

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR APPAREL MADE-UPS & HOME FURNISHING SECTOR

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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### Introduction

## Qualifications Pack – Export Assistant

**SECTOR:** APPAREL, MADE-UP'S AND HOME FURNISHING

**SUB-SECTOR:** APPAREL

**OCCUPATION:** EXPORT MARKETING & DOCUMENTATION

**REFERENCE ID:** AMH/Q 1601

**ALIGNED TO:** NCO-2004 / 7436.90

**Brief Job Description:** An Export Assistant is responsible for managing all the processes in the export department of a company. This includes preparation & management of all shipment related documents, interpret export financing methods and terms of payment, understand foreign trade practices & procedures, handle the Central Excise/Customs Clearance: Regulations, Procedures and Documentation. An export assistant needs to have thorough knowledge of Indian and Foreign trade policies & operations to ensure effective management of the exports business.

**Personal Attributes:** An Export Assistant should have the ability to work unsupervised, taking independent decisions for own area of work. Individual needs to demonstrate ability to precisely follow defined procedures and should possess high quality orientation and attention to detail.

Job Details	<b>Qualifications Pack Code</b>	<b>AMH/Q 1601</b>		
	<b>Job Role</b>	<b>Export Assistant</b>		
	<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
	<b>Sector</b>	<b>Apparel, Made-Up's and Home Furnishing</b>	<b>Drafted on</b>	<b>08/08/14</b>
	<b>Sub-sector</b>	<b>Apparel</b>	<b>Last reviewed on</b>	<b>17/10/14</b>
	<b>Occupation</b>	<b>Export Marketing &amp; Documentation</b>	<b>Next review date</b>	<b>30/12/15</b>
	<b>NSQC Clearance On*</b>	<b>18/06/15</b>		

<b>Job Role</b>	<b>Export Assistant</b>
<b>Role Description</b>	To manage export related operations & documentation
<b>NSQF level</b>	4
<b>Minimum Educational Qualifications</b>	12 <sup>th</sup> standard, preferably
<b>Maximum Educational Qualifications</b>	N/A
<b>Training</b> (Suggested but not mandatory)	Training in export marketing procedures & documentation
<b>Minimum Job Entry Age</b>	18 years
<b>Experience</b>	Preferably 1-2 years of work experience in export department
<b>National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li><a href="#">AMH/N 1601 (Manage export marketing operations)</a></li> <li><a href="#">AMH/N 1602 (Carry out export processes and completed documentation)</a></li> <li><a href="#">AMH/N 0104 (Comply with industry regulatory and organisational requirements)</a></li> <li><a href="#">AMH/N 1604 (Analyze foreign trade logistics)</a></li> <li><a href="#">AMH/N 1605 (Maintaining a healthy, safe and secure working environment in the organisation)</a></li> </ol> <p><b>Optional:</b> N/A</p>
<b>Performance Criteria</b>	As described in the relevant OS units

**Glossary of Key Terms**

**Table 1: Glossary of Key Terms**

Definitions	Keywords /Terms	Description
	Sector	Sector is a conglomeration of different business operations having similar businesses 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.
	Vertical	Vertical may exist within a sub-sector representing different domain areas or the client industries served by the industry.
	Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
	Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
	Sub-functions	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
	Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
	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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
	Performance Criteria	Performance Criteria 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 Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.	
Qualifications Pack(QP)	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.	
Unit Code	Unit Code is a unique identifier for an OS unit, which can be denoted with either an 'O' or an 'N'.	
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.	

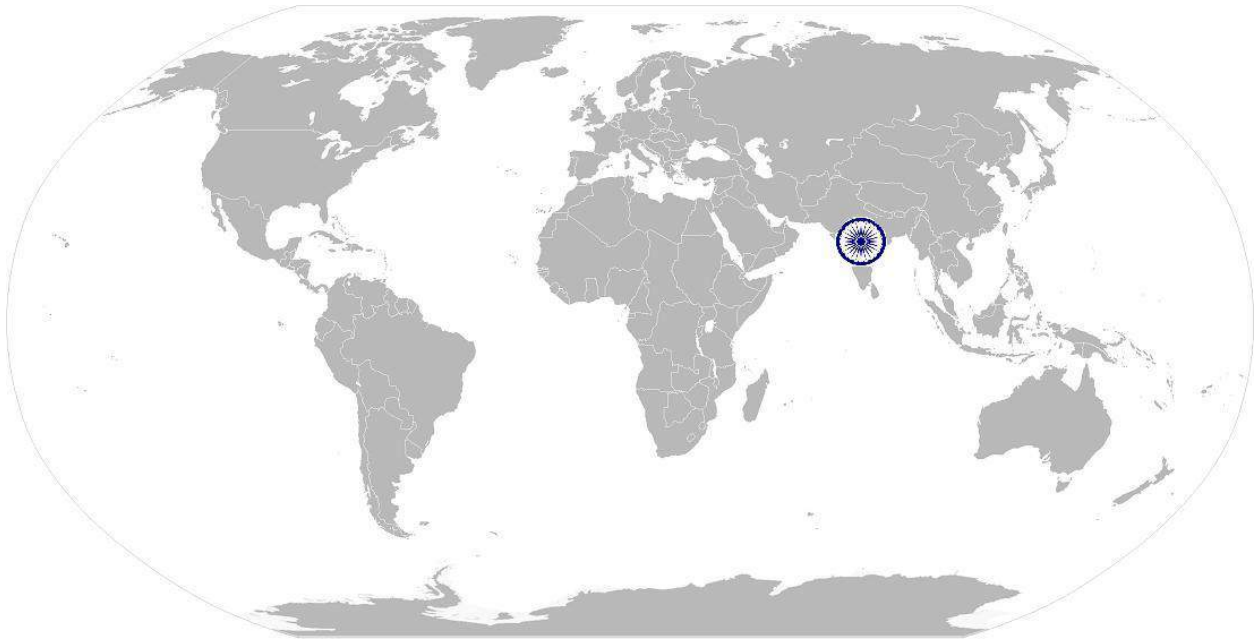
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is the set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on the quality of performance required.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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	Core Skills or Generic Skills are a group of skills that are key to learning and working 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.
Helpdesk	Helpdesk is an entity to which the customers will report their IT problems. IT Service Helpdesk Attendant is responsible for managing the helpdesk.
<b>Keywords /Terms</b>	<b>Description</b>
SSC	Sector Skill Council
OS	Occupational Standard(s)
NOS	National Occupational Standard(s)
QP	Qualifications Pack
UGC	University Grants Commission
MHRD	Ministry of Human Resource Development
MoLE	Ministry of Labor and Employment
NVEQF	National Vocational Education Qualifications Framework
NVQF	National Vocational Qualifications Framework

**Acronyms**

**AMH/N 1601 (Manage export marketing operations)**

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# National Occupational Standard



## Overview

This unit is about managing the export marketing operations.

## AMH/N 1601 (Manage export marketing operations)

National Occupational Standard	<b>Unit Code</b>	AMH/N1601
	<b>Unit Title (Task)</b>	Manage export marketing operations
	<b>Description</b>	This unit is about managing the various export marketing operations
	<b>Scope</b>	<b>This unit/task covers the following:</b> <ul style="list-style-type: none"> <li>Framework of Export Marketing Management</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Framework of Export Marketing Management</b>	To be competent, you must be able to: <ul style="list-style-type: none"> <li>PC1. Analyze the export marketing business &amp; the operations involved</li> <li>PC2. Interpret the export marketing terms &amp; understand the processes involved</li> <li>PC3. Apply export-market entry strategies</li> <li>PC4. Analyze the factors that affect cost in export marketing</li> <li>PC5. Be adept in understanding foreign currencies &amp; conversion</li> <li>PC6. Be updated on current market trade in respect of various foreign currencies</li> <li>PC7. Manage the export distribution across geography</li> <li>PC8. Understand the Institutional Framework for Export Promotional Council &amp; World Trade Organization</li> <li>PC9. Coordinate with Export Promotional Council/Ministry of commerce &amp; Industry for affiliation &amp; documentation formalities</li> <li>PC10. Understand &amp; interpret the various export schemes</li> <li>PC11. Interpret Export Financing Methods and Terms of Payment</li> <li>PC12. Carry out Export Credit and Foreign Exchange Risk Management</li> <li>PC13. Apply export promotional strategies where appropriate</li> <li>PC14. Carry out all export marketing functions effectively</li> </ul>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)	You need to know and understand: <ul style="list-style-type: none"> <li>KA1. your organization's policies, procedures, guidelines and standards</li> <li>KA2. Safe working practices and organisational procedures</li> <li>KA3. Quality systems and other processes practiced in the organization</li> <li>KA4. Types of problems with quality and how to report them to appropriate people</li> <li>KA5. The importance of complying with written instructions</li> <li>KA6. Reporting procedure in case of faults in own/ other processes</li> <li>KA7. who to refer problems to when they are outside the limit of your authority</li> <li>KA8. your organization's tools, templates and processes for export marketing related operations</li> </ul>
	<b>B. Technical Knowledge</b>	You need to know and understand: <ul style="list-style-type: none"> <li>KB1. Concept &amp; Framework of Export Marketing Management                             <ul style="list-style-type: none"> <li>What is Export Marketing Management</li> <li>Impact of Technology: Internet Marketing</li> <li>Entrepreneurial Approaches to Export Marketing</li> <li>Selection of Export- Markets / Products</li> <li>Export- Market Entry Strategies</li> <li>Export- Pricing Decisions</li> </ul> </li> </ul>



**AMH/N 1601 (Manage export marketing operations)**

	<ul style="list-style-type: none"> <li>▪ Export- Distribution</li> <li>KB2. Export Promotional Strategies</li> <li>KB3. Export marketing procedures &amp; processes</li> <li>KB4. Impact of Technology: Internet Marketing</li> <li>KB5. Entrepreneurial Approaches to Export Marketing</li> <li>KB6. Selection of Export- Markets / Products</li> <li>KB7. Export- Market Entry Strategies</li> <li>KB8. Export- Pricing Decisions</li> <li>KB9. Export- Distribution Processes</li> <li>KB10. Export Promotional Strategies</li> <li>KB11. Functions of the Export Department</li> <li>KB12. Foreign Exchange Risk Management</li> <li>KB13. Knowledge of foreign currencies &amp; conversion</li> </ul>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	You need to know and understand how to:
	SA1. Complete accurate well written work with attention to detail
	SA2. Communicate with others in writing
	<b>Reading Skills</b>
You need to know and understand how to:	
SA3. Read & follow guidelines, rules, processes, export documents & agreements	
<b>Oral Communication (Listening and Speaking skills)</b>	
You need to know and understand how to:	
SA4. listen effectively and orally communicate information accurately	
SA5. ask for clarification and advice from others	
<b>B. Professional Skills</b>	<b>Decision Making</b>
	You need to know and understand how to:
	SB1. follow rule-based decision-making processes
	SB2. make decisions on a suitable course of action or response
	<b>Plan and Organize</b>
	You need to know and understand how to:
	SB3. plan and organize your work to achieve targets and deadlines
	<b>Problem Solving</b>
	You need to know and understand how to:
	SB4. apply problem-solving approaches in different situations
SB5. refer anomalies to the supervisor	
SB6. seek clarification on problems from others	
<b>Analytical Thinking</b>	
You need to know and understand how to:	
SB7. analyze data and activities	
SB8. pass on relevant information to others	
<b>Critical Thinking</b>	
You need to know and understand how to:	
SB9. provide opinions on work in a detailed and constructive way	

**AMH/N 1601 (Manage export marketing operations)**

	SB10. apply balance judgments to different situations
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**NOS Version Control**

NOS Code		AMH/N 1601	
Credits (NSQF)	TBD	Version number	1.0
Industry	Apparel, Made-Up's and Home Furnishing	Drafted on	08/08/14
Industry Sub-sector	Apparel	Last reviewed on	17/10/14
Occupation	Export Marketing & Documentation	Next review date	30/12/15

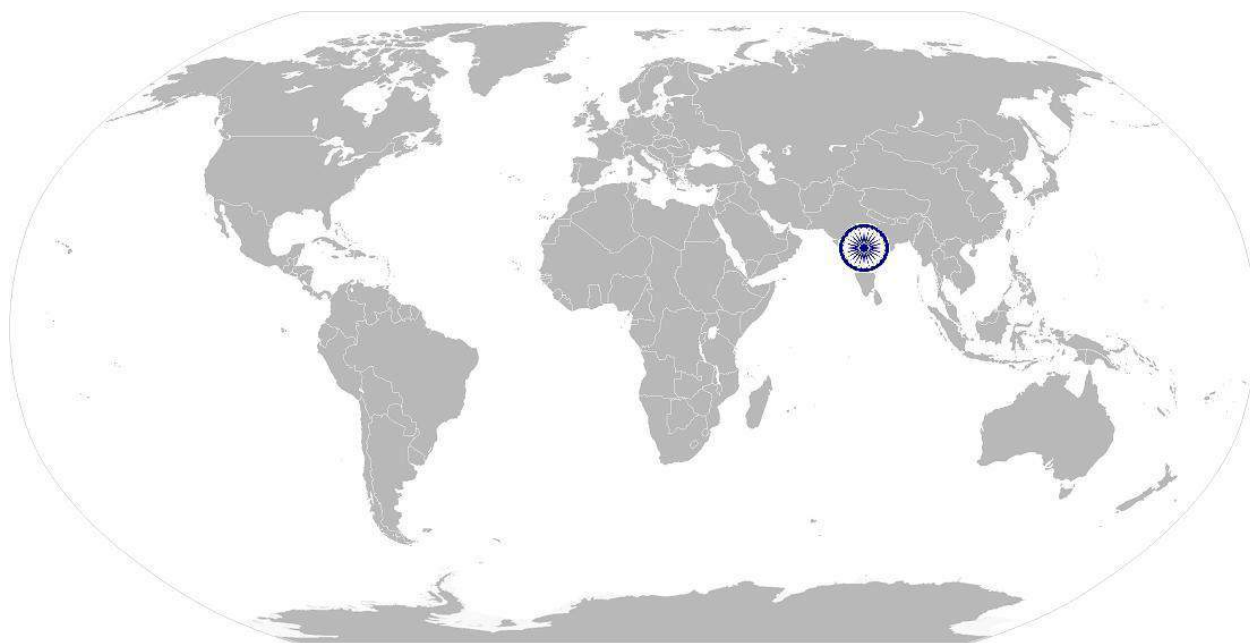




AMH/N 1602 (Carry out export processes and complete documentation)

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# National Occupational Standard



## Overview

This unit is about carrying out all the export processes and completing the requisite documentation at each stage of operation.

AMH/N 1602

Carry out export processes and complete documentation

National Occupational Standard	<b>Unit Code</b>	AMH/N 1602
	<b>Unit Title (Task)</b>	Carry out export processes and complete documentation
	<b>Description</b>	This unit is about carrying out all the export related processes and completing the requisite documentation at each stage of operation.
	<b>Scope</b>	<b>This unit/task covers the following:</b> 1. Documentation related to export transactions
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	Documentation related to export transactions	<p>To be competent on the job, you must be able to:</p> <p>PC1. Create and manage Documentation related to pre &amp; post shipment</p> <p>PC2. Create and manage Export Sales Contract</p> <p>PC3. Handle the Central Excise/Customs Clearance: Regulations, Procedures and Documentation</p> <p>PC4. Do Processing of an Export Order</p> <p>PC5. Use the correct tools and equipments</p> <p>PC6. Prepare &amp; check all pre-shipment documents including:</p> <ul style="list-style-type: none"> <li>▪ invoice</li> <li>▪ packing list</li> <li>▪ gr form</li> <li>▪ ar-4/ ar4a form</li> <li>▪ etc licence</li> <li>▪ indent</li> <li>▪ acceptance of contract</li> <li>▪ letter of credit (loc)</li> <li>▪ qc certificate</li> <li>▪ port trust date</li> <li>▪ any other</li> <li>▪ sign of inspector/ customs div</li> </ul> <p>PC7. To complete, file and maintain EXIM documents pertaining to Pre and Post Shipment.</p> <p>PC8. Liaise with customs and excise officials</p> <p>PC9. Handle duty backward matters</p> <p>PC10. Take care of applications for export incentives</p> <p>PC11. Obtaining advance license from Jt DGFT (Director General of Foreign Trade), Adherence with contracts and agreements</p> <p>PC12. Looking after freight forwards, CHA (Customs House Agent), Transporter</p> <p>PC13. Communication with suppliers, consignee, agents, transporters</p> <p>PC14. To follow up regularly and diligently with logistics companies to ensure timely shipments of goods</p> <p>PC15. Negotiation &amp; co-ordination with customs agents for Freight Rates, Customs clearances</p>
	<b>Knowledge and Understanding (K)</b>	

AMH/N 1602

Carry out export processes and complete documentation

<p><b>A. Organizational Context</b> (Knowledge of the company/ organization and its processes)</p>	<p>You need to know and understand:</p> <p>KA1. The organisation's policies and procedures</p> <p>KA2. Responsibilities under health, safety and environmental legislation</p> <p>KA3. Guidelines for storage and disposal of waste materials</p> <p>KA4. Potential hazards associated with the machines and the safety precautions that must be taken</p> <p>KA5. Protocol to obtain more information on work related tasks</p> <p>KA6. Contact person in case of queries on procedure or products and for resolving issues related to defective machines, tools and/or equipment</p> <p>KA7. Details of the job role and responsibilities</p> <p>KA8. Documentation and reporting formats</p> <p>KA9. Work target and review mechanism with your supervisor</p> <p>KA10. Protocol and format for reporting work related risks/problems</p> <p>KA11. Method of obtaining/giving feedback related to performance</p> <p>KA12. Importance of teamwork and harmonious working relationships</p> <p>KA13. Process for offering/obtaining work related assistance</p>
<p><b>B. Technical Knowledge</b></p>	<p>You need to know and understand:</p> <p>KB1. Documentation formalities relating to export transactions</p> <p>KB2. Documentation Framework</p> <p>KB3. Export Financing Methods and Terms of Payment</p> <p>KB4. Export Credit and Foreign Exchange Risk Management</p> <p>KB5. International Commercial Terms</p> <p>KB6. Export Sales Contract</p> <p>KB7. Central Excise/Customs Clearance: Regulations, Procedures and Documentation</p> <p>KB8. Processing of an Export Order</p> <p>KB9. Knowledge of export related documents such as:</p> <ul style="list-style-type: none"> <li>▪ Proforma Invoice</li> <li>▪ Purchase Order</li> <li>▪ Commercial Invoice</li> <li>▪ Packing List</li> <li>▪ Shipping Bill</li> <li>▪ Bill Of Lading</li> <li>▪ Master Airway Bill / House Airway Bill</li> <li>▪ Export Certificate</li> <li>▪ Certificate Of Origin</li> <li>▪ Bill Of Exchange</li> <li>▪ Bank Realisation Certificate</li> <li>▪ Letter Of Credit</li> <li>▪ Documents Against Acceptance</li> </ul>
<p><b>Skills (S)</b></p>	

**AMH/N 1602**

**Carry out export processes and complete documentation**

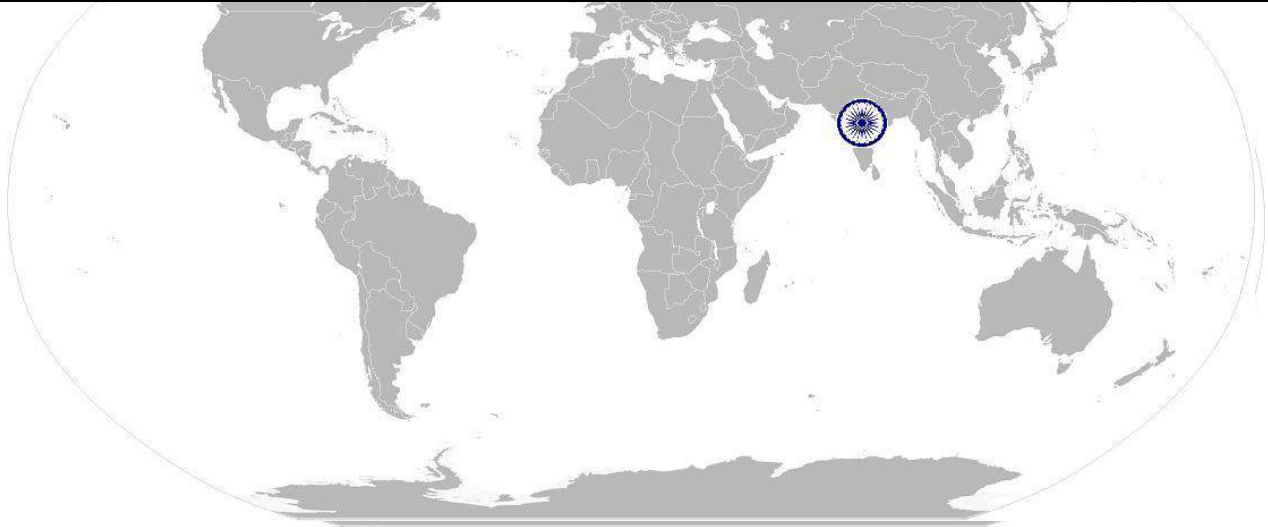
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	You need to know and understand how to: SA1. Complete accurate well written work with attention to detail SA2. Communicate with others in writing
	<b>Reading Skills</b>
	You need to know and understand how to: SA3. read instructions, guidelines, procedures and rules SA4. read and understand techpacks, buyer specifications
	<b>Oral Communication (Listening and Speaking skills)</b>
	You need to know and understand how to: SA1. ask for clarification and advice from managers SA2. communicate orally with colleagues
<b>B. Professional skills</b>	<b>Decision Making</b>
	You need to know and understand how to: SB1. handle the customs clearance
	<b>Plan and Organize</b>
	You need to know and understand how to: SB2. organize the export documents
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	You need to know and understand how to: SB3. refer anomalies to the manager SB4. seek clarification on problems from others
	<b>Analytical Thinking</b>
	You need to know and understand how to: SB5. provide relevant information to others SB6. analyze needs, requirements and dependencies in order to meet your work requirements
	<b>Critical Thinking</b>
SB7. negotiation of the customs duties, freight rates .	

**AMH/N 1602**

**Carry out export processes and complete documentation**

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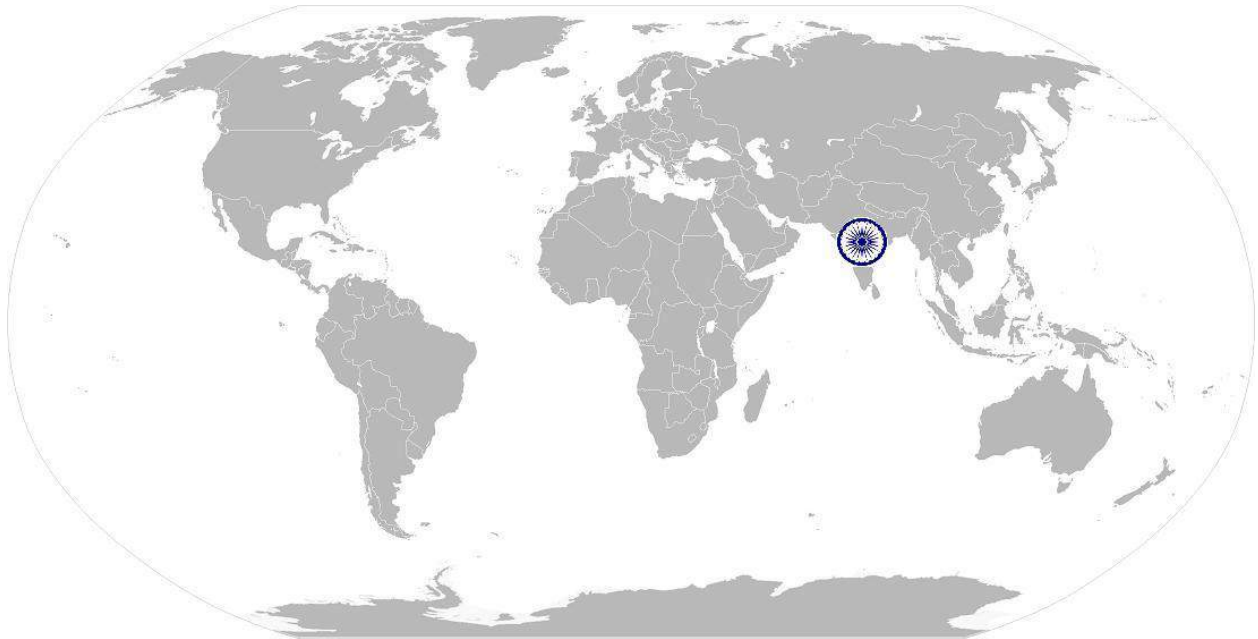
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<b>Credits(NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Apparel, Made-Up's and Home Furnishing</b>	<b>Drafted on</b>	<b>08/08/14</b>
<b>Industry Sub-sector</b>	<b>Apparel</b>	<b>Last reviewed on</b>	<b>17/10/14</b>
<b>Occupation</b>	<b>Export Marketing &amp; Documentation</b>	<b>Next review date</b>	<b>30/12/15</b>



AMH/N 0104 Comply with industry, regulatory and organisational requirements

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# National Occupational Standard



## Overview

This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal and ethical requirements at the workplace.



## AMH/N 0104 Comply with industry, regulatory and organisational requirements

National Occupational Standard	<b>Unit Code</b>	AMH/N0104
	<b>Unit Title (Task)</b>	Comply with industry, regulatory and organisational requirements
	<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required for complying with legal and ethical requirements at
	<b>Scope</b>	<b>This unit/task covers the following:</b> 1. Comply with legal and ethical requirements
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Performance Criteria</b>
	<b>Comply with legal and ethical requirements</b>	To be competent, the user/individual on the job must be able to: PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures PC2. Seek and obtain clarifications on policies and procedures, from your Supervisor or other authorized personnel PC3. Apply and follow these policies and procedures within your work practices PC4. Provide support to your supervisor and team members in enforcing these considerations PC5. Identify and report any possible deviation to these requirements
	<b>Knowledge and Understanding (K) w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Knowledge and Understanding</b>
	<b>A. Organisational Context</b> (Knowledge of the company/ organization and its processes)	The user/individual on the job needs to know and understand: KA1. The importance of having an ethical and value-based approach to governance KA2. Benefits to your company and yourself due to practice of these procedures KA3. The importance of punctuality and attendance KA4. Specific to the industry/sector, know and understand: a. Legal and ethical requirements b. Procedures to follow if someone does not meet the requirements KA5. Customer specific requirements mandated as a part of your work process
<b>B. Technical/ Domain Knowledge</b>	The user/individual on the job needs to know and understand: KB1. Country / customer specific regulations for your sector and their importance KB2. Reporting procedure in case of deviations KB3. Limit of personal responsibility	
<b>Skills (S) w.r.t. the Scope</b>		
<b>Elements</b>	<b>Skills</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>	

**AMH/N 0104 Comply with industry, regulatory and organisational requirements**

	The user/ individual on the job needs to know and understand how to: SA1. Write and document appropriate technical forms format of the company
	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. Read and comprehend the organizational documents pertaining to rules and procedures
	<b>Oral Communication (Listening and Speaking Skills)</b>
<b>B. Professional Skills</b>	The user/ individual on the job needs to know and understand how to: SA3. Positively influence the team members into following procedures
	<b>Decision Making</b>
	The user/ individual on the job needs to know and understand how to: SB1. Take appropriate decisions related to responsibilities of assigned export order
	<b>Plan and Organize</b>
	The user/ individual on the job needs to know and understand how to: SB2. Plan and manage work routine based on company procedure
	<b>Customer Centricity</b>
	The user/ individual on the job needs to know and understand how to: SB3. Practice a customer service oriented approach
	<b>Analytical Thinking</b>
	The user/ individual on the job needs to know and understand how to: SB4. Apply balanced judgment to different situations
	<b>Critical Thinking</b>
The user/ individual on the job needs to know and understand how to: SB5. Analyze, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently	
SB6. Evaluate and seek and obtain clarification from the superiors	

## AMH/N 0104 Comply with industry, regulatory and organisational requirements

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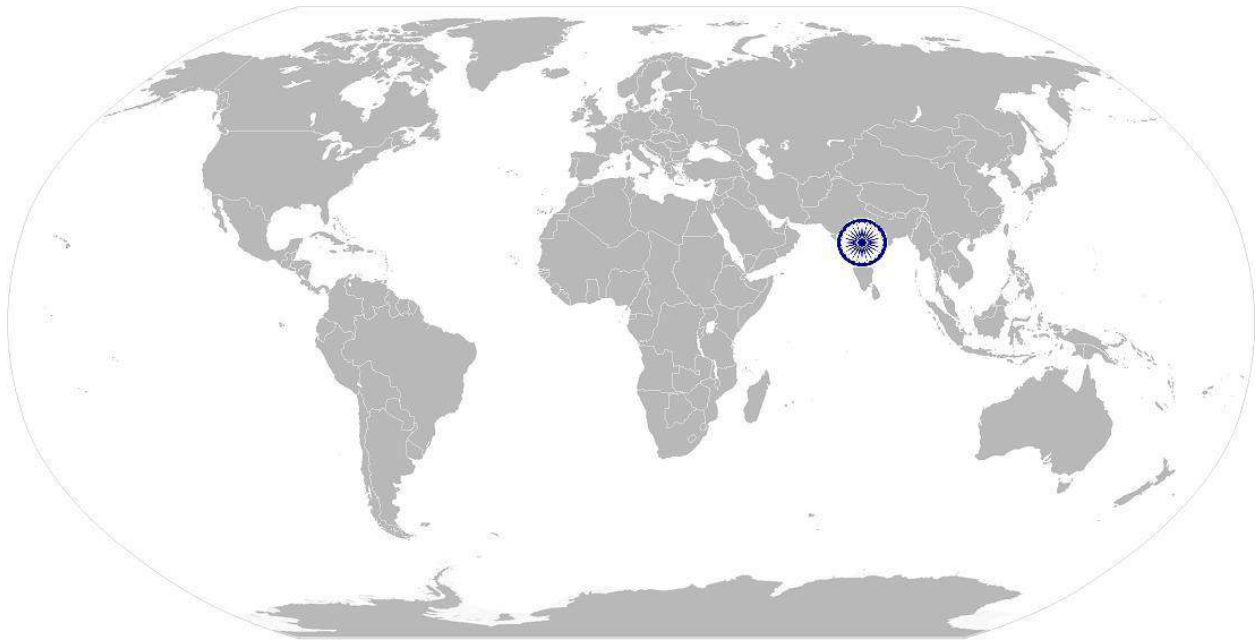
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<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Apparel, Made-Up's and Home Furnishing</b>	<b>Drafted on</b>	<b>08/08/14</b>
<b>Industry Sub-sector</b>	<b>Apparel</b>	<b>Last reviewed on</b>	<b>17/10/14</b>
<b>Occupation</b>	<b>Export Marketing &amp; Documentation</b>	<b>Next review date</b>	<b>30/12/15</b>



AMH/N 1604 Analyze foreign trade logistics

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# National Occupational Standard



## Overview

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

## AMH/N 1604 Analyze foreign trade logistics

National Occupational Standard	<b>Unit Code</b>	AMH/N1604
	<b>Unit Title (Task)</b>	Analyze foreign trade logistics
	<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to analyze foreign trade logistics concepts.
	<b>Scope</b>	<b>This unit/task covers the following:</b> <ul style="list-style-type: none"> <li>▪ Fundamentals of trade logistics as applied in international trade</li> </ul>
	<b>Performance Criteria (PC) w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Performance Criteria</b>
	<b>Fundamentals of trade logistics as applied in international trade</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check pre shipment document</p> <p>PC2. Understand and identify the best suitable logistics as per buyer's standard</p> <p>PC3. Interpret and negotiate the logistics cost with different type of shipment mode</p> <p>PC4. Track the shipment and follow up for payment</p> <p>PC5. Communicate with logistic agency, buying offices and buyers</p> <p>PC6. Apply knowledge of different types of Transport and the best suitable method</p> <p>PC7. Manage logistics processes as per norms</p>
	<b>Knowledge and Understanding (K) w.r.t. the Scope</b>	
	<b>Elements</b>	<b>Knowledge and Understanding</b>
	<b>A. Organisational Context</b> (Knowledge of the company/ organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Personal hygiene and duty of care</p> <p>KA2. Safe working practices and organizational procedures</p> <p>KA3. Limits of your own responsibility</p> <p>KA4. Ways of resolving with problems within the work area</p> <p>KA5. The production process and the specific work activities that relate to the whole process</p> <p>KA6. The importance of effective communication with colleagues</p> <p>KA7. The lines of communication, authority and reporting procedures</p> <p>KA8. The organisation's rules, codes and guidelines (including time keeping)</p> <p>KA9. The company's quality standards</p> <p>KA10. The importance of complying with written instructions</p>

### AMH/N 1604 Analyze foreign trade logistics

<b>B. Technical/ Domain Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Work instructions and specifications and interpret them accurately</p> <p>KB3. Foreign Trade Logistics</p> <p>KB4. Maritime Transport</p> <p>KB5. Multimodal Transport: Containerization</p> <p>KB6. Role of ICDs/CFS</p> <p>KB7. Role of CHAs/Freight Forwarders</p> <p>KB8. Relation between work role and the overall process</p>
<b>Skills (S) w.r.t the Scope</b>	
<b>Elements</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<p><b>Writing Skills</b></p> <p>On the job the individual needs to be able to:</p> <p>SA1. Send emails to the buying offices and buyers</p> <p><b>Reading Skills</b></p> <p>On the job the individual needs to be able to:</p> <p>SA2. Read the shipping document</p> <p><b>Oral Communication (Listening and Speaking Skills)</b></p> <p>On the job the individual needs to be able to</p> <p>SA3. Communicate effectively with logistic agency, buying offices and buyers</p>
<b>B. Professional Skills</b>	<p><b>Decision Making</b></p> <p>On the job the individual needs to be able to:</p> <p>SB1. Take appropriate decisions related to his responsibilities regarding the shipment</p> <p><b>Plan and Organize</b></p> <p>On the job the individual needs to be able to:</p> <p>SB2. Manage the logistics process</p> <p><b>Customer Centricity</b></p> <p>On the job the individual needs to be able to:</p> <p>SB3. Practice a customer service oriented approach regarding logistics of shipment</p> <p><b>Problem Solving</b></p> <p>On the job the individual needs to be able to:</p> <p>SB4. Solve operational role related issues</p> <p><b>Analytical Thinking</b></p>



### AMH/N 1604 Analyze foreign trade logistics

	SB5. identify the best suitable logistics cost with different type of shipment mode
	<b>Critical Thinking</b>
	NA

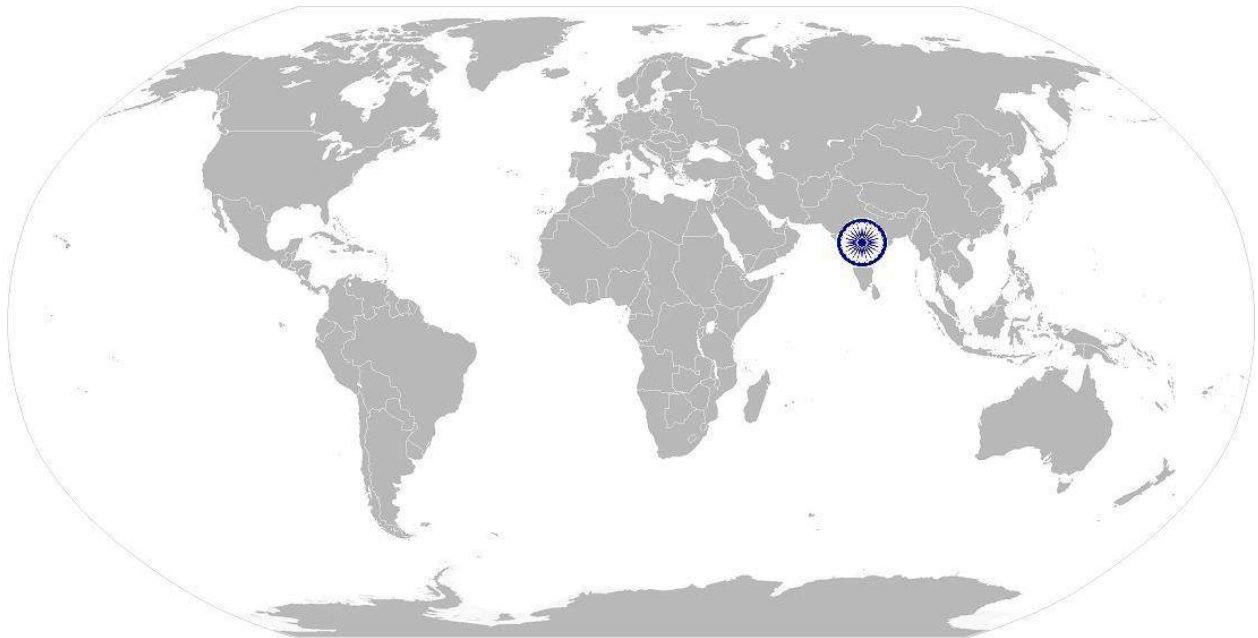
### NOS Version Control

<b>NOS Code</b>	AMH/N 1604		
<b>Credits (NSQF)</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Apparel, Made-Up's and Home Furnishing	<b>Drafted on</b>	08/08/14
<b>Industry Sub-sector</b>	Apparel	<b>Last reviewed on</b>	17/10/14
<b>Occupation</b>	Export Marketing & Documentation	<b>Next review date</b>	30/12/15

AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation

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# National Occupational Standard



## Overview

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

## AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation

National Occupational Standard

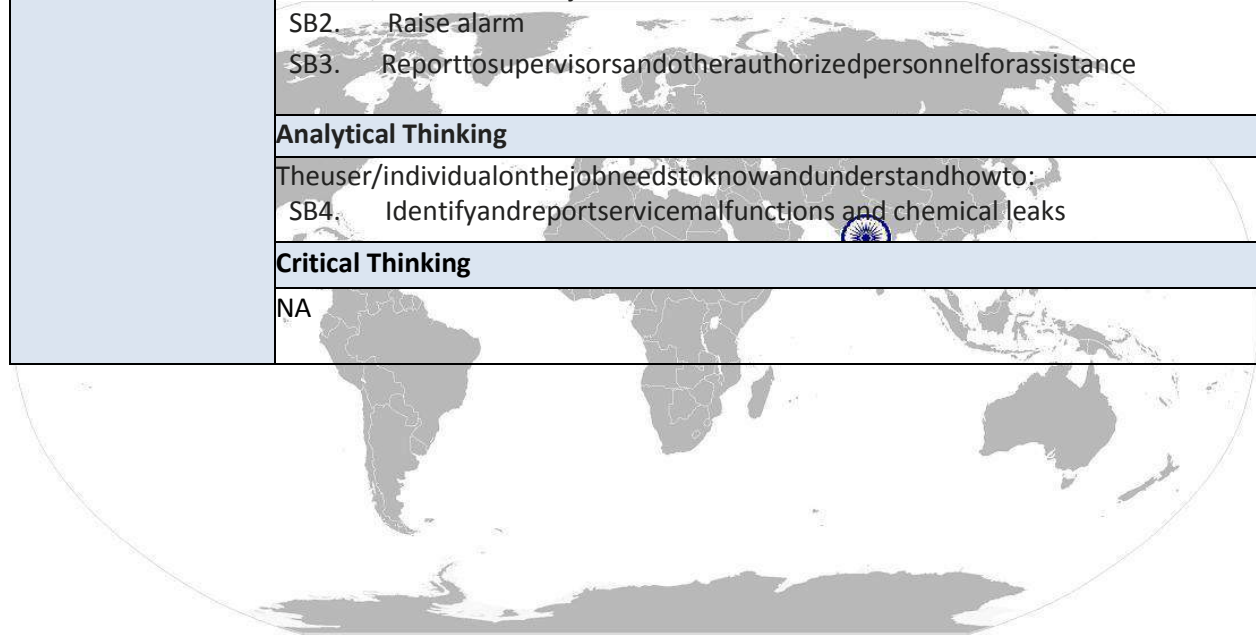
<b>Unit Code</b>	<b>AMH/N1605</b>
<b>Unit Title (Task)</b>	<b>Maintaining a healthy, safe and secure working environment in the organisation</b>
<b>Description</b>	This unit provides Performance Criteria, Knowledge & Understanding and Skills & Abilities required to comply with health, safety and security requirements at the workplace and covers procedures to prevent, control and minimize risk to self and others.
<b>Scope</b>	<b>This unit/task covers the following:</b> 1. Comply with health, safety and security requirements at work
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Elements</b>	<b>Performance Criteria</b>
<b>Comply with health, safety and security requirements at work</b>	To be competent, the user/individual on the job must be able to: PC1. Comply with health and safety related instructions applicable to the workplace PC2. Carry out own activities in line with approved guidelines and procedures PC3. Maintain a healthy lifestyle and guard against dependency on intoxicants PC4. Follow environment management system related procedures PC5. Minimize health and safety risks to self and others due to own actions PC6. Seek clarifications from supervisors or other authorized personnel in case of perceived risks PC7. Monitor the workplace and work processes for potential risks and threats PC8. Carry out periodic walk through to keep work area free from hazards and obstructions, if assigned PC9. Report hazards and potential risks/ threats to supervisors or other authorized personnel PC10. Participate in mock drills/ evacuation procedures organized at the workplace PC11. Undertake first aid, fire-fighting and emergency response training, if asked to do so PC12. Take action based on instructions in the event of fire, emergencies or accidents PC13. Follow organization procedures for shutdown and evacuation when required
<b>Knowledge and Understanding (K) w.r.t. the Scope</b>	
<b>Elements</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b>	The user/individual on the job needs to know and understand:

## AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation

<b>(Knowledge of the company / organisation and its processes)</b>	<p>KA1. Health and safety related practices applicable at the workplace</p> <p>KA2. Potential hazards, risks and threats based on nature of operations</p> <p>KA3. Potential risks due to own actions and methods to minimize these</p> <p>KA4. Environmental management system related procedures at the workplace</p> <p>KA5. Layout of the plant and details of emergency exits, escape routes, emergency equipment and assembly points</p> <p>KA6. Potential accidents and emergencies and response to these scenarios</p> <p>KA7. Reporting protocol and documentation required</p> <p>KA8. Details of personnel trained in first aid, fire-fighting and emergency response</p> <p>KA9. Actions to take in the event of a mock drills/ evacuation procedures or actual accident, emergency or fire</p>
<b>B. Technical / Domain Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Occupational health and safety risks and methods</p> <p>KB2. Identification, handling and storage of hazardous substances</p> <p>KB3. Proper disposal system for waste and by-products</p> <p>KB4. Signage related to health and safety and their meaning</p> <p>KB5. Importance of sound health, hygiene and good habits</p> <p>KB6. Ill-effects of alcohol, tobacco and drugs</p>
<b>Skills (S)w.r.t.theScope</b>	
<b>Elements</b>	<b>Skills</b>
<b>A. Core Skills/ GenericSkills</b>	<p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Write and document appropriate technical forms in required format of the company</p> <p><b>Reading Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA2. Read and comprehend the organizational documents pertaining to rules and procedures</p> <p>SA3. Read and understand manuals, health and safety instructions, memos, reports, job cards etc.</p> <p><b>Oral Communication (Listening and Speaking Skills)</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA4. Positively influence the team members into following procedures</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>

**AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation**

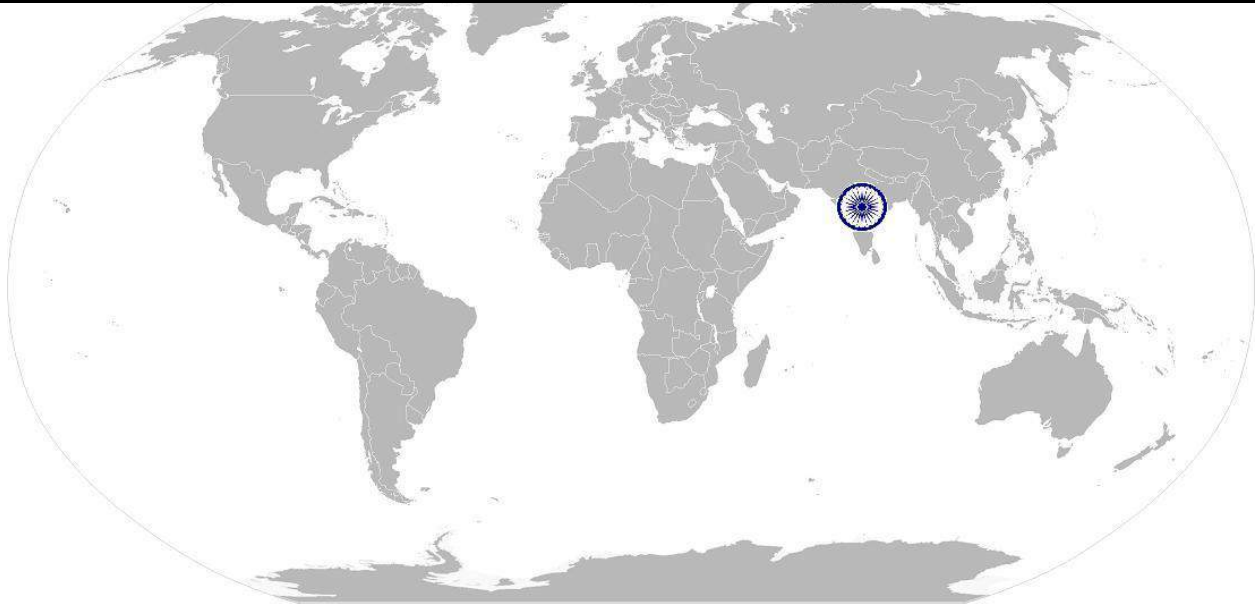
	NA
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB1. Keep work area free from potential hazards
	<b>Customer Centricity</b>
	NA
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB2. Raise alarm SB3. Report to supervisors and other authorized personnel for assistance
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB4. Identify and report service malfunctions and chemical leaks
	<b>Critical Thinking</b>
	NA



## AMH/N 1605 Maintaining a healthy, safe and secure working environment in the organisation

### NOS Version Control

<b>NOS Code</b>	<b>AMH/N 1605</b>		
<b>Credits (NSQF)</b>	<b>TBD</b>	<b>Version number</b>	<b>1.0</b>
<b>Industry</b>	<b>Apparel, Made-Up's and Home Furnishing</b>	<b>Drafted on</b>	<b>08/08/14</b>
<b>Industry Sub-sector</b>	<b>Apparel</b>	<b>Last reviewed on</b>	<b>17/10/14</b>
<b>Occupation</b>	<b>Export Marketing &amp; Documentation</b>	<b>Next review date</b>	<b>30/12/15</b>





## CRITERIA FOR ASSESSMENT OF TRAINEES

### Export Assistant

#### AMH/Q1601

#### AMHSSC

#### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% aggregate in QP
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack

		Total Marks	Out of	Theory	Skills Practical	ViVa
1. AMH/N1601 (Manage export marketing operations)	PC1. Analyse the export marketing business & the operations involved	100	8	4	2	2
	PC2. Interpret the export marketing terms & understand the processes involved		8	3	3	2
	PC3. Apply export-market entry strategies		8	4	2	2
	PC4. Analyse the factors that affect cost in export marketing		8	4	2	2
	PC5. Be adept in understanding foreign currencies & conversion		8	4	2	2
	PC6. Be updated on current market trade in respect of various foreign currencies		8	2	4	2
	PC7. Manage the export distribution across geography		8	4	2	2
	PC8. Understand the Institutional Framework for Export Promotional Council & World Trade Organization		7	2	4	1
	PC9. Coordinate with Export Promotional Council/Ministry of commerce & Industry for affiliation & documentation formalities		4	1	2	1
	PC10. Understand & interpret the various export schemes		6	2	1	3
	PC11. Interpret Export Financing Methods and Terms of Payment		6	2	2	2

	PC12. Carry out Export Credit and Foreign Exchange Risk Management		8	4	3	1
	PC13. Apply export promotional strategies where appropriate		6	2	3	1
	PC14. Carry out all export marketing functions effectively		7	2	3	2
	Total		100	40	35	25
2.AMH/N 1602 Carry out export processes and complete documentation	PC1. Create and manage Documentation related to pre & post shipment	100	8	2	4	2
	PC2. Create and manage Export Sales Contract		7	3	3	1
	PC3. Handle the Central Excise/Customs Clearance: Regulations, Procedures and Documentation		6	2	2	2
	PC4. Do Processing of an Export Order		8	4	3	1
	PC5. Use the correct tools and equipment's		8	4	2	2
	PC6. Prepare & check all pre-shipment documents including: <ul style="list-style-type: none"> <li>• invoice</li> <li>• packing list</li> <li>• gr form</li> <li>• ar-4/ ar4a form</li> <li>• etc licence</li> <li>• indent</li> <li>• acceptance of contract</li> <li>• letter of credit (loc)</li> <li>• qc certificate</li> <li>• port trust date</li> <li>• any other</li> <li>• sign of inspector/ customs div</li> </ul>		8	4	2	2
	PC7. To complete, file and maintain EXIM documents pertaining to Pre and Post Shipment.		6	3	2	1
	PC8. Liaise with customs and excise officials		7	2	3	2
	PC9. Handle duty backward matters		6	3	1	2
	PC10. Take care of applications for export incentives		7	3	2	2
	PC11. Obtaining advance license from Jt DGFT (Director General of Foreign Trade), Adherence with contracts and agreements		6	3	2	1
	PC12. Looking after freight forwards, CHA (Customs House Agent), Transporter		7	3	2	2
	PC13. Communication with suppliers, consignee, agents, transporters		7	2	2	3

	PC14. To follow up regularly & diligently with logistics companies to ensure timely shipments of goods		5	1	2	2
	PC15. Negotiation & co-ordination with customs agents for Freight Rates, Customs clearances		4	1	2	1
	Total		100	40	34	26
3. AMH/N 0104 Comply with industry, regulatory and organisational requirements	PC1. Carry out work functions in accordance with legislation and regulations, organizational guidelines and procedures	50	10	4	4	2
	PC2. Seek and obtain clarifications on policies and procedures, from your Supervisor or other authorized personnel		10	4	4	2
	PC3. Apply and follow these policies and procedures within your work practices		10	5	3	2
	PC4. Provide support to your supervisor and team members in enforcing these considerations		10	3	3	4
	PC5. Identify and report any possible deviation to these requirements		10	3	4	3
	Total		<b>50</b>	19	18	13
4 AMH/N1604 Analyze the foreign trade logistics	PC1. Check pre shipment document	50	7	3	2	2
	PC2. Understand and identify the best suitable logistics as per buyer's standard		8	5	2	1
	PC3. Interpret and negotiate the logistics cost with different type of shipment mode		7	2	2	3
	PC4. Track the shipment and follow up for payment		8	2	4	2
	PC5. Communicate with logistic agency, buying offices and buyers		5	2	2	1
	PC6. Apply knowledge of different types of Transport and the best suitable method		7	1	5	1
	PC7. Manage logistics processes as per norms		8	2	5	1
	Total		<b>50</b>	17	22	11
5 AMH/N1605 Maintaining a healthy, safe and secure working environment in the organisation	PC1. Comply with health and safety related instructions applicable to the workplace	50	4	1	2	1
	PC2. Carryout own activities in line with		4	1	2	1

	approved guidelines and procedures					
	PC3. Maintain healthy lifestyle and guard against dependency on intoxicants		5	2	2	1
	PC4. Follow environment management system related procedures		3	1	1	1
	PC5. Minimize health and safety risks to self and others due to own actions		4	1	1	2
	PC6. Seek clarifications from supervisors or other authorized personnel in case of perceived risks		4	1	1	2
	PC7. Monitor the workplace and work processes for potential risks and threats		3	1	1	1
	PC8. Carryout periodic walk-through to keep work area free from hazards and obstructions, if assigned		3	1	1	1
	PC9. Report hazards and potential risks/ threats to supervisors or other authorized personnel		3	1	1	1
	PC10. Participate in mock drills/ evacuation procedures organized at the workplace		5	1	3	1
	PC11. Undertake first aid, fire-fighting and emergency response training, if asked to do so		5	1	3	1
	PC12. Take action based on instructions in the event of fire, emergencies or accidents		4	1	2	1
	PC13. Follow organization procedures for shutdown and evacuation when required		3	1	1	1
	Total		<b>50</b>	14	21	15
	<b>Grand Total</b>		<b>350</b>	<b>130</b>	<b>130</b>	<b>90</b>

