Contents

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
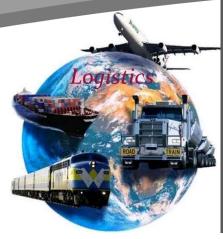
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Introduction

Qualifications Pack – Documentation Assistant

SECTOR: LOGISTICS

SUB-SECTOR: Land Transportation

OCCUPATION: Documentation Assistant

REFERENCE ID: LSC/Q1122

ALIGNED TO: NCO-2004/3431.90

Brief Job Description: Documentation Assistants are also known as transportation assistants. Individuals in this role are responsible for carrying out the paperwork required for dispatching outbound trucks and checking the documents while receiving inbound trucks so that they comply with business and legal requirements.

Personal Attributes: This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Job Details

Qualifications Pack Code	LSC/Q1122		
Job Role	Documentation Assistant		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	02/02/2015
Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Documentation Assistant	Next review date	02/08/2016
NSQC Clearance on	19/05/2015		

Job Role	Documentation Assistant (Transport Assistant)
Role Description	Perform documentation as per industry requirements.
NSQF level	4
Minimum Educational Qualifications*	Class X
Maximum Educational Qualifications*	Diploma/Degree (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	Training in completing and inspecting documents.
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	**Compulsory:** 1. LSC/N1120 (Prepare for processing documents) 2. LSC/N1121 (Perform documentation of inbound and outbound consignments) 3. LSC/N1122 (Complete post documentation activities) 4. LSC/N1129 (Maintain Health, Safety and Security Standards during documentation) **Optional:** Not Applicable
Performance Criteria	As described in the relevant OS units

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.
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.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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.
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	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 Occupational Standard , which is denoted by an 'N'.
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
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.

Definitions

National Occupational Standard

Overview

This unit is about preparing for processing documents.

National Occupational Standard

Unit Code	LSC/N1120
Unit Title (Task)	Prepare for processing documents
Description	This unit is about preparing for processing documents
Scope	This OS unit/task covers the following: • Obtain all the necessary information • Prepare computer and get required stationery

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Obtain all the necessary information	To be competent, the user/individual on the job must be able to: PC1. Understand the work schedule for the day from the transport manager. PC2. Obtain the list of inbound and outbound consignments, documentation checklists for inbound and outbound transport from the transport manager. PC3. Get details of the destination, route, weight of the load, type of truck, etc. PC4. Understand priorities (if any) among consignments.
Prepare computer and get required stationery	PC5. Switch on the computer and login using using company credentials. PC6. Check and ensure that the computer and the software are working well without any issues. PC7. Ensure there is sufficient stationery like paper, pens, government forms, etc. PC8. Switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition. PC9. Have any issues/problems solved before starting work.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational products and procedures KA2. Procedures for dealing with loss or damage to goods KA3. Risk and impact of not following defined procedures/work instructions KA4. Knowledge of computer systems used for documentation in the organization. KA5. Knowledge of all relevant safety and security procedures KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies. KA7. Knowledge of how to prepare the required documents and the number of copies needed. KA8. Knowledge of transport companies the organization works with and their processes

B. Technical Knowledge	The user/individual on the job needs to know and understand:
	KB1. Knowledge of processes involved in inbound and outbound transport.
	KB2. Knowledge of legal requirements, rules and regulations to be followed while preparing forms and documents.
	KB3. Knowledge of each form required for inbound/outbound transport.
	KB4. Knowledge of details to be filled into each form.
	KB5. Knowledge to use the computer for electronic documentation
	KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.
	KB7. Knowledge of possible difficulties in documentation.

Skills (S)

A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. Note down details regarding documentation for each inbound and outbound consignment.
	SA2. Fill out forms, inspection checklists for inbound and outbound consignments.
	SA3. Prepare detailed reports for management.
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA4. Read and follow instructions in the checklists
	SA5. Read and understand details required in the forms.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. Communicate clearly with managers and peers
	SA7. Regularly communicate with all employees to ensure activities are running smoothly
	SA8. Provide advice and guidance to peers and juniors
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	Plan and organize
	The user/individual on the job needs to know and understand how to:
	SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB3. Prioritize and execute tasks within the scheduled time limits

	SB4. Maintain schedules and punctuality. Avoid absenteeism.
	SB5. Be a team player and achieve joint goals
	SB6. Flexibility to re-assess schedule in case of delays/additional orders
	Customer centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the customer requirements and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the transport manager. SB9. Help resolve any documentation issues faced by the truck drivers en route. SB10. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline the documentation process. SB12. Ability to check that all the forms required in the checklist have been filled out and are ready.
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

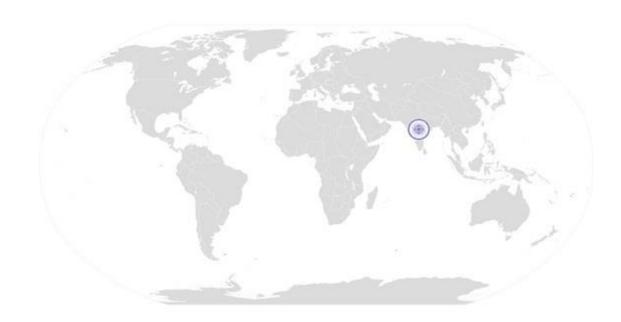| NOS Code	LSC/N1120		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Documentation Assistant	Next review date	02/08/2016

National Occupational Standard

Overview

This unit is about performing documentation of inbound and outbound consignments.

Unit Code	LSC/N1121
Unit Title (Task)	Perform documentation of inbound and outbound consignments
Description	This OS unit is about performing documentation of consignments.
Scope	The unit/ task covers the following: • Prepare documents for outbound consignments • Receive and verify documents for inbound consignments

Performance Criteria (PC)	
Element	**Performance Criteria**
Prepare documents for outbound consignments	To be competent, the user/individual on the job must be able to: PC1. Prepare 5 copies of the Lorry Receipt (LR) or Goods Consignment (GC) Note after receiving the customer order to be distributed as per company policy. PC2. Based on the information contained in the LR, update details regarding the load and the destination into the computer. PC3. Combine different loads onto a truck for transshipment based on common destination and the truck's maximum load capacity. PC4. Prepare an agreement sheet to be given at the destination along with the consignment. PC5. Fill out transit insurance forms and any octroi/tax permits for each truck. PC6. Check the permits to ensure that they are current and that the truck could travel through the route to its destination. PC7. Verify that all the required forms have been filled out and tick off the documents as per the outbound documentation checklist. PC8. Confirm with the dispatcher that the truck's destination and goods loaded have been verified. PC9. Brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts. Handover the cash and required documents to him in order to begin the journey. PC10. Get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received.

National Occupational Standard

Receive and verify documents for inbound consignments	PC11. Receive the signed agreement sheet for the inbound consignment from the receiving assistant. PC12. Prepare an arrival report based on the agreement sheet. PC13. Receive accounts of the journey from the driver and prepare the cost sheets. PC14. Collect and verify all the documents such as insurance forms, octroi/tax forms from the inbound trucks. PC15. Verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist. PC16. Check that the truck has been unloaded and goods are in good condition. PC17. Prepare the goods received document, get it signed by the concerned authorities and hand it over to the driver. PC18. Get the truck driver's signature on a form (and all other forms as required), confirming that the cash for the return journey and all the documents needed for the journey have been received. PC19. Receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing. PC20. Using the information entered in the system by the receiving assistant, prepare the invoices and send to accounts payable section.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational products and procedures KA2. Procedures for dealing with loss or damage to goods KA3. Risk and impact of not following defined procedures/work instructions KA4. Knowledge of computer systems used for documentation in the organization. KA5. Knowledge of all relevant safety and security procedures KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies. KA7. Knowledge of how to prepare the required documents and the number of copies needed. KA8. Knowledge of transport companies the organization works with and their processes
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. Knowledge of processes involved in inbound and outbound transport. KB2. Knowledge of legal requirements, rules and regulations to be followed while preparing forms and documents. KB3. Knowledge of each form required for inbound/outbound transport. KB4. Knowledge of details to be filled into each form. KB5. Knowledge to use the computer for electronic documentation

	KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.
	KB7. Knowledge of possible difficulties in documentation.
Skills (S)	
A. Core Skills/ Generic Skills	**Writing Skills**
	The user/ individual on the job needs to know and understand how to:
	SA1. Note down details regarding inspection of each inbound consignment.
	SA2. Fill out forms, inspection checklists pertaining to the inbound consignments.
	SA3. Prepare detailed reports for management.
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA4. Read and follow instructions in the checklists
	SA5. Read and understand details required in the forms.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA6. Communicate clearly with managers and peers
	SA7. Regularly communicate with all employees to ensure activities are running smoothly
	SA8. Provide advice and guidance to peers and juniors
B. Professional Skills	**Decision Making**
	The user/individual on the job needs to know and understand how to:
	SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	Plan and organize
	The user/individual on the job needs to know and understand how to:
	SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB3. Prioritize and execute tasks within the scheduled time limits
	SB4. Maintain schedules and punctuality. Avoid absenteeism.
	SB5. Be a team player and achieve joint goals
	SB6. Flexibility to re-assess schedule in case of delays/additional orders
	Customer centricity
	The user/individual on the job needs to know and understand how to:
	SB7. Understand the customer requirements and ensure that they are met.
	Problem Solving

	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the transport manager. SB9. Help resolve any documentation issues faced by the truck drivers en route. SB10. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline the documentation process. SB12. Ability to check that all the forms required in the checklist have been filled out and are ready.
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N1121		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Documentation Assistant	Next review date	02/08/2016

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National Occupational Standard

Overview

This unit is about completing post documentation activities.

Unit Code	LSC/N1122
Unit Title (Task)	Complete post documentation activities
Description	This unit is about performing end of day activities.
Scope	The OS unit/task covers the following: • Resolve documentation issues • Update details in the system and report to management • Log off computer and clean up workspace

Performance Criteria (PC) w.r.t. the Scope	
Element	**Performance Criteria**
Resolve documentation issues	To be competent, the user/individual on the job must be able to: PC1. Attend to calls from the driver if there are any documentation related issues at checkposts or with police. PC2. Understand the problem and explain to the driver how to handle the situation. PC3. Talk to the concerned authorities if required and resolve the issues. PC4. Escalate to transport coordinator or transport manager if necessary.
Update details in the system and report to management	PC5. Note down details regarding the documentation prepared for each inbound and outbound consignment. PC6. Update all the details in the computer system. PC7. Inform the transport manager of any missed or delayed deliveries. PC8. Prepare reports on any documentation issues faced by trucks en route, delayed deliveries, missed deliveries, etc.
Log off computer and clean up workspace	PC9. Save all data, safely log off and switch off the computer. PC10. Dispose documentation which are no longer valid or not required . PC11. Make sure that the computer is off, the work area is clean and ready for the next work day.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational products and procedures KA2. Procedures for dealing with loss or damage to goods KA3. Risk and impact of not following defined procedures/work instructions KA4. Knowledge of computer systems used for documentation in the organization.

National Occupational Standard

its processes)	KA5.	Knowledge of all relevant safety and security procedures
	KA6.	Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.
	KA7.	Knowledge of how to prepare the required documents and the number of copies needed.
	KA8.	Knowledge of transport companies the organization works with and their processes
B. Technical Knowledge	KB1.	Knowledge of processes involved in inbound and outbound transport.
	KB2.	Knowledge of legal requirements, rules and regulations to be followed while preparing forms and documents.
	KB3.	Knowledge of each form required for inbound/outbound transport.
	KB4.	Knowledge of details to be filled into each form.
	KB5.	Knowledge to use the computer for electronic documentation
	KB6.	Types of workplace hazards that one can encounter on the job and safe operating practices.
	KB7.	Knowledge of possible difficulties in documentation.
Skills (S)		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to:	
	SA1.	Note down details regarding inspection of each inbound consignment.
	SA2.	Fill out forms, inspection checklists pertaining to the inbound consignments.
	SA3.	Prepare detailed reports for management.
	Reading Skills	
	The user/individual on the job needs to know and understand how to:	
	SA4.	Read and follow instructions in the checklists
	SA5.	Read and understand details required in the forms.
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to:	
	SA6.	Communicate clearly with managers and peers
	SA7.	Regularly communicate with all employees to ensure activities are running smoothly
	SA8.	Provide advice and guidance to peers and juniors
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to:	
	SB1.	Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

Plan and organize	
The user/individual on the job needs to know and understand how to: SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB3. Prioritize and execute tasks within the scheduled time limits SB4. Maintain schedules and punctuality. Avoid absenteeism. SB5. Be a team player and achieve joint goals SB6. Flexibility to re-assess schedule in case of delays/additional orders	
Customer centricity	
The user/individual on the job needs to know and understand how to: SB7. Understand the customer requirements and ensure that they are met.	
Problem Solving	
The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the transport manager. SB9. Help resolve any documentation issues faced by the truck drivers en route. SB10. Handle day to day problems like delays, staffing shortage, etc.	
Analytical Skills	
The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline the documentation process. SB12. Ability to check that all the forms required in the checklist have been filled out and are ready.	
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/N1122		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Documentation Assistant	Next review date	02/08/2016

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National Occupational Standard

Overview

This unit is about maintaining health and safety measures during documentation

National Occupational Standard		
	Unit Code	**LSC/N1129**
	Unit Title (Task)	**Maintain Health, Safety and Security Measures during Documentation**
	Description	This unit is about health and safety measures
	Scope	This OS unit/task covers the following: • Maintain health, safety and security measures during all activities

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Maintain health, safety and security measures during all activities	To be competent, the user/individual on the job must be able to: PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc. PC2. Wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments. PC3. Follow organization procedures with respect to documentation. PC4. Recognize and report unsafe conditions and practices. PC5. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action PC6. Identify reasons for occurrence of incident PC7. Capture reasons and response/action taken into incident report/note to manager PC8. Report any deviations from standard protocol along with reasons (if any) PC9. Visually inspect the activity area and equipment for appropriate and safe condition.

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Knowledge of organizational products and procedures KA2. Procedures for dealing with loss or damage to goods KA3. Risk and impact of not following defined procedures/work instructions KA4. Knowledge of computer systems used for documentation in the organization. KA5. Knowledge of all relevant safety and security procedures KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.

		KA7. Knowledge of how to prepare the required documents and the number of copies needed.
		KA8. Knowledge of transport companies the organization works with and their processes
B. Technical Knowledge		The user/individual on the job needs to know and understand:
		KB1. Knowledge of processes involved in inbound and outbound transport.
		KB2. Knowledge of legal requirements, rules and regulations to be followed while preparing forms and documents.
		KB3. Knowledge of each form required for inbound/outbound transport.
		KB4. Knowledge of details to be filled into each form.
		KB5. Knowledge to use the computer for electronic documentation
		KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.
		KB7. Knowledge of possible difficulties in documentation.
Skills (S)		
A. Core Skills/ Generic Skills	**Writing Skills**	
	The user/ individual on the job needs to know and understand how to:	
	SA1. Note down details regarding documentation for each inbound and outbound consignment.	
	SA2. Fill out forms, inspection checklists for inbound and outbound consignments.	
	SA3. Prepare detailed reports for management.	
	Reading Skills	
	The user/individual on the job needs to know and understand how to:	
	SA4. Read and follow instructions in the checklists	
	SA5. Read and understand details required in the forms.	
	Oral Communication (Listening and Speaking skills)	
	The user/individual on the job needs to know and understand how to:	
	SA6. Communicate clearly with managers and peers	
	SA7. Regularly communicate with all employees to ensure activities are running smoothly	
	SA8. Provide advice and guidance to peers and juniors	
B. Professional Skills	**Decision Making**	
	The user/individual on the job needs to know and understand how to:	

	SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	Plan and organize
	The user/individual on the job needs to know and understand how to:
	SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB3. Prioritize and execute tasks within the scheduled time limits
	SB4. Maintain schedules and punctuality. Avoid absenteeism.
	SB5. Be a team player and achieve joint goals
	SB6. Flexibility to re-assess schedule in case of delays/additional orders
	Customer centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the customer requirements and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the transport manager. SB9. Help resolve any documentation issues faced by the truck drivers en route. SB10. Handle day to day problems like delays, staffing shortage, etc.
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline the documentation process. SB12. Ability to check that all the forms required in the checklist have been filled out and are ready.
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N1129		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	25/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Documentation Assistant	Next review date	25/08/2016

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Annexure
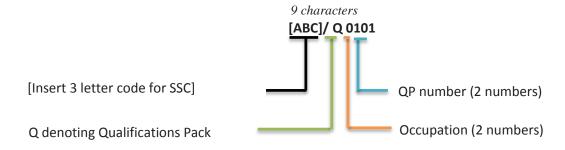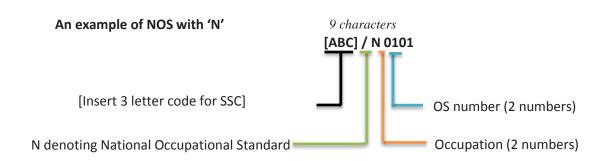
Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter code for SSC] ———————— QP number (2 numbers)

Q denoting Qualifications Pack ———————— Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'   *9 characters*

[ABC] / N 0101

[Insert 3 letter code for SSC] ———————— OS number (2 numbers)

N denoting National Occupational Standard ———————— Occupation (2 numbers)

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Courier	30

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether **Q**P or **N**OS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Documentation Assistant

Qualification Pack: LSC/Q1122

Sector Skill Council: LSC

Guidelines for Assessment
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.   3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.   4. To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.   5. 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.

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
			Marks Allocation		
1. LSC/N1120 (Prepare for processing documents)	PC1. Understand the work schedule for the day from the transport manager.		10	2	8
	PC2. Obtain the list of inbound and outbound consignments, documentation checklists for inbound and outbound transport from the transport manager.		14	4	10
	PC3. Get details of the destination, route, weight of the load, type of truck, etc.		12	2	10
	PC4. Understand priorities (if any) among consignments.	**100**	8	1	7
	PC5. Switch on the computer and login using using company credentials.		10	2	8
	PC6. Check and ensure that the computer and the software are working well without any issues.		9	1	8
	PC7. Ensure there is sufficient stationery like paper, pens, government forms, etc.		12	2	10
	PC8. Switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition.		11	3	8

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			Marks Allocation		
Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
	PC9. Have any issues/problems solved before starting work.		14	3	11
		Total	100	20	80
2.LSC/N1121 (Perform documentation of inbound and outbound consignments)	PC1. Prepare 5 copies of the Lorry Receipt (LR) or Goods Consignment (GC) Note after receiving the customer order to be distributed as per company policy.	100	10	2	8
	PC2. Based on the information contained in the LR, update details regarding the load and the destination into the computer.		7	2	5
	PC3. Combine different loads onto a truck for transshipment based on common destination and the truck's maximum load capacity.		3	1	2
	PC4. Prepare an agreement sheet to be given at the destination along with the consignment.		4	1	3
	PC5. Fill out transit insurance forms and any octroi/tax permits for each truck.		5	2	3
	PC6. Check the permits to ensure that they are current and that the truck could travel through the route to its destination.		6	2	4
	PC7. Verify that all the required forms have been filled out and tick off the documents as per the outbound documentation checklist.		4	1	3
	PC8. Confirm with the dispatcher that the truck's destination and goods loaded have been verified.		2	1	1
	PC9. Brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts. Handover the cash and required documents to him in order to begin the journey.		2	1	1
	PC10. Get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received.		3	1	2
	PC11. Receive the signed agreement sheet for the inbound consignment from the receiving assistant.		3	1	2

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
				Marks Allocation	
	PC12. Prepare an arrival report based on the agreement sheet.		6	2	4
	PC13. Receive accounts of the journey from the driver and prepare the cost sheets.		4	1	3
	PC14. Collect and verify all the documents such as insurance forms, octroi/tax forms from the inbound trucks.		7	2	5
	PC15. Verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist.		4	1	3
	PC16. Check that the truck has been unloaded and goods are in good condition.		4	1	3
	PC17. Prepare the goods received document, get it signed by the concerned authorities and hand it over to the driver.		5	1	4
	PC18. Get the truck driver's signature on a form (and all other forms as required), confirming that the cash for the return journey and all the documents needed for the journey have been received.		5	1	4
	PC19. Receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing.		8	3	5
	PC20. Using the information entered in the system by the receiving assistant, prepare the invoices and send to accounts payable section.		8	3	5
	Total		100	30	70
3. LSC/N1122 (Handle any issues, report to amangement, housekeeping)	PC1. Attend to calls from the driver if there are any documentation related issues at checkposts or with police.	**100**	8	1	7
	PC2. Understand the problem and explain to the driver how to handle the situation.		12	2	10
	PC3. Talk to the concerned authorities if required and resolve the issues.		9	2	7
	PC4. Escalate to transport coordinator or transport manager if necessary.		11	2	9

Assessment outcomes	Assessment Criteria for outcomes	Total Marks	Out of	Theory	Skills Practical
				Marks Allocation	
	PC5. Note down details regarding the documentation prepared for each inbound and outbound consignment.		10	2	8
	PC6. Update all the details in the computer system.		10	2	8
	PC7. Inform the transport manager of any missed or delayed deliveries.		8	2	6
	PC8. Prepare reports on any documentation issues faced by trucks en route, delayed deliveries, missed deliveries, etc.		11	2	9
	PC9. Save all data, safely log off and switch off the computer.		12	2	10
	PC10. Dispose documentation which are no longer valid or not required .		3	1	2
	PC11. Make sure that the computer is off, the work area is clean and ready for the next work day.		6	2	4
	Total		100	20	80
4. LSC/N1129 (Maintain Health, Safety and Security Measures during documentation)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	**100**	10	3	7
	PC2. Wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments.		10	3	7
	PC3. Follow organization procedures with respect to documentation.		10	3	7
	PC4. Recognize and report unsafe conditions and practices.		20	6	14
	PC5. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action		10	3	7
	PC6. Identify reasons for occurrence of incident		10	3	7
	PC7. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC8. Report any deviations from standard protocol along with reasons (if any)		10	3	7
	PC9. Visually inspect the activity area and equipment for appropriate and safe condition.		10	3	7
	Total		100	30	70