

Qualification Pack



Consignment Booking Assistant

QP Code: LSC/Q1120

Version: 3.0

NSQF Level: 3

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LSC/Q1120: Consignment Booking Assistant

Brief Job Description

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.

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. [LSC/N1128: Maintain health, safety and security measures while booking consignments](#)
5. [DGT/VSQ/N0101: Employability Skills \(30 Hours\)](#)

Qualification Pack (QP) Parameters

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

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| | |
|---|---|
| Credits | 12 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2004/1226.54 |
| Minimum Educational Qualification & Experience | <p>9th Class OR 8th Class (with one year of (NTC/ NAC) after 8th) OR 8th Class (and pursuing continuous schooling in regular school with vocational subject) OR 8th Class with 1 Year of experience relevant experience OR 5th Class with 4 Years of experience relevant experience OR Ability to read and write with 5 Years of experience relevant experience OR Certificate-NSQF (Loader/ Unloader - Level 2) with 1 Year of experience relevant experience</p> |
| 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 | 25/11/2024 |
| NSQC Approval Date | 25/11/2021 |
| Version | 3.0 |
| Reference code on NQR | 2022/TLW/LSC/06857 |
| NQR Version | 1.0 |

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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

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- 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



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- GS21.** ability to count numbers and perform basic mathematical operations
- GS22.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Obtain all the necessary information</i> | 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 | - | - |
| <i>Prepare computer system and obtain required stationery</i> | 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 | - | - |

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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 | 25/11/2024 |
| NSQF Clearance Date | 25/11/2021 |

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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 LTL 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.

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- 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.

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- 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

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Receive Customer Orders and Arrange transportation</i> | 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 | - | - |

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| 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 | - | - |
| <i>Coordinate Consignment pick up and process documents</i> | 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 | - | - |

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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 | 25/11/2024 |
| NSQF Clearance Date | 25/11/2021 |

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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 Ir 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:

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- 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

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- 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

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Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Return to Office and update system information</i> | 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 Ir 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 | - | - |
| <i>Report to Management</i> | 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 | - | - |
| <i>Log off computer and clean up</i> | 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 | - | - |

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| 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 | - | - |

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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 | 25/11/2024 |
| NSQC Clearance Date | 25/11/2021 |

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LSC/N1128: Maintain health, safety and security measures while booking consignments

Description

This unit is about health and safety measures

Scope

The scope covers the following :

- Maintain health, safety and security measures during all activities

Elements and 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, biohazards, etc.
- PC2.** wear all safety equipment including protective gear, helmets etc. when visiting customers and checking goods.
- PC3.** follow organization procedures with respect to documentation
- PC4.** recognize and report unsafe conditions and practices
- PC5.** adhere to security regulations of the company
- PC6.** in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action
- PC7.** identify reasons for occurrence of incident
- PC8.** capture reasons and response/action taken into incident report/note to manager
- PC9.** report any deviations from standard protocol along with reasons (if any)
- PC10.** visually inspect the activity area and equipment for appropriate and safe condition

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

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- 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

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Maintain health, safety and security measures during all activities</i> | 30 | 70 | - | - |
| PC1. comply with safety regulations and procedures in case of fire hazards, biohazards, etc. | 3 | 7 | - | - |
| PC2. wear all safety equipment including protective gear, helmets etc. when visiting customers and checking goods. | 3 | 7 | - | - |
| PC3. follow organization procedures with respect to documentation | 3 | 7 | - | - |
| PC4. recognize and report unsafe conditions and practices | 3 | 7 | - | - |
| PC5. adhere to security regulations of the company | 3 | 7 | - | - |
| PC6. in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action | 3 | 7 | - | - |
| PC7. identify reasons for occurrence of incident | 3 | 7 | - | - |
| PC8. capture reasons and response/action taken into incident report/note to manager | 3 | 7 | - | - |
| PC9. report any deviations from standard protocol along with reasons (if any) | 3 | 7 | - | - |
| PC10. visually inspect the activity area and equipment for appropriate and safe condition | 3 | 7 | - | - |
| NOS Total | 30 | 70 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|--|
| NOS Code | LSC/N1128 |
| NOS Name | Maintain health, safety and security measures while booking consignments |
| 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 | 25/11/2024 |
| NSQC Clearance Date | 25/11/2021 |

Qualification Pack

DGT/VSQ/N0101: Employability Skills (30 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
- 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 job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team

Qualification Pack

Diversity & Inclusion

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

PC7. communicate and behave appropriately with all genders and PwD

PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9. use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

KU4. Twenty first (21st) century skills and their importance

KU5. how to use basic spoken English language

KU6. Do and dont of effective communication

KU7. inclusivity and its importance

KU8. different types of disabilities and appropriate communication and behaviour towards PwD

KU9. different types of financial products and services

Qualification Pack

- KU10.** how to compute income and expenses
- KU11.** importance of maintaining safety and security in financial transactions
- KU12.** different legal rights and laws
- KU13.** how to operate digital devices and applications safely and securely
- KU14.** ways to identify business opportunities
- KU15.** types of customers and their needs
- KU16.** how to apply for a job and prepare for an interview
- KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** communicate effectively using appropriate language
- GS2.** behave politely and appropriately with all
- GS3.** perform basic calculations
- GS4.** solve problems effectively
- GS5.** be careful and attentive at work
- GS6.** use time effectively
- GS7.** maintain hygiene and sanitisation to avoid infection

Qualification Pack

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Introduction to Employability Skills</i> | 1 | 1 | - | - |
| PC1. understand the significance of employability skills in meeting the job requirements | - | - | - | - |
| <i>Constitutional values - Citizenship</i> | 1 | 1 | - | - |
| PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices | - | - | - | - |
| <i>Becoming a Professional in the 21st Century</i> | 1 | 3 | - | - |
| PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc. | - | - | - | - |
| <i>Basic English Skills</i> | 2 | 3 | - | - |
| PC4. speak with others using some basic English phrases or sentences | - | - | - | - |
| <i>Communication Skills</i> | 1 | 1 | - | - |
| PC5. follow good manners while communicating with others | - | - | - | - |
| PC6. work with others in a team | - | - | - | - |
| <i>Diversity & Inclusion</i> | 1 | 1 | - | - |
| PC7. communicate and behave appropriately with all genders and PwD | - | - | - | - |
| PC8. report any issues related to sexual harassment | - | - | - | - |
| <i>Financial and Legal Literacy</i> | 3 | 4 | - | - |
| PC9. use various financial products and services safely and securely | - | - | - | - |

Qualification Pack

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC10. calculate income, expenses, savings etc. | - | - | - | - |
| PC11. approach the concerned authorities for any exploitation as per legal rights and laws | - | - | - | - |
| <i>Essential Digital Skills</i> | 4 | 6 | - | - |
| PC12. operate digital devices and use its features and applications securely and safely | - | - | - | - |
| PC13. use internet and social media platforms securely and safely | - | - | - | - |
| <i>Entrepreneurship</i> | 3 | 5 | - | - |
| PC14. identify and assess opportunities for potential business | - | - | - | - |
| PC15. identify sources for arranging money and associated financial and legal challenges | - | - | - | - |
| <i>Customer Service</i> | 2 | 2 | - | - |
| PC16. identify different types of customers | - | - | - | - |
| PC17. identify customer needs and address them appropriately | - | - | - | - |
| PC18. follow appropriate hygiene and grooming standards | - | - | - | - |
| <i>Getting ready for apprenticeship & Jobs</i> | 1 | 3 | - | - |
| PC19. create a basic biodata | - | - | - | - |
| PC20. search for suitable jobs and apply | - | - | - | - |
| PC21. identify and register apprenticeship opportunities as per requirement | - | - | - | - |
| NOS Total | 20 | 30 | - | - |

Qualification Pack

National Occupational Standards (NOS) Parameters

| | |
|----------------------------|---------------------------------|
| NOS Code | DGT/VSQ/N0101 |
| NOS Name | Employability Skills (30 Hours) |
| Sector | Cross Sectoral |
| Sub-Sector | Professional Skills |
| Occupation | Employability |
| NSQF Level | 2 |
| Credits | 1 |
| Version | 1.0 |
| Last Reviewed Date | NA |
| Next Review Date | 25/06/2023 |
| NSQC Clearance Date | 25/06/2020 |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions validated and approved 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 these criteria.
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 reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 50

Qualification Pack

(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 | 20 |
| LSC/N1118.Perform Consignment Booking | 25 | 75 | - | - | 100 | 20 |
| LSC/N1119.Perform Post Booking activities | 20 | 80 | - | - | 100 | 20 |
| LSC/N1128.Maintain health, safety and security measures while booking consignments | 30 | 70 | - | - | 100 | 20 |
| DGT/VSQ/N0101.Employability Skills (30 Hours) | 20 | 30 | - | - | 50 | 20 |
| Total | 115 | 335 | - | - | 450 | 100 |

Qualification Pack

Acronyms

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

Qualification Pack

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. |

Qualification Pack

| | |
|---|--|
| 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. |