CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Name and contact details of individual dealing with the submission

Name	: Ms. Reena Murray
Position in the Organization	: Head – Standards & Quality Assurance
Address if different from above	: Same as above
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List of documents submitted in support of the Qualifications File

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:
• Indicative list of tools/equipment to conduct the training
• Trainers' qualification
• Lesson Plan
• Distribution of training duration into theory/practical/OJT component

SUMMARY

1	Qualification Title	Consignment Booking Assistant
2	Qualification Code, if any	LSC/Q1120
3	NCO code and occupation	NCO-2004/1226.54
4	Nature and purpose of the qualification (Please specify whether qualification is short term or long term)	**Nature:** Certificate course of Consignment Booking Assistant Long term **Purpose:** Learners who attain this qualification are competent in land transportation operation and can get a job as Consignment Booking Assistant to Prepare for Booking, perform consignment booking, Perform post booking activities, Maintain health, safety and security measures while booking consignments
5	Body/bodies which will award the qualification	Logistics Sector Skill Council
6	Body which will accredit providers to offer courses leading to the qualification	Logistics Sector Skill Council
7	Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)	Yes Both accreditation and affiliation are done by LSC based on due diligence report via SIP
8	Occupation(s) to which the qualification gives access	for receiving customer order details, checking market prices, availability and making bookings with transport companies to pick up the consignment.
9	Job description of the occupation	Consignment Booking Assistant 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.
10	Licensing requirements	Not applicable
11	Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)	Not applicable

12	Level of the qualification in the NSQF	3
13	Anticipated volume of training/learning required to complete the qualification	360 hours
14	Indicative list of training tools required to deliver this qualification	For a class of 30 candidates Teaching board – 1 Projector – 1 White board - 1 Video player or TV – 1 Printer – 1 Tracker - 1 Computer – 30 Stationaries – 30 Marker - 2 Fire extinguisher - 1 First Aid kit - 1 Safety signs - 1 SOP Charts on safety norms and drills – 1 Sample reports & documents – 5 Reporting forms - 5 Charts of Do's and Don'ts - 1 MS Office – 1 MHE – 1 GPS tracker – 1 PPEs – 10
15	Entry requirements and/or recommendations and minimum age	Grade 9 or Grade 8 with one year of (NTC/ NAC) after 8th or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience, with minimum age of 18 years completed.
16	Progression from the qualification (Please show	Technical Support Manager Head of Customer Support

	Professional and academic progression)			
17	**Arrangements for the Recognition of Prior learning (RPL)**	LSC currently undertakes RPL through the following modes – 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification. 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.		
18	**International comparability where known (research evidence to be provided)**	Under Study		
19	**Date of planned review of the qualification.**	25th November 2024		
20	**Formal structure of the qualification**			
	Title of unit or other component	**Mandatory/ Optional**	**Estimated size (learning hours)**	**Level**
A	**Mandatory components**			
	Introduction	Mandatory	30	3
	LSC/N1117: Prepare for Booking	Mandatory	90	3
	LSC/N1118: Perform consignment booking	Mandatory	90	3

	LSC/N1119: Perform post booking activities	Mandatory	60	3
	LSC/N1128: Maintain Health, Safety and Security Measures while booking consignments	Mandatory	60	3
	Employability Skills	Mandatory	30	3
	Sub Total (A)		**360 Hrs**	
B	**Optional/ elective component**			
	NA			
	Subtotal B			
	Total (A+B)		**360 Hrs**	

SECTION 1
ASSESSMENT

21	**Body/Bodies which will carry out assessment:** All the empanelled assessment agency will do the assessment
22	**How will RPL assessment be managed and who will carry it out?** RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments - 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL program post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
23	**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.** LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria. **Assessment policy of LSC** 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs. 2) Qualification and experience have to be set for the assessors. 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC. 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments. 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC. 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines. 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner

8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC

9) Assessment tools should be designed to test both practical skills and theoretical knowledge.

10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.

11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.

12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print.

13) Questions framed as per blueprint and without ambiguity by SMEs.

14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.

15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance

2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.

3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.

4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.

5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hour in advance from the time of assessment.

6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.

7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.

8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council

9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.

10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.

11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.

12) 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.

13) In case of unsuccessful completion, the trainee may seek Re-assessment on the QP.

2. **ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity**

The eligibility of assessors for "Job role – Consignment Booking Assistant" are as follows:

- **Any degree**
- **2 years of industrial experience**

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

Grade 9

or Grade 8 with one year of (NTC/ NAC) after 8th

or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject

or 8th grade pass + 1 year relevant experience

or 5th grade pass + 4 year relevant experience

or Ability to read and write + 5 year relevant experience

or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience

or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience

4. MARKING SCHEME:

Sr. No.	Method of Assessments	Weightage (Max. marks)	
1	Theory	30%	
2	Practical	70%	
	Total	**100**	

5. PASSING MARKS: Every trainee should score minimum 50%

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in "Formal structure of the qualification" in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

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1. LSC have created 16 points check list to collect on the day of assessment.

2. Assessment agencies must ensure to collect all the evidence without fail.

3. Training Partner must cooperate on collecting assessment evidence.

4. Candidates must present with their original Aadhaar's and alternative id proof which is having clear face picture on the day of assessment.

5. Assessment agency must submit all the collected evidence through LSC MIS portal.

Title of Component:

Outcomes to be assessed/NOSs to be assesed	Assessment criteria for the outcome
1. LSC/N1117: Prepare for Booking	To be competent, the user/ individual on the job must be able to: 1. 1 Obtain the work schedule, the list of clients to be visited for the day and the sequence from the transport manager. 1. 2 Obtain the consignment details for each client and the booking checklist from the transport manager. 1. 3 Find out if which are the first time clients and the account balance, credit limit details for long term clients 1. 4 Understand priorities or special conditions (if any) among the consignments. 1. 5 Switch on the computer and login using company credentials. 1. 6 Check and ensure that the computer and the logistics software are working well without any issues 1. 7 Ensure there is sufficient stationery like paper, pens, lorry receipts (LR), etc. 1. 8 Switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition. 1. 9 Have any issues/problems solved before starting work.
2. LSC/N1118: Perform Consignment Booking	To be competent, the user/ individual on the job must be able to: 2. 1 receive customer orders through email or through telephone calls 2. 2 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.

	2. 3	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. 4	if FTL is to be used, find out the market rates depending on the destination and the load
	2. 5	select the most economical options and contact the transport companies to check if they have any truck available to meet the requirement
	2. 6	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. 7	if ITL is to be used, find out the fixed market rate depending on the destination and the load
	2. 8	contact transport companies, check for availability and hold a booking
	2. 9	add the company's mark up and provide the quote to the customer
	2. 10	receive approval from the customer and confirm the bookings.
	2. 11	print booking invoices with consignment details for each customer.
	2. 12	escalate to transport manager if there are no available truck companies to meet the customer deadlines.
	2. 13	if the order needs to be dropped, call up the client at the earliest and explain inability to carry out the order
	2. 14	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.
	2. 15	if there are any discrepancies, have them resolved with the customer.
	2. 16	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.
	2. 17	depending on the mode of payment, add it to the account or receive the agreed percentage of the cost as advance.
	2. 18	visit other customers at the agreed times, check the goods and complete the documentation

	2. 19 for new customers, create a new account (if applicable) and for existing customers, check details of their account before accepting bookings. 2. 20 coordinate with the customer and the transport companies to fix up a time to pick up the consignment
3. LSC/N1119: Perform Post Booking Activities	To be competent, the user/ individual on the job must be able to: 3.1 return to office after visiting all the clients and refresh the computer system 3.2 verify existing details about each order and with the respective lr and update any changes as required in the system. 3.3 update tracking information for each order so that it can be tracked by the consignment tracking executive 3.4 send information pertaining to the documentation clerk so that billing invoices can be raised for each customer order 3.5 file the LR copies for records purposes according to company policies. 3.6 inform the transport manager about any delays in picking up of consignments, missed pick ups by the transport providers or cancelled orders 3.7 report any issues faced in negotiation with transport companies regarding prices or any other issue while booking customer orders. 3.8 prepare reports on the trend in market price of FTL, LTL, reasons for cancelling or being unable to take up a customer order, etc. 3.9 save all data, safely log off and switch off the computer 3.10 dispose any unnecessary documentation and forms. 3.11 visually inspect the work area to ensure that it is clean 3.12 check to ensure that the computer is off and that the work area is ready for the next work day.
4. LSC/N1128: Maintain health, safety and security measures while booking consignments	To be competent, the user/ individual on the job must be able to: 4.1 comply with safety regulations and procedures in case of fire hazards, biohazards, etc.

	4.2	wear all safety equipment including protective gear, helmets etc. when visiting customers and checking goods.
	4.3	follow organization procedures with respect to documentation
	4.4	recognize and report unsafe conditions and practices
	4.5	adhere to security regulations of the company
	4.6	in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action
	4.7	identify reasons for occurrence of incident
	4.8	capture reasons and response/action taken into incident report/note to manager
	4.9	report any deviations from standard protocol along with reasons (if any)
	4.10	visually inspect the activity area and equipment for appropriate and safe condition

Employability Skills (30 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1	2
2.	Constitutional values - Citizenship	1	2
3.	Becoming a Professional in the 21st Century	1	4
4.	Basic English Skills	2	5
5.	Communication Skills	4	2
6.	Diversity & Inclusion	1	2
7.	Financial and Legal Literacy	4	7
8.	Essential Digital Skills	3	10
9.	Entrepreneurship	7	8
10.	Customer Service	4	4
11.	Getting ready for apprenticeship & Jobs	2	4
	Total	**30**	50

SECTION 2
25. EVIDENCE OF LEVEL
OPTION A

Title/Name of qualification/component: Enter the title here number		Level: Add level	
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

Option B:

Title/Name of qualification/component: Consignment Booking Assistant (NSQF – 3)			
NSQF Domain	**Outcomes of the Qualification/Component**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Process	The individual on the job needs to : • Receive customer orders through email or through telephone calls, • Check for loading arrangements and 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 and arrange for transportation. • Check all required papers availability for consignment pick-up which is routine and predictable within the limited range. • Verify existing details about each order with the respective Lorry Receipt and update any changes as required in the system. • Submit a detailed report to the transport manager on the booking summary.	The individual on the job works under close supervision and responsible for their own work and learning	3

Professional knowledge	• Demonstrate process of inbound and outbound transport, details required while booking a customer order, pricing strategies in the market and transport companies the organization works with and their processes. • Knowledge of computer systems used for electronic documentation of consignment booking information, possible common challenges and solutions for booking orders (delays, low capacity utilization etc. • Knowledge of Lorry Receipt, papers linked to road permit, goods in the consignment, payment method, pick up address, destination and date when the consignment must be delivered, etc., in the system. • Knowledge of safety practices, security procedures and housekeeping activities followed in the organization	Factual and theoretical knowledge for • Different types of documents required for inbound/ outbound transport • Electronic documentation of consignment booking • Knowledge of safety practices, security procedures	**3**
Professional skill	• Determine as to whether a customer order can be taken up or needs to be dropped based on the available booking documents. • Prioritize and execute daily target within the scheduled time limits. • Estimate the price to be billed to the customer for transporting the consignment to a destination. • Assess the type of truck required and whether FTL or LTL is to be used and print booking invoices with consignment details for each customer.	A range of practical, cognitive and decision making skills are required for consignment booking.	**3**

Core skill	- Communicate orally with managers, peers etc - Read and understand instructions from the SOP - Fill out forms, checklists, reports - Understanding of arithmetic while the consignment bookings are done	Skills to communicate by written and oral means with clarity. Skills to basic arithmetic.	**3**
Responsibility	The job holder is responsible for: - Receiving customer order details, checking market prices, availability and making bookings with transport companies to pick up the consignment, going to the client location, checking the goods, preparing the Lorry Receipt (LR), updating the information in the computer system and billing. - Arranging for transportation based on the received customer orders and coordinate consignment pick up and process documents under close supervision.	The individual on the job is responsible for own work and also for other's work and learning	**3**

SECTION 3
EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same. The same are also indicated in various skill studies conducted for the logistic sector – 1. Skill requirement in logistics sector https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view?usp=sharing
	Industry Relevance	As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.
	Usage of the qualification	The information related to past uptake performance of previous QPs related to land transportation sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.
	Estimated uptake	Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view?usp=sharing

27	**Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence** Approval has been given by Line ministry on 3rd August 2021.
28	**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification** NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work
29	**What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here** - Qualification that has been developed would be valid for 3 years from the date of upload in NQR. - Periodical interaction with the training partners to gather feedback in implementation. - Employer feedback will be sought post-placement on performance and training standards

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.
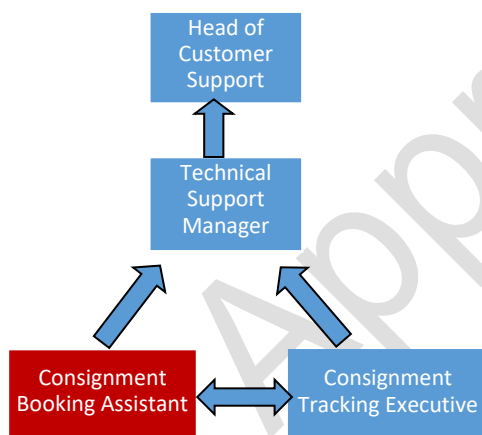
SECTION 4
EVIDENCE OF PROGRESSION

30	**What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?** *Show the career map here to reflect the clear progression*
	Occupational and career maps indicating horizontal and vertical mobility have been created and are being used.
	Occupational Map: Refer annexure - LSC_Occupational Mapping and Career Progression chart (given as supporting document)
	Career Progression:

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.