrictions for data security		Practical	Teaching board, Computer, Projector, Video player or TV	8

Annexure 2: Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Consignment Booking Assistant	
Job Role	Clearance Support Agent
Qualification Pack	LSC/Q3030
Sector Skill Council	Logistic Sector Skill Council of India






Sr. No.	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 70% for NSQF level 4 & above job roles & 50% for NSQF level 1 to 3 job roles.
5.	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

				MARKS ALLOCATION	
ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	ASSESSMENT CRITERIA (PC)	Total Marks	Out Of	Theory	Skills Practical
1.LSC/N3021: Obtain existing information and assess additional information required for shipment clearance	PC1. obtain the list of shipments that is not cleared by customs	100	16	3	13
	PC2. collect and compile documents available for the shipments		16	3	13
	PC3. categorize the shipments on the basis of their type		10	2	8
	PC4. identify the type of shipment that is not cleared by customs		10	2	8
	PC5. review the existing list of documents to assess the available information		15	3	12
	PC6. understand the list of documents that are required for the clearance of the shipment		18	4	14
	PC7. assess the additional information/documents that are required for clearance		10	2	8

	PC8. document the list of information/documents required against each shipment		10	2	8
		Total	100	20	80
2. LSC/N3022 Contact the consignee and receive the required documents	PC1. obtain the consignee's/consignors contact number and e-mail address	100	5	2	3
	PC2. understand the information/documents required from the consignee/consignor for shipment clearance, before contacting		5	2	3
	PC3. contact the consignee/consignor over phone, explain the context of the call and communicate the reasons for shipment getting held up		5	2	3
	PC4. communicate clearly the documents required for shipment clearance verbally		5	2	3
	PC5. also communicate the documents required for shipment clearance and the address that is to be sent, through an e-mail		5	2	3
	PC6. provide consignee/consignor with duty and tax advice notification, if applicable		5	2	3
	PC7. seek payment approval from the consignee/consignor when the duty and tax amounts payable exceeds payment limits, if applicable		10	2	8
	PC8. follow up with the consignee/consignor for the required documents		10	2	8
	PC9. obtain a soft copy of the required documents and check if they match the documents for shipment clearance		5	2	3
	PC10. receive the required document at the address shared		15	4	11
	PC11. check if the documents received match the required documents for shipment clearance		15	4	11
	PC12. thank the consignee/consignor once the documents are received		15	4	11
		Total	100	30	70
3. LSC/N3023 Submit documents to customs and follow up to ensure that shipment is cleared	PC1. contact the relevant customs agent/broker to intimate regarding shipment clearance	100	10	4	6
	PC1. contact the relevant customs agent/broker to intimate regarding shipment clearance		10	4	6
	PC3. follow up with the customs agent/broker to ensure documents are submitted to customs		10	4	6
	PC4. follow up with the customs agent/broker to check the latest status of the shipment clearance		10	4	6
	PC5. update consignee/consignor on the latest status of the shipment clearance		15	4	11
	PC6. notify consignee/consignor if any additional documents are required		15	2	13

	PC7. request the consignee/consignor to send the additional documents, if required, and submit them to customs		15	4	11
	PC8. inform the consignee/consignor once the shipment is cleared and redirect him to the customer service team for any queries on the delivery date of the shipment		15	4	11
		Total	100	30	70
4. LSC/N3049 Maintain Health and Safety and security standards during shipment clearance	PC1. Follow all security procedures with respect to company information	100	25	5	20
	PC2. Follow all precautionary data handling procedures		25	5	20
	PC3. Maintain clean work table area		25	5	20
	PC4. Recognize and report unsafe conditions and practices		25	5	20
		Total	100	20	80

Annexure III: QR codes

S.No	Chapter No.	Unit No.	Topic Name	URL	Page No.	QR code(s)
1	Chapter - 1 Introduction to Clearance support agent	Unit 1.1 – Types of Consignment for Shipment	What is Consignment?	https://youtu.be/JgLKbEdekKM	27	 What is Consignment?
2	Chapter - 1 Introduction to Clearance support agent	Unit 1.2 - Consignment Shipment Operation	Consignment loading	https://youtu.be/di_7xiw2wt0	27	 Consignment loading
3	Chapter - 2 Obtain existing information and assess additional information required for shipment clearance	Unit 2.1: Clearance support agent	Who is clearance support agent?	https://youtu.be/GN1LmODta1c	40	 clearance support agent
4	Chapter - 2 Obtain existing information and assess additional information required for shipment clearance	Unit 2.2: Collection and Analysis of Information	Basic Documents required to arrange Clearance	https://youtu.be/KleGO7q7P2Q	40	 Documents required to Customs Clearance
5	Chapter - 3 Contact the consignee and receive the required documents	UNIT 3.1: Contact the consignee and receive the required documents	Customs duty bill of entry	https://youtu.be/ZXwagx0PAY4	59	 Bill of Entry

6	Chapter - 3 Contact the consignee and receive the required documents	UNIT 3.2: Communication and receiving documents	Other Communication skills	https://youtu.be/pgrJcegUheE	59	 Communication skills
7	Chapter - 4 Document Submission and Follow Up	UNIT 4.1: Clearance Support Agent follow-up to ensure shipment clearance	Follow-up activities	https://youtu.be/npPaOrpKcWk	65	 Custom clearance process
8	Chapter -4 Document Submission and Follow Up	UNIT 4.1: Shipment clearance	Shipment clearance	https://www.youtube.com/watch?v=fNvo_to9Nxs	65	 Shipment clearance
9	Chapter -5 Health and Safety and security standards during shipment clearance	Unit 5.10 – Personal Protective Equipments	Types of Personal Protective Equipments	https://youtu.be/_NyioZRt5wY	79	 Types of PPE
10	Chapter-5 Compliance to health, safety and security standards	UNIT 5.2: Safety instructions and Personal protection equipment	Safety Instruction at workplace	https://www.youtube.com/watch?v=o27ZTpmBhul	79	 Safety Instruction at workplace





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