

Qualification Pack



Export Manager

QP Code: AMH/Q1603

Version: 2.0

NSQF Level: 6

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Qualification Pack

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AMH/Q1603: Export Manager

Brief Job Description

An Export Manager is responsible for leading and managing the entire process of international shipment of goods. Their work includes analysis of the foreign trade logistics, management and supervision of all shipment related documents and ensuring shipping compliance. The Export Manager is a key member of the organization and will be expected to be a great communicator together with the ability to establish and maintain relationships both internally and externally.

Personal Attributes

An Export Manager should have good leadership and communication skills and have thorough knowledge of Indian and Foreign trade policies & operations to ensure effective management of the exports business. Excellent interpersonal and negotiation skills and the ability to maintain and develop new client relationships.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [AMH/N0104: Comply with industry, regulatory and organizational requirements and Greening of Job roles](#)
2. [AMH/N1601: Manage export marketing operations](#)
3. [AMH/N1604: Analyze foreign trade logistics](#)
4. [AMH/N1605: Maintaining a healthy, safe and secure working environment in the organization with Gender and PwD Sensitization](#)
5. [AMH/N1606: Planning for Export](#)
6. [AMH/N1607: Ensure Shipping Compliance](#)
7. [AMH/N1608: Manage export processes and check documentation](#)
8. [AMH/N1609: Supervise and evaluate performance](#)

Qualification Pack (QP) Parameters

Sector	Apparel
Sub-Sector	Apparel

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Occupation	Export Operations
Country	India
NSQF Level	6
Aligned to NCO/ISCO/ISIC Code	NCO-2015/1219.0101
Minimum Educational Qualification & Experience	Diploma (1 Year Govt. Body Approved) OR Graduate (in related field) with 1 Year of experience in relevant field OR Certificate-NSQF (Level 5) with 1 Year of experience as Export Executive
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Training in Export Marketing Procedures and Documentation
Minimum Job Entry Age	18 Years
Last Reviewed On	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Approval Date	30/09/2021
Version	2.0
Reference code on NQR	2021/APR/AMHSSC/04576
NQR Version	1.0

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AMH/N0104: Comply with industry, regulatory and organizational requirements and Greening of Job roles

Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal, regulatory organizational requirements.

Scope

The scope covers the following :

- Observe organizational norms and follow green procedures at workplace.

Elements and Performance Criteria

Comply with industry, and organizational requirements and greening of job roles

To be competent, the user/individual on the job must be able to:

- PC1.** Carry out work functions in accordance with organizational standards, greening solutions, procedures, policies, legislation and regulations.
- PC2.** Apply and follow organizational policies and procedures and inculcate sustainable consumption practices.
- PC3.** Actively get involved in improving the performance of the organization and support adaptation to environmentally friendly processes.
- PC4.** Handle materials, equipment, computer and software safely and correctly to maintain a clean and hazard free working area and support adaptation to more environmentally friendly processes
- PC5.** Carry out running maintenance and/or cleaning within one's responsibility and agreed schedules and deal with work interruptions effectively.
- PC6.** Report unsafe equipment and other dangerous occurrences to concerned personnel.
- PC7.** Use cleaning equipment and methods appropriate for the work to be carried out.
- PC8.** Request for upgrading of system or software when required for effective working and maintain a backup file when working on various design software
- PC9.** All soft copies of design work to be maintained in files as well for future reference

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Conscious and sustainable decisions/information for achieving an effective and green workplace.
- KU2.** The importance of safe working practices and code of conduct (COC) and Social Accountability standards followed by the organization/ industry
- KU3.** The production procedures and the specific work activities relate to the whole process.

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- KU4.** The organization's rules, codes, quality standards, reporting procedures and guidelines (including timekeeping)
- KU5.** The work instructions and specifications and interpret them accurately
- KU6.** To make use of the information detailed in specifications and instructions
- KU7.** The importance of taking action when problems are identified
- KU8.** The importance of running maintenance and regular cleaning and Maintenance procedures
- KU9.** Effects of contamination on products i.e., Machine oil, dirt and different ways of minimizing waste.
- KU10.** The common faults with equipment and the method to rectify.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Make conscious and sustainable decisions that help reduce, reuse, and recycle the company resources.
- GS2.** Identify and replace processes that create unnecessary waste
- GS3.** Communicate with others in writing (wherever applicable)
- GS4.** Use the accurate terminology
- GS5.** Follow manuals/procedures/and compliance policies
- GS6.** Update actively with modifications through written print and mail communication (digital)
- GS7.** Listen effectively and orally communicate information accurately and Make decisions on a suitable course of action or response.
- GS8.** Communicate proactively on critical issues and Follow rule-based decision-making processes
- GS9.** Identify situation that need escalation on quality issues and seek intervention
- GS10.** Plan and organize your work to achieve targets and deadlines and consult/coordinate for effective delivery.
- GS11.** Apply problem-solving approaches in different situations
- GS12.** Refer anomalies to the particular personnel
- GS13.** Analyze needs, requirements and dependencies in order to meet your work requirements
- GS14.** Seek participation of members from Quality, Production, Audit or any other team for effective solutions
- GS15.** Provide opinions on work in a detailed and constructive way to the concerned personnel

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Comply with industry, and organizational requirements and greening of job roles</i>	20	10	-	10
PC1. Carry out work functions in accordance with organizational standards, greening solutions, procedures, policies, legislation and regulations.	2	1	-	1
PC2. Apply and follow organizational policies and procedures and inculcate sustainable consumption practices.	2	1	-	1
PC3. Actively get involved in improving the performance of the organization and support adaptation to environmentally friendly processes.	2	1	-	1
PC4. Handle materials, equipment, computer and software safely and correctly to maintain a clean and hazard free working area and support adaptation to more environmentally friendly processes	3	2	-	2
PC5. Carry out running maintenance and/or cleaning within one's responsibility and agreed schedules and deal with work interruptions effectively.	3	1	-	1
PC6. Report unsafe equipment and other dangerous occurrences to concerned personnel.	2	1	-	1
PC7. Use cleaning equipment and methods appropriate for the work to be carried out.	2	1	-	1
PC8. Request for upgrading of system or software when required for effective working and maintain a backup file when working on various design software	2	1	-	1
PC9. All soft copies of design work to be maintained in files as well for future reference	2	1	-	1
NOS Total	20	10	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N0104
NOS Name	Comply with industry, regulatory and organizational requirements and Greening of Job roles
Sector	Apparel
Sub-Sector	Apparel, Made-Ups & Home Furnishing
Occupation	Sewing, Ironing, Export Operations, Designing, Boutique Operations, Quality Control, Sewing, Laying, Inventory Management, Hand Embroidery
NSQF Level	4
Credits	TBD
Version	5.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

Qualification Pack

AMH/N1601: Manage export marketing operations

Description

This unit is about managing the various export marketing operations. Administer export of products and ensure compliance to all organizational policies and procedures and monitor all financial and financial processes and transactions and manage communication with relevant authorities for all required countries.

Scope

The scope covers the following :

- Framework of Export Marketing Management

Elements and Performance Criteria

Framework of Export Marketing Management

To be competent, the user/individual on the job must be able to:

- PC1.** Analyse the export marketing business & the operations involved
- PC2.** Interpret the export marketing terms & understand the processes involved
- PC3.** Apply export-market entry strategies and carry out all export marketing functions effectively
- PC4.** Analyze the factors that affect cost in export marketing
- PC5.** Be adept in understanding current market trade; foreign currencies & conversion
- PC6.** Manage the export distribution worldwide
- PC7.** Understand the institutional framework for export promotional council & world trade organization
- PC8.** Coordinate with export promotional council/ministry of commerce & industry for affiliation & documentation formalities
- PC9.** Understand & interpret the various export schemes; financing methods and terms of payment
- PC10.** Carry out export credit and foreign exchange risk management
- PC11.** Apply export promotional strategies where appropriate

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Your organizations policies, procedures, guidelines and standards
- KU2.** Safe working practices and organizational procedures
- KU3.** Quality systems and other processes practiced in the organization
- KU4.** Types of problems with quality and how to report them to appropriate people
- KU5.** The importance of complying with written instructions
- KU6.** Reporting procedure in case of faults in own/ other processes
- KU7.** Who to refer problems to when they are outside the limit of your authority

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- KU8.** Your organizations tools, templates and processes for export marketing related operations
- KU9.** Concept & framework of export marketing management 1. What is export marketing management. 2. Impact of technology: internet marketing. 3. Entrepreneurial approaches to export marketing. 4. Election of export- markets / products. 5. Export- market entry strategies 6 . Export- pricing decisions. 7.Export- distribution
- KU10.** Export promotional strategies
- KU11.** Export marketing procedures & processes
- KU12.** Impact of technology: internet marketing
- KU13.** Entrepreneurial approaches to export marketing
- KU14.** Selection of export- markets / products
- KU15.** Export market entry strategies
- KU16.** Export pricing decisions
- KU17.** Export distribution processes
- KU18.** Export promotional strategies
- KU19.** Functions of the export department
- KU20.** Foreign exchange risk management
- KU21.** Foreign currencies & conversion

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Complete accurate well written work with attention to detail
- GS2.** Communicate with others in writing
- GS3.** Read & follow guidelines, rules, processes, export documents & agreements
- GS4.** Listen effectively and orally communicate information accurately
- GS5.** Ask for clarification and advice from others
- GS6.** Follow rule-based decision-making processes
- GS7.** Make decisions on a suitable course of action or response
- GS8.** Apply problem-solving approaches in different situations
- GS9.** Refer anomalies to the supervisor
- GS10.** Seek clarification on problems from others
- GS11.** Analyze data and activities
- GS12.** Pass on relevant information to others
- GS13.** Provide opinions on work in a detailed and constructive way
- GS14.** Apply balance judgments to different situations

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Framework of Export Marketing Management</i>	15	50	-	7
PC1. Analyse the export marketing business & the operations involved	2	3	-	0.5
PC2. Interpret the export marketing terms & understand the processes involved	2	3	-	1
PC3. Apply export-market entry strategies and carry out all export marketing functions effectively	1	3	-	0.5
PC4. Analyze the factors that affect cost in export marketing	2	5	-	0.5
PC5. Be adept in understanding current market trade; foreign currencies & conversion	1	2	-	0.5
PC6. Manage the export distribution worldwide	1	2	-	0.5
PC7. Understand the institutional framework for export promotional council & world trade organization	2	2	-	1
PC8. Coordinate with export promotional council/ministry of commerce & industry for affiliation & documentation formalities	1	10	-	0.5
PC9. Understand & interpret the various export schemes; financing methods and terms of payment	1	8	-	0.5
PC10. Carry out export credit and foreign exchange risk management	1	7	-	1
PC11. Apply export promotional strategies where appropriate	1	5	-	0.5
NOS Total	15	50	-	7

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1601
NOS Name	Manage export marketing operations
Sector	Apparel
Sub-Sector	Apparel
Occupation	Export Operations
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

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AMH/N1604: Analyze foreign trade logistics

Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to analyze foreign trade logistics concepts

Scope

The scope covers the following :

- Fundamentals of trade logistics as applied in international trade.

Elements and Performance Criteria

Fundamentals of trade logistics as applied in international trade

To be competent, the user/individual on the job must be able to:

- PC1.** Check and maintain all relevant shipment documentation
- PC2.** Understand and identify the best suitable logistics as per buyer's standard and pricing
- PC3.** Interpret and negotiate the logistics cost with different type of shipment mode
- PC4.** Track the shipment and follow up for payment
- PC5.** Communicate with logistic agency, buying offices and buyers
- PC6.** Manage logistics processes as per norms

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Importance of good health, Personal hygiene and duty of care
- KU2.** Importance of safe working practices and code of conduct (COC) and Social Accountability and quality standards followed by the organization/ industry
- KU3.** Limits of your own responsibility
- KU4.** The production process and the specific work activities that relate to the whole process
- KU5.** The line and importance of effective communication with superiors and colleagues
- KU6.** The organization's rules, codes, quality standards, reporting procedures and guidelines (including time keeping)
- KU7.** The importance of complying with written instructions
- KU8.** Work instructions and specifications and interpret them accurately
- KU9.** Foreign trade logistics
- KU10.** Multimodal transport: containerization and marine transport
- KU11.** Role of ICDS/CFS
- KU12.** Role of CHAS /freight forwarders
- KU13.** Relation between work role and the overall process

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Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Communicate effectively in writing with the logistics agency; buying offices and buyers
- GS2.** Read and understand the shipping document
- GS3.** Take appropriate decisions related to your responsibilities regarding the shipment
- GS4.** Manage the logistics process
- GS5.** Practice a customer service-oriented approach regarding logistics of shipment
- GS6.** Solve operational role related issues
- GS7.** Identify the best suitable logistics cost with different type of shipment mode

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Fundamentals of trade logistics as applied in international trade</i>	15	50	-	7
PC1. Check and maintain all relevant shipment documentation	3	20	-	2
PC2. Understand and identify the best suitable logistics as per buyer's standard and pricing	3	10	-	1
PC3. Interpret and negotiate the logistics cost with different type of shipment mode	3	7	-	1
PC4. Track the shipment and follow up for payment	2	5	-	1
PC5. Communicate with logistic agency, buying offices and buyers	2	3	-	1
PC6. Manage logistics processes as per norms	2	5	-	1
NOS Total	15	50	-	7

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1604
NOS Name	Analyze foreign trade logistics
Sector	Apparel
Sub-Sector	Apparel
Occupation	Export Operations
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

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AMH/N1605: Maintaining a healthy, safe and secure working environment in the organization with Gender and PwD Sensitization

Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedure stop relevant, control and minimize risk to self and others.

Scope

The scope covers the following :

- Hazards and potential risks associated with the process, guidelines for medical emergencies and evacuation process & sensitization of Gender & PwD concerns.

Elements and Performance Criteria

Comply with health, safety and security requirements at work with Gender and PwD Sensitization

To be competent, the user/individual on the job must be able to:

- PC1.** Comply with health safety gender and PwD (People with disability) related instructions applicable to the workplace
- PC2.** Use and maintain materials and equipment as per protocol
- PC3.** Monitor the work place and processes for potential risks and threats and report hazards and potential risks/ threats to supervisors or other authorized personnel
- PC4.** Actively participate in mock drills/ evacuation procedures; group discussions, training sensitization programs for gender and PwD awareness organized at the workplace
- PC5.** Capable to perform first-aid, firefighting or any other emergency response procedures
- PC6.** Follow organization procedures for shutdown and evacuation when required

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Health and safety related practices applicable at the workplace
- KU2.** Potential hazards, risks and threats based on nature of operations; the ways to minimize these and response to these scenarios
- KU3.** The code of conduct (COC) and Social Accountability standards followed by the organization/ industry
- KU4.** Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points
- KU5.** Potential accidents and emergencies and response to these scenarios
- KU6.** Reporting protocol and documentation required
- KU7.** Details of personnel trained in first aid, fire-fighting and emergency response

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- KU8.** Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire
- KU9.** Occupational health and safety risks and methods; importance of personal protective equipment and method of use
- KU10.** Identification, handling and storage of hazardous substances
- KU11.** Proper disposal system for waste and by-products
- KU12.** Signage related to health and safety and their meaning
- KU13.** Importance of personal health and hygiene and the ill effects of usage of intoxicants such as alcohol, tobacco and drugs
- KU14.** The importance of gender equality being followed in the organization and policies for reporting any harassment or inappropriate behavior
- KU15.** How to accommodate employees with disabilities; etiquette to adhere to and proper language and terminology
- KU16.** How to communicate, offer help, respecting space, parking etc. for people with disabilities or special needs
- KU17.** Promoting a safe, accessible and healthy workplace for disabled employees

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Write and document appropriate technical forms in required format of the company
- GS2.** Read and comprehend the organizational documents pertaining to rules and procedures
- GS3.** Read and understand manuals, health and safety instructions, memos, reports, job cards etc.
- GS4.** Positively influence the team members into following procedures
- GS5.** Keep work area free from potential hazards
- GS6.** Raise alarm and report to supervisors and other authorized personnel for assistance
- GS7.** Create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee
- GS8.** Actively take part in any discussion/workshop organized for gender sensitization training
- GS9.** Read and comprehend written instructions related to gender equality issues in the organization
- GS10.** Identify and report any harassment or inappropriate behavior towards any employee
- GS11.** Create a positive and inclusive workplace atmosphere without any kind of bias/discrimination towards any employee with disability or special needs
- GS12.** Actively take part in any discussion/workshop organized for disability sensitization training.
- GS13.** Read and comprehend written instructions related to equality issues in the organization related to disabled persons
- GS14.** Identify and report any distinction, exclusion, harassment or inappropriate behavior towards any employee

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Comply with health, safety and security requirements at work with Gender and PwD Sensitization</i>	6	21	-	3
PC1. Comply with health safety gender and PwD (People with disability) related instructions applicable to the workplace	1	3	-	0.5
PC2. Use and maintain materials and equipment as per protocol	1	3	-	0.5
PC3. Monitor the work place and processes for potential risks and threats and report hazards and potential risks/ threats to supervisors or other authorized personnel	1	2	-	0.5
PC4. Actively participate in mock drills/ evacuation procedures; group discussions, training sensitization programs for gender and PwD awareness organized at the workplace	1	5	-	0.5
PC5. Capable to perform first-aid, firefighting or any other emergency response procedures	1	5	-	0.5
PC6. Follow organization procedures for shutdown and evacuation when required	1	3	-	0.5
NOS Total	6	21	-	3

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1605
NOS Name	Maintaining a healthy, safe and secure working environment in the organization with Gender and PwD Sensitization
Sector	Apparel
Sub-Sector	Apparel
Occupation	Export Operations
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

Qualification Pack

AMH/N1606: Planning for Export

Description

This unit is about planning and management for the export and marketing operations

Scope

The scope covers the following :

- Planning and Management for export.

Elements and Performance Criteria

Planning and Management for export

To be competent, the user/individual on the job must be able to:

- PC1.** Understand the logistics options for shipment
- PC2.** Explain the trade policies and guidelines to all concerned and ensure it is followed
- PC3.** Plan and monitor the shipment strategy
- PC4.** Use the export planning tools available
- PC5.** Carry out swot analysis and risk assessment for shipment vertical
- PC6.** Ensure organization's domestic and international marketing activities are aligned and updated as per current policies and guidelines

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organizational policies, working practices, compliance procedures, guidelines and standards for quality
- KU2.** Quality systems and other processes practiced in the organization
- KU3.** Types of problems with quality and how to report them to appropriate people in case of any fault or breach
- KU4.** The importance of complying with written instructions
- KU5.** Who to refer problems to when they are outside the limit of your authority
- KU6.** Organization's tools, templates and processes for embroidery related operations in production
- KU7.** Nature of logistics & supply chains
- KU8.** Factors in logistics decision making
- KU9.** Risk assessment process
- KU10.** Planning & strategy for business
- KU11.** Current trade policies and guidelines related to shipment

Generic Skills (GS)

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User/individual on the job needs to know how to:

- GS1.** Complete accurate well written work with attention to detail
- GS2.** Listen attentively and communicate effectively with others in writing (wherever applicable)
- GS3.** Read & follow guidelines, rules, processes, export documents & agreements
- GS4.** Ask for clarification and advice from others or superiors
- GS5.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS6.** Plan and organize your work to achieve targets and deadlines
- GS7.** Apply problem-solving approaches in different situations
- GS8.** Refer anomalies to the supervisor or seniors
- GS9.** Analyze data and activities
- GS10.** Provide opinions on work in a detailed and constructive way

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Planning and Management for export</i>	15	35	-	4
PC1. Understand the logistics options for shipment	2	2	-	0.5
PC2. Explain the trade policies and guidelines to all concerned and ensure it is followed	3	3	-	0.5
PC3. Plan and monitor the shipment strategy	3	10	-	0.5
PC4. Use the export planning tools available	3	8	-	1
PC5. Carry out swot analysis and risk assessment for shipment vertical	3	10	-	0.5
PC6. Ensure organization's domestic and international marketing activities are aligned and updated as per current policies and guidelines	1	2	-	1
NOS Total	15	35	-	4

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1606
NOS Name	Planning for Export
Sector	Apparel
Sub-Sector	Apparel
Occupation	Export Operations
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

Qualification Pack

AMH/N1607: Ensure Shipping Compliance

Description

This unit is about quantification and measurement of skills and competencies required for shipping compliance and monitoring related activities

Scope

The scope covers the following :

- Ensuring shipping compliance and monitoring related activities

Elements and Performance Criteria

Ensuring shipping compliance and monitoring related activities

To be competent, the user/individual on the job must be able to:

- PC1.** Follow the general invoicing instructions
- PC2.** Check that the packing list requirement is met
- PC3.** Ensure packing instructions are being followed including: carton specifications packing standards flat pack cargo prepacks packing standards garments on hangers (GOH) exceptions to packing requirements shipping marks & labels bar code labels
- PC4.** Follow the shipping and routing guidelines
- PC5.** Ensure tendering of freight to consolidator as per process
- PC6.** Ensure sequence instruction is followed

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Organizational policies, working practices, compliance procedures, guidelines and standards for quality
- KU2.** Quality systems and other processes practiced in the organization
- KU3.** Types of problems with quality and how to report them to appropriate people in case of any fault or breach
- KU4.** The importance of complying with written instructions
- KU5.** Who to refer problems to when they are outside the limit of your authority
- KU6.** Organization's tools, templates and processes for embroidery related operations in production
- KU7.** Shipping compliance guidelines
- KU8.** Routing guidelines
- KU9.** Garment specifications
- KU10.** Packing standards & procedures
- KU11.** Sequence of operations for shipping

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KU12. Invoicing instructions & process

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Complete accurate well written work with attention to detail
- GS2.** Listen attentively and communicate effectively with others in writing (wherever applicable)
- GS3.** Read & follow guidelines, rules, processes, export documents & agreements
- GS4.** Ask for clarification and advice from others or superiors
- GS5.** Follow rule-based decision-making processes and make decisions on a suitable course of action or response
- GS6.** Plan and organize your work to achieve targets and deadlines
- GS7.** Apply problem-solving approaches in different situations
- GS8.** Refer anomalies to the supervisor or seniors
- GS9.** Analyze data and activities
- GS10.** Provide opinions on work in a detailed and constructive way

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensuring shipping compliance and monitoring related activities</i>	12	32	-	6
PC1. Follow the general invoicing instructions	1	4	-	1
PC2. Check that the packing list requirement is met	2	8	-	1
PC3. Ensure packing instructions are being followed including: carton specifications packing standards flat pack cargo prepacks packing standards garments on hangers (GOH) exceptions to packing requirements shipping marks & labels bar code labels	5	10	-	1
PC4. Follow the shipping and routing guidelines	1	2	-	1
PC5. Ensure tendering of freight to consolidator as per process	1	2	-	1
PC6. Ensure sequence instruction is followed	2	6	-	1
NOS Total	12	32	-	6

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1607
NOS Name	Ensure Shipping Compliance
Sector	Apparel
Sub-Sector	Apparel
Occupation	Export Operations
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

Qualification Pack

AMH/N1608: Manage export processes and check documentation

Description

This unit is about managing all the export related processes maintaining and checking the requisite documentation at each stage of operation

Scope

The scope covers the following :

- Managing and checking documentation related to export transactions

Elements and Performance Criteria

Managing and checking documentation related to export transactions

To be competent, the user/individual on the job must be able to:

- PC1.** Manage and maintain EXIM documentation related to pre & post shipment
- PC2.** Check and manage export sales contract and supervise the processing of an export order
- PC3.** Manage the central excise/customs clearance: regulations, procedures and documentation
- PC4.** Check all pre-shipment documents including: invoice packing list gr form ar-4/ ar4a form etc licence indent acceptance of contract letter of credit (loc) qc certificate port trust date any other sign of inspector/ customs div
- PC5.** Liaise with customs and excise officials, if required
- PC6.** Maintain applications for export incentives
- PC7.** Obtain advance license from jt DGFT (director general of foreign trade), ensure adherence with contracts and agreements
- PC8.** Manage and supervise freight forwards, CHA (customs house agent), transporter and logistics companies to ensure timely shipments of goods
- PC9.** Communicate effectively with suppliers, consignee, agents , transporters
- PC10.** Negotiation & co-ordination with customs agents for freight rates, customs clearances

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** The organizations policies and procedures
- KU2.** Responsibilities under health , safety and environmental legislation
- KU3.** Guidelines for storage and disposal of waste materials
- KU4.** Protocol to obtain more information on work related tasks
- KU5.** Contact person in case of queries on procedure or products and for resolving issues related to defective machines, tools and/or equipment
- KU6.** Details of the job role and responsibilities
- KU7.** Documentation and reporting formats

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- KU8.** Work target and review mechanism with your supervisor
- KU9.** Protocol and format for reporting work related risks/ problems
- KU10.** Method of obtaining/giving feedback related to performance
- KU11.** Importance of teamwork and harmonious working relationships
- KU12.** Process for offering/obtaining work related assistance
- KU13.** Documentation formalities relating to export transactions
- KU14.** Export financing methods and terms of payment
- KU15.** Export credit and foreign exchange risk management
- KU16.** International commercial terms
- KU17.** Export sales contract
- KU18.** Central excise/customs clearance: regulations, procedures and documentation
- KU19.** Processing of an export order
- KU20.** Export related documents such as: 1. Proforma invoice 2. Purchase order 3. Commercial Invoice 4. Packing List 5. Shipping Bill 6. Bill of Lading 7. Master Airway Bill / House Airway Bill 8. Export Certificate 9. Certificate of Origin 10. Bill of Exchange 11. Bank Realisation Certificate 12. Letter of Credit 13. Documents Against Acceptance

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Complete accurate well written work with attention to detail
- GS2.** Communicate with others in writing (wherever applicable)
- GS3.** Read instructions, guidelines, procedures and rules
- GS4.** Read and understand techpacks, buyer specifications
- GS5.** Ask for clarification and advice from managers/ seniors
- GS6.** Refer anomalies to relevant personnel
- GS7.** Seek clarification on problems from others or superiors
- GS8.** Analyse needs, requirements and dependencies in order to meet your work requirements

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Managing and checking documentation related to export transactions</i>	15	57	-	10
PC1. Manage and maintain EXIM documentation related to pre & post shipment	2	15	-	2
PC2. Check and manage export sales contract and supervise the processing of an export order	1	10	-	1
PC3. Manage the central excise/customs clearance: regulations, procedures and documentation	2	5	-	1
PC4. Check all pre-shipment documents including: invoice packing list gr form ar-4/ ar4a form etc licence indent acceptance of contract letter of credit (loc) qc certificate port trust date any other sign of inspector/ customs div	2	15	-	1
PC5. Liaise with customs and excise officials, if required	1	1	-	1
PC6. Maintain applications for export incentives	2	3	-	1
PC7. Obtain advance license from jt DGFT (director general of foreign trade), ensure adherence with contracts and agreements	1	2	-	1
PC8. Manage and supervise freight forwards, CHA (customs house agent), transporter and logistics companies to ensure timely shipments of goods	2	1	-	0.5
PC9. Communicate effectively with suppliers, consignee, agents , transporters	1	2	-	0.5
PC10. Negotiation & co-ordination with customs agents for freight rates, customs clearances	1	3	-	1
NOS Total	15	57	-	10

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National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1608
NOS Name	Manage export processes and check documentation
Sector	Apparel
Sub-Sector	Apparel
Occupation	Export Operations
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

Qualification Pack

AMH/N1609: Supervise and evaluate performance

Description

Is about supervising and evaluating the performance of subordinates to ensure higher levels of motivation and output.

Scope

The scope covers the following :

- Supervise & evaluate performance of all subordinates and reporting executives

Elements and Performance Criteria

Supervise & evaluate performance of all subordinates and reporting executives

To be competent, the user/individual on the job must be able to:

- PC1.** Set goals and target as per organizational directives for all reporting executives
- PC2.** Create quantified measures and metrics to analyse the performance of subordinates and reporting executives as per organizational guidelines
- PC3.** Set tangible and achievable incentives for subordinates as per the goals and targets assigned
- PC4.** Monitor closely to ensure optimisation and strict adherence of all activities performed by subordinates w.r.t organisational guidelines and defined goals
- PC5.** Assist and support reporting executives wherever applicable
- PC6.** Perform and document all performance/appraisal indicators and metrics of subordinates in the prescribed format of organisation
- PC7.** Hand over all the documents and appropriate support measures to human resources department for official records
- PC8.** Ensure and implement proper process flow for feedbacks and queries received from subordinates

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** Standard operating procedures of the organisation for appraisals, incentives, promotions and performance evaluation
- KU2.** Standard operating procedures for query and problem reporting and redressal in the organisation
- KU3.** Framework and guide lines prescribed by the organisation for query, performance evaluation and appraisal for various subordinate positions
- KU4.** Documentation requirements for each procedure carried out as part of roles and responsibilities
- KU5.** Institutional and professional code of ethics and standards of practice
- KU6.** Safety and health policies and regulations for the work place

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- KU7.** Process flow for performance evaluation, documentation and appraisals related with them
- KU8.** Subordinate and reporting executives problems and queries and documenting it in the organisations prescribed format
- KU9.** Redress documentations mechanisms available in the organization and acting accordingly in a timely manner
- KU10.** Software or format such as MS word, excel, PowerPoint and management information system (MIS) as prescribed by the organization

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** Complete accurate well written work with attention to detail
- GS2.** Communicate with others in writing (wherever applicable)
- GS3.** Read and understand instructions, guidelines, policies, procedures, regulations and rules pertinent to the job
- GS4.** Read and understand techpacks, buyer specifications
- GS5.** Read reviews and interact with subordinates in terms of their requirements, queries and feedbacks
- GS6.** Read appraisal documents related with any of subordinating position
- GS7.** Interact with organization's internal stake holders to ensure efficient performance evaluation of the subordinates leading to higher levels of satisfaction and motivation
- GS8.** Distribute work to achieve the desired targets and goals
- GS9.** Organize the human resources
- GS10.** Implement proper process flow for feedbacks and queries received from subordinates
- GS11.** Methods to resolve the problem associated with manpower
- GS12.** Provide relevant information to others
- GS13.** Analyse needs, requirements and dependencies in order to meet your work requirements
- GS14.** Apply quantified measures and metrics to analyse the performance delivered by subordinates

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Supervise & evaluate performance of all subordinates and reporting executives</i>	13	34	-	3
PC1. Set goals and target as per organizational directives for all reporting executives	1	3	-	0.5
PC2. Create quantified measures and metrics to analyse the performance of subordinates and reporting executives as per organizational guidelines	2	8	-	0.5
PC3. Set tangible and achievable incentives for subordinates as per the goals and targets assigned	1	8	-	0.5
PC4. Monitor closely to ensure optimisation and strict adherence of all activities performed by subordinates w.r.t organisational guidelines and defined goals	3	3	-	0.5
PC5. Assist and support reporting executives wherever applicable	1	1	-	-
PC6. Perform and document all performance/appraisal indicators and metrics of subordinates in the prescribed format of organisation	3	7	-	0.5
PC7. Hand overall the documents and appropriate support measures to human resources department for official records	1	1	-	-
PC8. Ensure and implement proper process flow for feedbacks and queries received from subordinates	1	3	-	0.5
NOS Total	13	34	-	3

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	AMH/N1609
NOS Name	Supervise and evaluate performance
Sector	Apparel
Sub-Sector	Apparel
Occupation	Export Operations
NSQF Level	6
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
Deactivation Date	30/09/2024
NSQC Clearance Date	30/09/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS. examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each.
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
6. To pass the Qualification Pack, every trainee should score a minimum of 70% aggregate in QP.

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7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
AMH/N0104. Comply with industry, regulatory and organizational requirements and Greening of Job roles	20	10	0	10	40	9
AMH/N1601. Manage export marketing operations	15	50	0	7	72	16
AMH/N1604. Analyze foreign trade logistics	15	50	0	7	72	16
AMH/N1605. Maintain healthy, safe and secured work place along with sensitization of gender and PwD concerns.	6	21	0	3	30	7
AMH/N1606. Planning for Export	15	35	0	4	54	12
AMH/N1607. Ensure Shipping Compliance	12	32	0	6	50	11
AMH/N1608. Manage export processes and check documentation	15	57	0	10	82	18
AMH/N1609. Supervise and evaluate performance	13	34	0	3	50	11
Total	111	289	0	50	450	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
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National Occupational Standard	NOS are occupational standards which apply uniquely in the Indian context.
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Knowledge and Understanding	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
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