



# **CCEK – NSQF ALIGNED PROGRAM**

## **COURSE SYLLABUS**

### **FOR**

### **Logistics and Freight**

### **Forwarding**

## CCEK - NATIONAL SKILL DEVELOPMENT TRAINING PROGRAM

### Logistics and Freight Forwarding

CCEK – NSDC course package covers the following Qualification Packs and leads to the following NSDC certifications. The students who successfully completed the course programs are entitled to get NSDC certification after undergoing the assessment process of NSDC as per the rules and regulations stipulated by NSDC from time to time.

SL. NO.	QUALIFICATIONS PACK	QUALIFICATIONS PACK CODE	NSQF LEVEL
1	<p><b><u>Logistics and Freight Forwarding</u></b></p> <p><b>Brief Job Description:</b></p> <p>The ideal candidate will have a strong understanding of supply chain operations, shipping procedures, and customs regulations.</p>	<b>LSC/Q2119</b>	<b>4.5</b>

**COURSE DETAILS****Logistics and Freight Forwarding****EXAMINATION DETAILS**

<b>COURSE NAME</b>	<b>COURSE CODE</b>	<b>ELIGIBILITY</b>	<b>DURATION</b>
Logistics and Freight Forwarding	G57	10th grade pass	310

<b>SL. NO.</b>	<b>EXAM</b>	<b>EXAM CODE</b>	<b>MAXIMUM MARK</b>	<b>INTERNAL</b>	<b>TOTAL MARK</b>
<b>THEORY PAPERS</b>					
1	Introduction to Freight Forwarding	T001	100	50	150
<b>PRACTICAL PAPERS</b>					
1	Preparation of Shipping and Freight Documentation	L001	100	50	150
<b>TOTAL MARKS</b>					
1	Total Examination Marks (Theory Online + Practical Examination)				200
2	Total Internal Marks				100
3	<b>Total Marks (Total Internal Marks + Total Examination Marks )</b>				<b>300</b>

**Logistics and Freight Forwarding**

**INTERNAL MARK CRITERIA FOR EACH**

<b>SL NO.</b>	<b>MODULE</b>	<b>MODULE CODE</b>	<b>MAXIMUM MARK</b>	<b>INTERNAL MARK</b>	<b>TOTAL MARK</b>
1	Introduction to Freight Forwarding	T001	100	50	150
2	Preparation of Shipping and Freight Documentation	L001	100	50	150
	TOTAL		200	100	300

<b>ATTENDANCE</b>	<b>GENERAL PERFORMANCE</b>	<b>INTERNAL EXAMINATIONS/ PROJECTS/ ASSIGNMENTS</b>	<b>TOTAL MARKS</b>
5	5	40	50

# **COURSE SYLLABUS**

**FOR**

**Logistics and Freight**

**Forwarding**

<b>COURSE</b>	Logistics and Freight Forwarding	
<b>TOTAL MARKS</b>	Mark: 300	Internal Mark: 100
<b>TOTAL HOURS</b>	310 Hrs	

**DEFENITION OF CREDIT**

1 Credit	15Hrs Theory/ 30Hrs Practical
Skill Components	60 – 70 % of Total Credit

**MODULES INCLUDED IN THIS SUBJECT**

<b>SL NO</b>	<b>MODULE NAME</b>	<b>CREDIT BREAKUP</b>
1	Module 1: Work organization and management	1
2	Module 2: Customer relations	1
3	Module 3: Business transactions	2
4	Module 4: Costing and pricing	1
5	Module 5: Information and communication technology	2
6	Module 6: Contingency management	2
7	Module 7: Sustainability	1
	Total	<b>10</b>

## Training Outcomes

- Describe work organization and management
- Detail customer relations
- Discuss business transactions
- Define costing and pricing
- Explain information and communication technology
- Describe contingency management
- Discuss sustainability.

## MODULES

### **Module 1: Work organization and management**

#### **THEORY**

- The place of freight forwarding within industry and commerce.
- The place of freight forwarding within a range of organization types.
- The boundaries of freight forwarding roles
- The impact of freight forwarding roles on those with adjacent roles and responsibilities.
- The impact on the role of 24-hour global operations.
- Human geography in terms of climate, time zones and infrastructure.
- The key risks impacting on the efficient movement of goods.
- The hazards and risks to health and safety from the movement of goods.
- The need for sustainable solutions to the movement of goods.
- The obligations associated with the role to the business, Colleagues and Customers.

#### **PRACTICAL**

- Manage the core functions of the role.
- Respond efficiently to the peaks and troughs of business.
- Solve or mitigate the consequences of issues that arise in the normal course of business.
- Maintain an efficient and secure workspace.
- Take account of the need for sustainable working and solutions.
- Maintain due process and accountability when under pressure.
- Respond efficiently to exceptional circumstances.
- Enable others to address and resolve issues within one's own area when personally unavailable.

### **Module 2: Customer Relations**

#### **THEORY**

- The principles of behaviour when working with and for customers.
- The business's policy and position in relation to the type of customer and goods.
- The principles underlying marketing and advertising strategies and techniques.
- Cultural norms and expectations.
- The range of customers' preferred communication forms.

## **PRACTICAL**

- Use the framework of the law.
- Communicate with the customer verbally.
- Communicate with the customer in writing.
- Maintain clarity both ways during interactions.
- Provide the customer with confidence and value for money within the available flexibilities.
- Prepare the customer for associated risks and uncertainty where these apply.
- Acquire new customers and business through visits, presentations and value added services.

## **Module 3: Business Transactions**

### **THEORY**

- The general and specific options and procedures for the movement of goods including: Road, Rail, Air and Sea.
- The geographic pre-requisites for optimal route planning.
- The industry-specific options for tracking and monitoring the movement of goods.
- The implications of customs and foreign trade legislation.
- The contents of sales agreements, other relevant contracts, and their uses in business.
- The legal framework for the handling of personal and sensitive data.
- The principles of insurance and their applications to the movement of goods.
- The basics of employment law.
- Revenues and expenses.
- Budget creation.
- The essential features of corporate taxes and duties.
- The advantages and disadvantages of different payment methods.
- The commercial and legal implications of different payment methods.
- The elements of an invoice.
- The procedures for payment transactions.

### **PRACTICAL**

- Make financial decisions based on understanding of customer behaviour.
- Make cost-benefit calculations in order to recommend particular plans of action.
- Handle and safeguard personal and other sensitive data.
- Risk assess the implications of the agreements.
- With regard to insurance - Assess insurance needs, take out insurance and Make insurance claims based on loss or damage.
- Use the framework of the law to: Initiate, Conclude and Fulfil agreements.

## Module 4: Costing and Pricing

### THEORY

- The principles and formal requirements of accounting.
- How to analyse and allocate receipts
- The purposes of forms for saving and financing.
- The principles and practices underlying national and international payment transactions.
- Methods for identifying, labelling and transporting sensitive, urgent and hazardous goods.

### PRACTICAL

- Make records of income and outgoings.
- Compare and assess banking services involving national and international transactions, taking their terms into account.
- Research the relevant toll systems and incorporate in cost benefit analyses.
- Calculate import charges.
- Calculate purchase costs, comparing rates and conditions.
- Make and justify qualitative and quantitative choices based on price/performance ratios.
- Carry out calculations on volume and price.
- Check calculations and generate invoices.
- Carry out trade costing including import and export calculations and cost accounting.
- Calculate prices and price discounts.
- Compare quotations.
- Identify and interpret industry-specific labelling and safety requirements for sensitive, urgent, and hazardous goods.

## Module 5: Information and communication technology

### THEORY

- A range of standard software.
- In house software.
- In house protocols for the maintenance and safety of the business's networks.
- The use of ICT for the analysis and administration of customer needs and services.
- Safe working practice for the use of ICT.
- The use of ICT for marketing and PR purposes.

### **PRACTICAL**

- Maintain and upgrade IT skills to meet organizational needs and trends.
- Use IT in a safe, responsible, and appropriate manner.
- Use IT for all aspects of business transactions.
- Prepare Written communications, Agreement, delivery notes and Invoices.
- Sourcing suppliers, obtaining quotations, orders.
- Process Payment.
- Ensure that information is easily accessible to authorized others according to need.
- Use ICT to win and sustain business, including through the design and delivery of presentations, feedback, and data.

## **Module 6: Contingency Management**

### **THEORY**

- The legal principles and their application to freight forwarding.
- The forms, protocols, and conditions.
- Apply to formal agreements and negotiations within the sector.
- Impact on the distribution of risk between the exporter and importer.
- Risk, the assignment of costs, and the further consequences.
- The nature and causes of contractual irregularities.
- Principles, policies and procedures for quality assurance and control.
- Principles of reflection and review following errors and complaints.
- Continuous quality improvement strategies and methods.
- Emergency procedures.

### **PRACTICAL**

- Research legal options for industry-specific problems in handling transactions.
- Deal with industry-specific problems in an appropriate manner.
- React appropriately to contractual irregularities.
- Explain and record the line of action taken.
- Respond to emergencies and critical incidents.
- Treat emergencies and critical incidents as a basis for quality development.
- Use continuous quality improvement methods within the immediate and wider work group.
- Incorporate environmental considerations in the decision-making process.

## Module 7: Sustainability

### THEORY

- The different facets of sustainability and how sustainability permeates the Logistics and Freight Forwarding industry.
- The business landscape propelling the case for sustainable supply chains.
- Life Cycle Analysis and sustainable materials.
- Carbon foot printing.
- Supplier networks.
- Engaging with suppliers.
- Drivers and barriers for ethical and green sourcing.
- Tools for ethical sourcing.
- Environmental impact of freight transport. Modes of transport.
- Strategies to reduce the environmental impact of freight transport.

### PRACTICAL

- Take account of the concept of sustainability in a business context and how this is influencing Logistics and Freight Forwarding.
- Appraise contemporary debates on governance systems associated with global supply chains.
- Take account of the environmental impact of logistics activities as well as end of life management and reverse logistics.
- Evaluate the trade-offs and impacts of sustainable logistics decision making, taking into account economic, environmental and societal impacts.