

## Qualification Pack



# Export Manager-Stitched Items

QP Code: AMH/Q1603

Version: 4.0

NSQF Level: 6

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## Qualification Pack

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## Qualification Pack

### AMH/Q1603: Export Manager-Stitched Items

#### 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 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/N1601: Manage export marketing operations](#)
2. [AMH/N1604: Analyze foreign trade logistics](#)
3. [AMH/N1605: Maintaining a healthy, safe and secure working environment in the organization with Gender and PwD Sensitization](#)
4. [AMH/N1606: Planning for Export](#)
5. [AMH/N1607: Ensure Shipping Compliance](#)
6. [AMH/N1608: Manage export processes and check documentation](#)
7. [AMH/N1609: Supervise and evaluate performance](#)
8. [AMH/N0622: Ensure adherence to industry, regulatory, and organizational standards, while incorporating the principles of environmental sustainability](#)
9. [DGT/VSQ/N0103: Employability Skills \(90 Hours\)](#)

#### Qualification Pack (QP) Parameters

Sector	Apparel
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## Qualification Pack

<b>Sub-Sector</b>	Apparel
<b>Occupation</b>	Export Operations
<b>Country</b>	India
<b>NSQF Level</b>	6
<b>Credits</b>	20
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/1219.0101
<b>Minimum Educational Qualification &amp; Experience</b>	Completed 3 year UG degree with 1.5 years of experience in relevant field OR Previous relevant Qualification of NSQF Level (5) with 1.5 years of experience in relevant field
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	Training in Export Marketing Procedures and Documentation
<b>Minimum Job Entry Age</b>	20 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	18/02/2028
<b>NSQC Approval Date</b>	18/02/2025
<b>Version</b>	4.0
<b>Reference code on NQR</b>	QG-06-AP-03281-2024-V2-AMHSSC
<b>NQR Version</b>	4

## 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

## Qualification Pack

- 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



## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AMH/N1601
<b>NOS Name</b>	Manage export marketing operations
<b>Sector</b>	Apparel
<b>Sub-Sector</b>	Apparel
<b>Occupation</b>	Export Operations
<b>NSQF Level</b>	6
<b>Credits</b>	4
<b>Version</b>	6.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025



## Qualification Pack

### AMH/N1604: Analyze foreign trade logistics

#### Description

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to analyse foreign trade logistics concepts, efficient distributing strategies and ensure compliance to all state and federal regulations.

#### 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

## Qualification Pack

### 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

## Qualification Pack

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AMH/N1604
<b>NOS Name</b>	Analyze foreign trade logistics
<b>Sector</b>	Apparel
<b>Sub-Sector</b>	Apparel
<b>Occupation</b>	Export Operations
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## Qualification Pack

# 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

## Qualification Pack

- 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

## Qualification Pack

### 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>	<b>6</b>	<b>21</b>	-	<b>3</b>
<b>PC1.</b> Comply with health safety gender and PwD (People with disability) related instructions applicable to the workplace	1	3	-	0.5
<b>PC2.</b> Use and maintain materials and equipment as per protocol	1	3	-	0.5
<b>PC3.</b> 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
<b>PC4.</b> 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
<b>PC5.</b> Capable to perform first-aid, firefighting or any other emergency response procedures	1	5	-	0.5
<b>PC6.</b> Follow organization procedures for shutdown and evacuation when required	1	3	-	0.5
<b>NOS Total</b>	<b>6</b>	<b>21</b>	-	<b>3</b>



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AMH/N1605
<b>NOS Name</b>	Maintaining a healthy, safe and secure working environment in the organization with Gender and PwD Sensitization
<b>Sector</b>	Apparel
<b>Sub-Sector</b>	Apparel
<b>Occupation</b>	Export Operations
<b>NSQF Level</b>	6
<b>Credits</b>	1
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## 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 and organize 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 export marketing related operations
- 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)

## Qualification Pack

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.** Analyse data and activities
- GS10.** Provide opinions on work in a detailed and constructive way

## Qualification Pack

### Assessment Criteria

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

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AMH/N1606
<b>NOS Name</b>	Planning for Export
<b>Sector</b>	Apparel
<b>Sub-Sector</b>	Apparel
<b>Occupation</b>	Export Operations
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## 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



## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensuring shipping compliance and monitoring related activities</i>	<b>12</b>	<b>32</b>	-	<b>6</b>
<b>PC1.</b> Follow the general invoicing instructions	1	4	-	1
<b>PC2.</b> Check that the packing list requirement is met	2	8	-	1
<b>PC3.</b> 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
<b>PC4.</b> Follow the shipping and routing guidelines	1	2	-	1
<b>PC5.</b> Ensure tendering of freight to consolidator as per process	1	2	-	1
<b>PC6.</b> Ensure sequence instruction is followed	2	6	-	1
<b>NOS Total</b>	<b>12</b>	<b>32</b>	-	<b>6</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AMH/N1607
<b>NOS Name</b>	Ensure Shipping Compliance
<b>Sector</b>	Apparel
<b>Sub-Sector</b>	Apparel
<b>Occupation</b>	Export Operations
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Managing and checking documentation related to export transactions</i>	<b>15</b>	<b>57</b>	-	<b>10</b>
<b>PC1.</b> Manage and maintain EXIM documentation related to pre & post shipment	2	15	-	2
<b>PC2.</b> Check and manage export sales contract and supervise the processing of an export order	1	10	-	1
<b>PC3.</b> Manage the central excise/customs clearance: regulations, procedures and documentation	2	5	-	1
<b>PC4.</b> 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
<b>PC5.</b> Liaise with customs and excise officials, if required	1	1	-	1
<b>PC6.</b> Maintain applications for export incentives	2	3	-	1
<b>PC7.</b> Obtain advance license from jt DGFT (director general of foreign trade), ensure adherence with contracts and agreements	1	2	-	1
<b>PC8.</b> Manage and supervise freight forwards, CHA (customs house agent), transporter and logistics companies to ensure timely shipments of goods	2	1	-	0.5
<b>PC9.</b> Communicate effectively with suppliers, consignee, agents, transporters	1	2	-	0.5
<b>PC10.</b> Negotiation & co-ordination with customs agents for freight rates, customs clearances	1	3	-	1
<b>NOS Total</b>	<b>15</b>	<b>57</b>	-	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AMH/N1608
<b>NOS Name</b>	Manage export processes and check documentation
<b>Sector</b>	Apparel
<b>Sub-Sector</b>	Apparel
<b>Occupation</b>	Export Operations
<b>NSQF Level</b>	6
<b>Credits</b>	3
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## 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



## Qualification Pack

- 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 &amp; evaluate performance of all subordinates and reporting executives</i>	<b>13</b>	<b>34</b>	-	<b>3</b>
<b>PC1.</b> Set goals and target as per organizational directives for all reporting executives	1	3	-	0.5
<b>PC2.</b> Create quantified measures and metrics to analyse the performance of subordinates and reporting executives as per organizational guidelines	2	8	-	0.5
<b>PC3.</b> Set tangible and achievable incentives for subordinates as per the goals and targets assigned	1	8	-	0.5
<b>PC4.</b> 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
<b>PC5.</b> Assist and support reporting executives wherever applicable	1	1	-	-
<b>PC6.</b> Perform and document all performance/appraisal indicators and metrics of subordinates in the prescribed format of organisation	3	7	-	0.5
<b>PC7.</b> Hand over all the documents and appropriate support measures to human resources department for official records	1	1	-	-
<b>PC8.</b> Ensure and implement proper process flow for feedbacks and queries received from subordinates	1	3	-	0.5
<b>NOS Total</b>	<b>13</b>	<b>34</b>	-	<b>3</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AMH/N1609
<b>NOS Name</b>	Supervise and evaluate performance
<b>Sector</b>	Apparel
<b>Sub-Sector</b>	Apparel
<b>Occupation</b>	Export Operations
<b>NSQF Level</b>	6
<b>Credits</b>	2
<b>Version</b>	4.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

## Qualification Pack

### AMH/N0622: Ensure adherence to industry, regulatory, and organizational standards, while incorporating the principles of environmental sustainability

#### 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

*Ensure adherence to industry, regulatory, and organizational standards, while incorporating the principles of environmental sustainability*

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

- PC1.** Ensure adherence to organizational standards, emphasizing eco-friendly solutions, while strictly following procedures, policies, and regulations.
- PC2.** Integrate sustainable consumption practices into daily operations in line with organizational policies.
- PC3.** Drive the transition to environmentally friendly processes to enhance organizational performance actively.
- PC4.** Guide team to safely handle materials, equipment, and software to maintain a hazard-free, eco-conscious workplace.
- PC5.** Guide team to perform routine maintenance and cleaning tasks efficiently, managing workflow interruptions.
- PC6.** Mentor to report unsafe equipment promptly to mitigate risks and ensure a safe environment.
- PC7.** Ensure use suitable cleaning techniques for efficient and sustainable workplace upkeep.
- PC8.** Request system upgrades for optimal efficiency and maintain backup files for data security.
- PC9.** Organize digital design work for future reference, ensuring accessibility and preservation.

#### 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

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure adherence to industry, regulatory, and organizational standards, while incorporating the principles of environmental sustainability</i>	20	10	-	10
<b>PC1.</b> Ensure adherence to organizational standards, emphasizing eco-friendly solutions, while strictly following procedures, policies, and regulations.	2	1	-	1
<b>PC2.</b> Integrate sustainable consumption practices into daily operations in line with organizational policies.	2	1	-	1
<b>PC3.</b> Drive the transition to environmentally friendly processes to enhance organizational performance actively.	2	1	-	1
<b>PC4.</b> Guide team to safely handle materials, equipment, and software to maintain a hazard-free, eco-conscious workplace.	3	2	-	2
<b>PC5.</b> Guide team to perform routine maintenance and cleaning tasks efficiently, managing workflow interruptions.	3	1	-	1
<b>PC6.</b> Mentor to report unsafe equipment promptly to mitigate risks and ensure a safe environment.	2	1	-	1
<b>PC7.</b> Ensure use suitable cleaning techniques for efficient and sustainable workplace upkeep.	2	1	-	1
<b>PC8.</b> Request system upgrades for optimal efficiency and maintain backup files for data security.	2	1	-	1
<b>PC9.</b> Organize digital design work for future reference, ensuring accessibility and preservation.	2	1	-	1
<b>NOS Total</b>	<b>20</b>	<b>10</b>	<b>-</b>	<b>10</b>

## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	AMH/N0622
<b>NOS Name</b>	Ensure adherence to industry, regulatory, and organizational standards, while incorporating the principles of environmental sustainability
<b>Sector</b>	Apparel
<b>Sub-Sector</b>	Apparel, Made-Ups & Home Furnishing
<b>Occupation</b>	Department Supervision, Ironing, Export Operations, Designing, Boutique Operations, Quality Control, Sewing, Laying, Inventory Management, Hand Embroidery
<b>NSQF Level</b>	6
<b>Credits</b>	1
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025



## Qualification Pack

### DGT/VSQ/N0103: Employability Skills (90 Hours)

#### Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

#### Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Career Development & Goal Setting
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

#### Elements and Performance Criteria

##### *Introduction to Employability Skills*

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

- PC1.** understand the significance of employability skills in meeting the current job market requirement and future of work
- PC2.** identify and explore learning and employability relevant portals
- PC3.** research about the different industries, job market trends, latest skills required and the available opportunities

##### *Constitutional values – Citizenship*

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

- PC4.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC5.** follow environmentally sustainable practices

##### *Becoming a Professional in the 21st Century*

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

- PC6.** recognize the significance of 21st Century Skills for employment

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- PC7.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life
- PC8.** adopt a continuous learning mindset for personal and professional development

### *Basic English Skills*

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

- PC9.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC10.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC11.** write short messages, notes, letters, e-mails etc. in English

### *Career Development & Goal Setting*

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

- PC12.** identify career goals based on the skills, interests, knowledge, and personal attributes
- PC13.** prepare a career development plan with short- and long-term goals

### *Communication Skills*

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

- PC14.** follow verbal and non-verbal communication etiquette while communicating in professional and public settings
- PC15.** use active listening techniques for effective communication
- PC16.** communicate in writing using appropriate style and format based on formal or informal requirements
- PC17.** work collaboratively with others in a team

### *Diversity & Inclusion*

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

- PC18.** communicate and behave appropriately with all genders and PwD
- PC19.** escalate any issues related to sexual harassment at workplace according to POSH Act

### *Financial and Legal Literacy*

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

- PC20.** identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.
- PC21.** carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook
- PC22.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC23.** identify relevant rights and laws and use legal aids to fight against legal exploitation

### *Essential Digital Skills*

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

- PC24.** operate digital devices and use their features and applications securely and safely
- PC25.** carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.
- PC26.** display responsible online behaviour while using various social media platforms

## Qualification Pack

- PC27.** create a personal email account, send and process received messages as per requirement
- PC28.** carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications
- PC29.** utilize virtual collaboration tools to work effectively

### Entrepreneurship

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

- PC30.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC31.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC32.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

### Customer Service

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

- PC33.** identify different types of customers and ways to communicate with them
- PC34.** identify and respond to customer requests and needs in a professional manner
- PC35.** use appropriate tools to collect customer feedback
- PC36.** follow appropriate hygiene and grooming standards

### Getting ready for apprenticeship & Jobs

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

- PC37.** create a professional Curriculum vitae (Résumé)
- PC38.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC39.** apply to identified job openings using offline /online methods as per requirement
- PC40.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC41.** identify apprenticeship opportunities and register for it as per guidelines and requirements

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- KU2.** various constitutional and personal values
- KU3.** different environmentally sustainable practices and their importance
- KU4.** Twenty first (21st) century skills and their importance
- KU5.** how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services

## Qualification Pack

- KU11.** components of salary and how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account
- KU16.** use applications such as word processors, spreadsheets etc.
- KU17.** how to identify business opportunities
- KU18.** types and needs of customers
- KU19.** how to apply for a job and prepare for an interview
- KU20.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence in English and other languages
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all to maintain effective work relationship
- GS4.** how to work in a virtual mode, using various technological platforms
- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

## Qualification Pack

### Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
<b>PC2.</b> identify and explore learning and employability relevant portals	-	-	-	-
<b>PC3.</b> research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC4.</b> recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
<b>PC5.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>1</b>	<b>3</b>	-	-
<b>PC6.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC7.</b> practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<b>PC8.</b> adopt a continuous learning mindset for personal and professional development	-	-	-	-
<i>Basic English Skills</i>	<b>3</b>	<b>4</b>	-	-
<b>PC9.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC11.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-
<b>PC12.</b> identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
<b>PC13.</b> prepare a career development plan with short- and long-term goals	-	-	-	-
<i>Communication Skills</i>	<b>2</b>	<b>2</b>	-	-
<b>PC14.</b> follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
<b>PC15.</b> use active listening techniques for effective communication	-	-	-	-
<b>PC16.</b> communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
<b>PC17.</b> work collaboratively with others in a team	-	-	-	-
<i>Diversity &amp; Inclusion</i>	<b>1</b>	<b>1</b>	-	-
<b>PC18.</b> communicate and behave appropriately with all genders and PwD	-	-	-	-
<b>PC19.</b> escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	<b>2</b>	<b>3</b>	-	-
<b>PC20.</b> identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
<b>PC21.</b> carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-

## Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC22.</b> identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
<b>PC23.</b> identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	<b>3</b>	<b>5</b>	-	-
<b>PC24.</b> operate digital devices and use their features and applications securely and safely	-	-	-	-
<b>PC25.</b> carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
<b>PC26.</b> display responsible online behaviour while using various social media platforms	-	-	-	-
<b>PC27.</b> create a personal email account, send and process received messages as per requirement	-	-	-	-
<b>PC28.</b> carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
<b>PC29.</b> utilize virtual collaboration tools to work effectively	-	-	-	-
<i>Entrepreneurship</i>	<b>2</b>	<b>3</b>	-	-
<b>PC30.</b> identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
<b>PC31.</b> develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
<b>PC32.</b> identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	<b>1</b>	<b>2</b>	-	-
<b>PC33.</b> identify different types of customers and ways to communicate with them	-	-	-	-

### Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC34.</b> identify and respond to customer requests and needs in a professional manner	-	-	-	-
<b>PC35.</b> use appropriate tools to collect customer feedback	-	-	-	-
<b>PC36.</b> follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship &amp; Jobs</i>	<b>2</b>	<b>3</b>	-	-
<b>PC37.</b> create a professional Curriculum vitae (Résumé)	-	-	-	-
<b>PC38.</b> search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
<b>PC39.</b> apply to identified job openings using offline /online methods as per requirement	-	-	-	-
<b>PC40.</b> answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
<b>PC41.</b> identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
<b>NOS Total</b>	<b>20</b>	<b>30</b>	-	-



## Qualification Pack

### National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	DGT/VSQ/N0103
<b>NOS Name</b>	Employability Skills (90 Hours)
<b>Sector</b>	Cross Sectoral
<b>Sub-Sector</b>	Professional Skills
<b>Occupation</b>	Employability
<b>NSQF Level</b>	5
<b>Credits</b>	3
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	18/02/2025
<b>Next Review Date</b>	18/02/2028
<b>NSQC Clearance Date</b>	18/02/2025

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

## 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/N1601.Manage export marketing operations	15	50	-	7	72	14
AMH/N1604.Analyze foreign trade logistics	15	50	-	7	72	14
AMH/N1605.Maintaining a healthy, safe and secure working environment in the organization with Gender and PwD Sensitization	6	21	-	3	30	6
AMH/N1606.Planning for Export	15	35	-	4	54	11
AMH/N1607.Ensure Shipping Compliance	12	32	-	6	50	10
AMH/N1608.Manage export processes and check documentation	15	57	-	10	82	17
AMH/N1609.Supervise and evaluate performance	13	34	-	3	50	10
AMH/N0622.Ensure adherence to industry, regulatory, and organizational standards, while incorporating the principles of environmental sustainability	20	10	-	10	40	8
DGT/VSQ/N0103.Employability Skills (90 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>131</b>	<b>319</b>	<b>-</b>	<b>50</b>	<b>500</b>	<b>100</b>

## Qualification Pack

### Acronyms

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

## Qualification Pack

### Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.

## Qualification Pack

<b>Knowledge and Understanding (KU)</b>	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.
<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.