Qualification Pack

Cargo Booking Clerk

QP Code: LSC/Q1201

Version: 1.0

NSQF Level: 3

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Qualification Pack

Contents

LSC/Q1201: Cargo Booking Clerk

Brief Job Description

Cargo Booking Clerk is also known as Booking Assistant, Booking Clerk or Order Booker. Individuals in this role are responsible for receiving customer order details, checking market prices, availability and making bookings with transport companies to pick up the consignment. They are also responsible for going to the client location, checking the goods, preparing the Lorry Receipt (LR), updating the information in the computer system and billing.

Personal Attributes

This job requires the individual to work well with various individuals including truck drivers, warehouse representatives and transport coordinators. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels and have a thorough understanding of routes and vehicle loads.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N1117: Prepare for booking

2. LSC/N1118: Perform Consignment Booking

3. LSC/N1119: Perform Post Booking activities

4. DGT/VSQ/N0104: Employability Skills (120 Hours)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Customer Support/ Relations (Consignment Booking)
Country	India
NSQF Level	3
Credits	7

Qualification Pack

Aligned to NCO/ISCO/ISIC Code	NCO-2004/1226.54
Minimum Educational Qualification & Experience	12th grade Pass OR Completed 2nd year of the 3-year diploma after 10 (and pursuing regular diploma) OR 10th grade pass (plus 2-year NTC) OR 10th grade pass with 1 year NTC plus NAC OR 8th grade pass with 2 year NTC plus 1 year NAC plus 1 year CITS OR 10th grade pass and pursuing continuous schooling OR 10th grade pass with 2 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	19/07/2023
NSQC Approval Date	19/01/2023
Version	1.0
Reference code on NQR	QG-03-TW-00002-2023-V1-LSC
NQR Version	1.0

LSC/N1117: Prepare for booking

Description

This unit is about preparing for booking activities.

Scope

The scope covers the following :

- Obtain all the necessary information
- Prepare computer system and obtain required stationery

Elements and Performance Criteria

Obtain all the necessary information

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

PC1. Obtain the work schedule, the list of clients to be visited for the day and the sequence from the transport manager.

PC2. Obtain the consignment details for each client and the booking checklist from the transport manager.

PC3. Find out if which are the first time clients and the account balance, credit limit details for long term clients.

PC4. Understand priorities or special conditions (if any) among the consignments.

Prepare computer system and obtain required stationary

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

PC5. Switch on the computer and login using company credentials.

PC6. Check and ensure that the computer and the logistics software are working well without any issues

PC7. Ensure there is sufficient stationery like paper, pens, lorry receipts (LR), 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 (KU)

The individual on the job needs to know and understand:

KU1. types of documentation in organization

KU2. knowledge of organizational products and procedures

KU3. procedures for accepting customer orders

KU4. risk and impact of not following defined procedures/work instructions

KU5. knowledge of computer systems used for documentation of consignment information.

KU6. knowledge of all relevant safety and security procedures

KU7. knowledge of standard operating procedures (sops) and how to react in emergencies.

KU8. knowledge of procedure followed while booking trucks to pick up and transport consignments

KU9. knowledge of transport companies the organization works with and their processes

KU10. knowledge of processes involved in inbound and outbound transport

KU11. knowledge of details required while booking a customer order

KU12. knowledge of distances to different destination.

KU13. knowledge of pricing strategies in the market

KU14. knowledge to use the computer for electronic documentation of information

KU15. types of workplace hazards that one can encounter on the job and safe operating practices.

KU16. knowledge of possible difficulties in booking customer orders.

KU17. knowledge of possible common challenges and solutions for booking orders (delays, low capacity utilization etc.)

Generic Skills (GS)

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

GS1. note down details regarding the inspection of outbound customer consignments

GS2. fill out forms, inspection checklists pertaining to the customer consignments.

GS3. prepare detailed reports for management

GS4. read and follow instructions in the checklists, order lists etc

GS5. read and understand instructions from the sop.

GS6. communicate clearly with managers, peers and other staff at the hub/station

GS7. regularly communicate with all employees to ensure activities are running smoothly

GS8. provide advice and guidance to peers and juniors

GS9. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS10. ability to make a judgment as to whether a customer order can be taken up or needs to be dropped

GS11. adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS12. prioritize and execute tasks within the scheduled time limits

GS13. maintain schedules and punctuality.

GS14. flexibility to re-assess schedule in case of delays/additional orders

GS15. understand the customer requirements and ensure that they are met

GS16. identify trends/common causes for errors and suggest possible solutions to the transport manager.

GS17. handle day to day problems like delays, staffing shortage, etc

GS18. suggest methods to streamline booking of consignments

GS19. ability to estimate the price to be billed to the customer for transporting the consignment to a destination

GS20. ability to assess the type of truck required and whether ftl or ltl is to be used

GS21. ability to count numbers and perform basic mathematical operations

GS22. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Obtain all the necessary information	**9**	**36**	**-**	**-**
PC1. Obtain the work schedule, the list of clients to be visited for the day and the sequence from the transport manager.	2	8	-	-
PC2. Obtain the consignment details for each client and the booking checklist from the transport manager.	3	12	-	-
PC3. Find out if which are the first time clients and the account balance, credit limit details for long term clients.	2	8	-	-
PC4. Understand priorities or special conditions (if any) among the consignments.	2	8	-	-
Prepare computer system and obtain required stationary	**11**	**44**	**-**	**-**
PC5. Switch on the computer and login using company credentials.	3	12	-	-
PC6. Check and ensure that the computer and the logistics software are working well without any issues	2	8	-	-
PC7. Ensure there is sufficient stationery like paper, pens, lorry receipts (LR), etc.	2	8	-	-
PC8. Switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition.	2	8	-	-
PC9. Have any issues/problems solved before starting work.	2	8	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1117
NOS Name	Prepare for booking
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Customer Support/Relations (Consignment Booking)
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

LSC/N1118: Perform Consignment Booking

Description

This unit is about booking consignments

Scope

The scope covers the following :

- Receive customer orders and arrange transportation
- Coordinate consignment pick up and process documents

Elements and Performance Criteria

Receive Customer Orders and Arrange transportation

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

PC1. receive customer orders through email or through telephone calls.

PC2. check for loading arrangements and input the details regarding the goods in the consignment, payment method, pick up address, destination and date when the consignment must be delivered,etc. in the system.for new customers, create a new account (if applicable) and for existing customers, check details of their account before accepting bookings.

PC3. based on these details, determine the type of truck needed and whether a full truck load (FTL) or less than truck load (LTL) is needed.

PC4. if FTL is to be used, find out the market rates depending on the destination and the load.

PC5. select the most economical options and contact the transport companies to check if they have any truck available to meet the requirement

PC6. if trucks are available, hold a booking or else contact the provider of the next most economical option, check for availability and hold a booking

PC7. if ITL is to be used, find out the fixed market rate depending on the destination and the load

PC8. contact transport companies, check for availability and hold a booking

PC9. add the company's mark up and provide the quote to the customer

PC10. receive approval from the customer and confirm the bookings.

PC11. print booking invoices with consignment details for each customer.

PC12. escalate to transport manager if there are no available truck companies to meet the customer deadlines.

PC13. if the order needs to be dropped, call up the client at the earliest and explain inability to carry out the order

Coordinate Consignment pick up and process documents

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

PC14. ensure papers like road permit are available and coordinate with the customer and the transport companies to fix up a time to pick up the consignment.go to the client location at the agreed time, count and verify the consignment with the booking invoice.

PC15. if there are any discrepancies, have them resolved with the customer.

PC16. fill out the lorry receipt (LR), hand over one copy to the customer, one copy to the truck driver and retain 3 copies for the department.

PC17. depending on the mode of payment, add it to the account or receive the agreed percentage of the cost as advance.

PC18. visit other customers at the agreed times, check the goods and complete the documentation

PC19. for new customers, create a new account (if applicable) and for existing customers, check details of their account before accepting bookings.

PC20. coordinate with the customer and the transport companies to fix up a time to pick up the consignment

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of documentation in organization

KU2. knowledge of organizational products and procedures

KU3. procedures for accepting customer orders

KU4. risk and impact of not following defined procedures/work instructions

KU5. knowledge of computer systems used for documentation of consignment information

KU6. knowledge of all relevant safety and security procedures

KU7. knowledge of standard operating procedures (sops) and how to react in emergencies

KU8. knowledge of procedure followed while booking trucks to pick up and transport consignments

KU9. knowledge of transport companies the organization works with and their processes

KU10. knowledge of processes involved in inbound and outbound transport

KU11. knowledge of details required while booking a customer order

KU12. knowledge of distances to different destination.

KU13. knowledge of pricing strategies in the market.

KU14. knowledge to use the computer for electronic documentation of information

KU15. types of workplace hazards that one can encounter on the job and safe operating practices.

KU16. knowledge of possible difficulties in booking customer orders.

KU17. knowledge of possible common challenges and solutions for booking orders (delays, low capacity utilization etc.)

Generic Skills (GS)

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

GS1. note down details regarding the inspection of outbound customer consignments

GS2. fill out forms, inspection checklists pertaining to the customer consignments

GS3. prepare detailed reports for management.

GS4. read and follow instructions in the checklists, order lists etc

GS5. read and understand instructions from the sop.

GS6.   communicate clearly with managers, peers and other staff at the hub/station

GS7.   regularly communicate with all employees to ensure activities are running smoothly

GS8.   provide advice and guidance to peers and juniors

GS9.   act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS10.   ability to make a judgment as to whether a customer order can be taken up or needs to be dropped

GS11.   adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS12.   prioritize and execute tasks within the scheduled time limits

GS13.   maintain schedules and punctuality.

GS14.   flexibility to re-assess schedule in case of delays/additional orders

GS15.   understand the customer requirements and ensure that they are met

GS16.   identify trends/common causes for errors and suggest possible solutions to the transport manager.

GS17.   handle day to day problems like delays, staffing shortage, etc

GS18.   suggest methods to streamline booking of consignments

GS19.   ability to estimate the price to be billed to the customer for transporting the consignment to a destination

GS20.   ability to assess the type of truck required and whether FTL or ITL is to be used

GS21.   ability to count numbers and perform basic mathematical operations

GS22.   ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Receive Customer Orders and Arrange transportation	**18**	**54**	**-**	**-**
PC1. receive customer orders through email or through telephone calls.	2	6	-	-
PC2. check for loading arrangements and input the details regarding the goods in the consignment, payment method, pick up address, destination and date when the consignment must be delivered,etc. in the system.for new customers, create a new account (if applicable) and for existing customers, check details of their account before accepting bookings.	1	3	-	-
PC3. based on these details, determine the type of truck needed and whether a full truck load (FTL) or less than truck load (LTL) is needed.	2	6	-	-
PC4. if FTL is to be used, find out the market rates depending on the destination and the load.	2	6	-	-
PC5. select the most economical options and contact the transport companies to check if they have any truck available to meet the requirement	1	3	-	-
PC6. if trucks are available, hold a booking or else contact the provider of the next most economical option, check for availability and hold a booking	2	6	-	-
PC7. if ITL is to be used, find out the fixed market rate depending on the destination and the load	1	3	-	-
PC8. contact transport companies, check for availability and hold a booking	2	6	-	-
PC9. add the company's mark up and provide the quote to the customer	1	3	-	-
PC10. receive approval from the customer and confirm the bookings.	1	3	-	-
PC11. print booking invoices with consignment details for each customer.	1	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. escalate to transport manager if there are no available truck companies to meet the customer deadlines.	1	3	-	-
PC13. if the order needs to be dropped, call up the client at the earliest and explain inability to carry out the order	1	3	-	-
Coordinate Consignment pick up and process documents	**7**	**21**	**-**	**-**
PC14. ensure papers like road permit are available and coordinate with the customer and the transport companies to fix up a time to pick up the consignment.go to the client location at the agreed time, count and verify the consignment with the booking invoice.	1	3	-	-
PC15. if there are any discrepancies, have them resolved with the customer.	1	3	-	-
PC16. fill out the lorry receipt (LR), hand over one copy to the customer, one copy to the truck driver and retain 3 copies for the department.	1	3	-	-
PC17. depending on the mode of payment, add it to the account or receive the agreed percentage of the cost as advance.	1	3	-	-
PC18. visit other customers at the agreed times, check the goods and complete the documentation	1	3	-	-
PC19. for new customers, create a new account (if applicable) and for existing customers, check details of their account before accepting bookings.	1	3	-	-
PC20. coordinate with the customer and the transport companies to fix up a time to pick up the consignment	1	3	-	-
NOS Total	**25**	**75**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1118
NOS Name	Perform Consignment Booking
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Customer Support/Relations (Consignment Booking)
NSQF Level	3
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

LSC/N1119: Perform Post Booking activities

Description

This unit is about performing post-booking activities

Scope

The scope covers the following :

- Return to office and update system information
- Report to management
- Log off computer and clean up

Elements and Performance Criteria

Return to Office and update system information

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

PC1. return to office after visiting all the clients and refresh the computer system

PC2. verify existing details about each order and with the respective lr and update any changes as required in the system.

PC3. update tracking information for each order so that it can be tracked by the consignment tracking executive

PC4. send information pertaining to the documentation clerk so that billing invoices can be raised for each customer order

PC5. file the LR copies for records purposes according to company policies.

Report to Management

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

PC6. inform the transport manager about any delays in picking up of consignments, missed pick ups by the transport providers or cancelled orders

PC7. report any issues faced in negotiation with transport companies regarding prices or any other issue while booking customer orders.

PC8. prepare reports on the trend in market price of FTL, LTL, reasons for cancelling or being unable to take up a customer order, etc.

Log off computer and clean up

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

PC9. save all data, safely log off and switch off the computer

PC10. dispose any unnecessary documentation and forms.

PC11. visually inspect the work area to ensure that it is clean

PC12. check to ensure that the computer is off and that the work area is ready for the next work day.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of documentation in organization

KU2. knowledge of organizational products and procedures

KU3. procedures for accepting customer orders

KU4. risk and impact of not following defined procedures/work instructions

KU5. knowledge of computer systems used for documentation of consignment information

KU6. knowledge of all relevant safety and security procedures

KU7. knowledge of standard operating procedures (sops) and how to react in emergencies

KU8. knowledge of procedure followed while booking trucks to pick up and transport consignments

KU9. knowledge of transport companies the organization works with and their processes

KU10. knowledge of processes involved in inbound and outbound transport

KU11. knowledge of details required while booking a customer order

KU12. knowledge of distances to different destination

KU13. knowledge of pricing strategies in the market.

KU14. knowledge to use the computer for electronic documentation of information

KU15. types of workplace hazards that one can encounter on the job and safe operating practices

KU16. knowledge of possible difficulties in booking customer orders.

KU17. knowledge of possible common challenges and solutions for booking orders (delays, low capacity utilization etc.)

Generic Skills (GS)

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

GS1. note down details regarding the inspection of outbound customer consignments.

GS2. fill out forms, inspection checklists pertaining to the customer consignments.

GS3. prepare detailed reports for management.

GS4. read and follow instructions in the checklists, order lists etc

GS5. read and understand instructions from the SOP.

GS6. communicate clearly with managers, peers and other staff at the hub/station

GS7. regularly communicate with all employees to ensure activities are running smoothly

GS8. provide advice and guidance to peers and juniors

GS9. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS10. ability to make a judgment as to whether a customer order can be taken up or needs to be dropped

GS11. adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS12. prioritize and execute tasks within the scheduled time limits

GS13. maintain schedules and punctuality.

GS14. flexibility to re-assess schedule in case of delays/additional orders

GS15. understand the customer requirements and ensure that they are met

GS16. identify trends/common causes for errors and suggest possible solutions to the transport manager.

GS17. handle day to day problems like delays, staffing shortage, etc

GS18. suggest methods to streamline booking of consignments

GS19. ability to estimate the price to be billed to the customer for transporting the consignment to a destination

GS20. ability to assess the type of truck required and whether ftl or ltl is to be used

GS21. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Return to Office and update system information	**10**	**40**	-	-
PC1. return to office after visiting all the clients and refresh the computer system	2	10	-	-
PC2. verify existing details about each order and with the respective lr and update any changes as required in the system.	2	10	-	-
PC3. update tracking information for each order so that it can be tracked by the consignment tracking executive	2	5	-	-
PC4. send information pertaining to the documentation clerk so that billing invoices can be raised for each customer order	2	5	-	-
PC5. file the LR copies for records purposes according to company policies.	2	10	-	-
Report to Management	**6**	**20**	-	-
PC6. inform the transport manager about any delays in picking up of consignments, missed pick ups by the transport providers or cancelled orders	2	10	-	-
PC7. report any issues faced in negotiation with transport companies regarding prices or any other issue while booking customer orders.	1	5	-	-
PC8. prepare reports on the trend in market price of FTL, LTL, reasons for cancelling or being unable to take up a customer order, etc.	3	5	-	-
Log off computer and clean up	**4**	**20**	-	-
PC9. save all data, safely log off and switch off the computer	1	5	-	-
PC10. dispose any unnecessary documentation and forms.	1	5	-	-
PC11. visually inspect the work area to ensure that it is clean	1	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. check to ensure that the computer is off and that the work area is ready for the next work day.	1	5	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1119
NOS Name	Perform Post Booking activities
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Customer Support/Relations (Consignment Booking)
NSQF Level	3
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

Qualification Pack

DGT/VSQ/N0104: Employability Skills (120 Hours)

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the current job market requirement and future of work

PC2. identify and explore learning and employability relevant portals

PC3. research about the different industries, job market trends, latest skills required and the available opportunities

Constitutional values – Citizenship

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

PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress

PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC6. follow and promote environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC7. recognize the significance of 21st Century Skills for employment

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

PC9. adopt a continuous learning mindset for personal and professional development

Basic English Skills

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

PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts

PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front

PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC13. write short messages, notes, letters, e-mails etc., using accurate English

Career Development & Goal Setting

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

PC14. identify career goals based on the skills, interests, knowledge, and personal attributes

PC15. prepare a career development plan with short- and long-term goals

Communication Skills

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

PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings

PC17. use active listening techniques for effective communication

PC18. communicate in writing using appropriate style and format based on formal or informal requirements

PC19. work collaboratively with others in a team

Diversity & Inclusion

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

PC20. • ensure personal behaviour, conduct, and use appropriate communication by taking gender into
• consideration

PC21. empathize with a PwD and aid a PwD, if asked

PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act

Financial and Legal Literacy

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

PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.

PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook

PC25. identify common components of salary and compute income, expenses, taxes, investments etc

PC26. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC27. operate digital devices and use their features and applications securely and safely

PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.

PC29. display responsible online behaviour while using various social media platforms

PC30. create a personal email account, send and process received messages as per requirement

PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications

PC32. utilize virtual collaboration tools to work effectively

Entrepreneurship

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

PC33. identify different types of Entrepreneurship and Enterprises

PC34. use research and networking skills to identify and assess opportunities for potential business

PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC37. identify different types of customers

PC38. identify and respond to customer requests and needs in a professional manner

PC39. use appropriate tools to collect customer feedback

PC40. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC41. create a professional Curriculum vitae (Résumé)

PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC43. apply to identified job openings using offline /online methods as per requirement

PC44. answer questions politely, with clarity and confidence, during recruitment and selection

PC45. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. different learning and employability related portals

KU3. various constitutional and personal values

KU4. different environmentally sustainable practices and their importance

KU5. Twenty first (21st) century skills and their importance

KU6. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU7. importance of career development and setting long- and short-term goals

KU8. Do's and don'ts of effective communication

KU9. POSH Act

KU10. inclusivity and its importance

KU11. different types of disabilities and appropriate verbal and non-verbal communication and behaviour towards PwD

KU12. different types of financial institutes, products, and services

KU13. components of salary and how to compute income and expenditure

KU14. importance of maintaining safety and security in offline and online financial transactions

KU15. different legal rights and laws

KU16. different types of digital devices and the procedure to operate them safely and securely

KU17. how to create and operate an e- mail account

KU18. use applications such as word processors, spreadsheets etc.

KU19. different types of Enterprises and ways to identify business opportunities

KU20. types and needs of customers

KU21. how to apply for a job and prepare for an interview

KU22. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence in English and other languages

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all to maintain effective work relationship

GS4. how to work in a virtual mode, using various technological platforms

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. understand the significance of employability skills in meeting the current job market requirement and future of work	-	-	-	-
PC2. identify and explore learning and employability relevant portals	-	-	-	-
PC3. research about the different industries, job market trends, latest skills required and the available opportunities	-	-	-	-
Constitutional values – Citizenship	**2**	**1**	**-**	**-**
PC4. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. for personal growth and the nation's progress	-	-	-	-
PC5. follow personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC6. follow and promote environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**3**	**-**	**-**
PC7. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC8. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
PC9. adopt a continuous learning mindset for personal and professional development	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. use English as a medium of formal and informal communication while dealing with topics of everyday conversation in different contexts	-	-	-	-
PC11. speak over the phone in English, in an audible manner, using appropriate greetings, opening, and closing statements both on personal and work front	-	-	-	-
PC12. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC13. write short messages, notes, letters, e-mails etc., using accurate English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**
PC14. identify career goals based on the skills, interests, knowledge, and personal attributes	-	-	-	-
PC15. prepare a career development plan with short- and long-term goals	-	-	-	-
Communication Skills	**2**	**3**	**-**	**-**
PC16. follow verbal and non-verbal communication etiquette while communicating in professional and public settings	-	-	-	-
PC17. use active listening techniques for effective communication	-	-	-	-
PC18. communicate in writing using appropriate style and format based on formal or informal requirements	-	-	-	-
PC19. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC20. • ensure personal behaviour, conduct, and use appropriate communication by taking gender into • consideration	-	-	-	-
PC21. empathize with a PwD and aid a PwD, if asked	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC22. escalate any issues related to sexual harassment at the workplace in accordance with the POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC23. identify and select reliable institutions for various financial products and services such as bank account, debit and credit cards, loans, insurance etc.	-	-	-	-
PC24. carry out offline and online financial transactions, safely and securely, using various methods and check the entries in the passbook	-	-	-	-
PC25. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC26. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**2**	**3**	**-**	**-**
PC27. operate digital devices and use their features and applications securely and safely	-	-	-	-
PC28. carry out basic internet operations by connecting to the internet safely and securely, using the mobile data or other available networks through Bluetooth, Wi-Fi, etc.	-	-	-	-
PC29. display responsible online behaviour while using various social media platforms	-	-	-	-
PC30. create a personal email account, send and process received messages as per requirement	-	-	-	-
PC31. carry out basic procedures in documents, spreadsheets and presentations using respective and appropriate applications	-	-	-	-
PC32. utilize virtual collaboration tools to work effectively	-	-	-	-
Entrepreneurship	**2**	**3**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC33. identify different types of Entrepreneurship and Enterprises	-	-	-	-
PC34. use research and networking skills to identify and assess opportunities for potential business	-	-	-	-
PC35. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC36. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC37. identify different types of customers	-	-	-	-
PC38. identify and respond to customer requests and needs in a professional manner	-	-	-	-
PC39. use appropriate tools to collect customer feedback	-	-	-	-
PC40. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**4**	**-**	**-**
PC41. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC42. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC43. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC44. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC45. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0104
NOS Name	Employability Skills (120 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	6
Credits	4
Version	1.0
Last Reviewed Date	30/06/2022
Next Review Date	31/03/2025
NSQC Clearance Date	31/03/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC

2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC

3. 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 criterion

5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles

6. In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level : 50

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1117.Prepare for booking	20	80	-	-	100	30
LSC/N1118.Perform Consignment Booking	25	75	-	-	100	30
LSC/N1119.Perform Post Booking activities	20	80	-	-	100	30
DGT/VSQ/N0104.Employability Skills (120 Hours)	20	30	-	-	50	10
Total	**85**	**265**	**-**	**-**	**350**	**100**

Acronyms

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

Glossary

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

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