

Qualification Pack



Documentation Specialist - Transportation

QP Code: LSC/Q1123

Version: 1.0

NSQF Level: 3

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LSC/Q1123: Documentation Specialist - Transportation

Brief Job Description

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

Personal Attributes

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

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N1120: Prepare for Processing Documents](#)
2. [LSC/N1121: Perform documentation of Inbound and Outbound consignments](#)
3. [LSC/N1122: Complete post documentation activities](#)
4. [DGT/VSQ/N0104: Employability Skills \(120 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Documentation and Reporting
Country	India
NSQF Level	3
Credits	7
Aligned to NCO/ISCO/ISIC Code	NCO-2004/3431.90

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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 OR Certificate-NSQF (Loader/Unloader- Level 2) with minimum education as 8th Grade pass) with 3 Years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	Training in completing and inspecting documents.
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-00003-2023-V1-LSC
NQR Version	1.0

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LSC/N1120: Prepare for Processing Documents

Description

This unit is about preparing for processing documents

Scope

The scope covers the following :

- Obtain all the necessary information
- Prepare computer and get 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.** understand the work schedule for the day from the transport manager
- PC2.** obtain the list of inbound and outbound consignments, documentation checklists for inbound and outbound transport from the transport manager
- PC3.** get details of the destination, route, weight of the load, type of truck, etc.
- PC4.** understand priorities (if any) among consignments.

Prepare computer and get required stationery

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 software are working well without any issues.
- PC7.** ensure there is sufficient stationery like paper, pens, government forms, etc
- PC8.** switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition.
- PC9.** have any issues/problems solved before starting work.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** knowledge of computer systems used for documentation in the organization
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of standard operating procedures (sops) and how to react in emergencies.
- KU7.** knowledge of how to prepare the required documents and the number of copies needed
- KU8.** knowledge of transport companies the organization works with and their processes

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- KU9.** knowledge of processes involved in inbound and outbound transport
- KU10.** knowledge of legal requirements, rules and regulations to be followed while preparing forms and documents
- KU11.** knowledge of each form required for inbound/outbound transport.
- KU12.** knowledge of details to be filled into each form.
- KU13.** knowledge to use the computer for electronic documentation
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU15.** knowledge of possible difficulties in documentation

Generic Skills (GS)

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

- GS1.** note down details regarding documentation for each inbound and outbound consignment
- GS2.** fill out forms, inspection checklists for inbound and outbound consignments.
- GS3.** prepare detailed reports for management
- GS4.** read and follow instructions in the checklists
- GS5.** read and understand details required in the forms
- GS6.** communicate clearly with managers and peers
- 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.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** prioritize and execute tasks within the scheduled time limits
- GS12.** maintain schedules and punctuality. avoid absenteeism.
- GS13.** be a team player and achieve joint goals
- 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.** help resolve any documentation issues faced by the truck drivers en route.
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline the documentation process.
- GS20.** ability to check that all the forms required in the checklist have been filled out and are ready
- 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>Obtain all the necessary information</i>	9	35	-	-
PC1. understand the work schedule for the day from the transport manager	2	8	-	-
PC2. obtain the list of inbound and outbound consignments, documentation checklists for inbound and outbound transport from the transport manager	4	10	-	-
PC3. get details of the destination, route, weight of the load, type of truck, etc.	2	10	-	-
PC4. understand priorities (if any) among consignments.	1	7	-	-
<i>Prepare computer and get required stationery</i>	11	45	-	-
PC5. switch on the computer and login using using company credentials.	2	8	-	-
PC6. check and ensure that the computer and the software are working well without any issues.	1	8	-	-
PC7. ensure there is sufficient stationery like paper, pens, government forms, etc	2	10	-	-
PC8. switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition.	3	8	-	-
PC9. have any issues/problems solved before starting work.	3	11	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1120
NOS Name	Prepare for Processing Documents
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Documentation Assistant
NSQF Level	3
Credits	3
Version	3.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

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LSC/N1121: Perform documentation of Inbound and Outbound consignments

Description

This OS unit is about performing documentation of consignments

Scope

The scope covers the following :

- Prepare documents for outbound consignments
- Receive and verify documents for inbound consignments

Elements and Performance Criteria

Prepare documents for outbound consignments

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

- PC1.** prepare 5 copies of the lorry receipt (LR) or goods consignment (GC) note after receiving the customer order to be distributed as per company policy
- PC2.** based on the information contained in the Ir, update details regarding the load and the destination into the computer.
- PC3.** combine different loads onto a truck for transshipment based on common destination and the truck's maximum load capacity
- PC4.** prepare an agreement sheet to be given at the destination along with the consignment
- PC5.** fill out transit insurance forms and any octroi/tax permits for each truck.
- PC6.** check the permits to ensure that they are current and that the truck could travel through the route to its destination.
- PC7.** verify that all the required forms have been filled out and tick off the documents as per the outbound documentation checklist.
- PC8.** confirm with the dispatcher that the truck's destination and goods loaded have been verified
- PC9.** brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts. handover the cash and required documents to him in order to begin the journey.
- PC10.** get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received.

Receive and verify documents for inbound consignments

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

- PC11.** receive the signed agreement sheet for the inbound consignment from the receiving assistant
- PC12.** prepare an arrival report based on the agreement sheet.
- PC13.** receive accounts of the journey from the driver and prepare the cost sheets.
- PC14.** collect and verify all the documents such as insurance forms, octroi/tax forms from the inbound trucks.

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- PC15.** verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist.
- PC16.** check that the truck has been unloaded and goods are in good condition.
- PC17.** prepare the goods received document, get it signed by the concerned authorities and hand it over to the driver.
- PC18.** get the truck driver's signature on a form (and all other forms as required), confirming that the cash for the return journey and all the documents needed for the journey have been received.
- PC19.** receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing.
- PC20.** using the information entered in the system by the receiving assistant, prepare the invoices and send to accounts payable section.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/work instructions
- KU4.** knowledge of computer systems used for documentation in the organization.
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of standard operating procedures (sops) and how to react in emergencies.
- KU7.** knowledge of how to prepare the required documents and the number of copies needed
- KU8.** knowledge of transport companies the organization works with and their processes
- KU9.** knowledge of processes involved in inbound and outbound transport
- KU10.** knowledge of legal requirements, rules and regulations to be followed while preparing forms and documents.
- KU11.** knowledge of each form required for inbound/outbound transport.
- KU12.** knowledge of details to be filled into each form.
- KU13.** knowledge to use the computer for electronic documentation
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices.
- KU15.** knowledge of possible difficulties in documentation.

Generic Skills (GS)

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

- GS1.** note down details regarding inspection of each inbound consignment.
- GS2.** fill out forms, inspection checklists pertaining to the inbound consignments.
- GS3.** prepare detailed reports for management.
- GS4.** read and follow instructions in the checklists
- GS5.** read and understand details required in the forms.

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- GS6.** communicate clearly with managers and peers
- 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.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** prioritize and execute tasks within the scheduled time limits
- GS12.** maintain schedules and punctuality. avoid absenteeism.
- GS13.** be a team player and achieve joint goals
- 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.** help resolve any documentation issues faced by the truck drivers en route
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline the documentation process.
- GS20.** ability to check that all the forms required in the checklist have been filled out and are ready.
- 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>Prepare documents for outbound consignments</i>	14	32	-	-
PC1. prepare 5 copies of the lorry receipt (LR) or goods consignment (GC) note after receiving the customer order to be distributed as per company policy	2	8	-	-
PC2. based on the information contained in the Ir, update details regarding the load and the destination into the computer.	2	5	-	-
PC3. combine different loads onto a truck for transshipment based on common destination and the truck's maximum load capacity	1	2	-	-
PC4. prepare an agreement sheet to be given at the destination along with the consignment	1	3	-	-
PC5. fill out transit insurance forms and any octroi/tax permits for each truck.	2	3	-	-
PC6. check the permits to ensure that they are current and that the truck could travel through the route to its destination.	2	4	-	-
PC7. verify that all the required forms have been filled out and tick off the documents as per the outbound documentation checklist.	1	3	-	-
PC8. confirm with the dispatcher that the truck's destination and goods loaded have been verified	1	1	-	-
PC9. brief the truck driver on the end customer, destination, proposed route, transport regulations, formalities at check posts. handover the cash and required documents to him in order to begin the journey.	1	1	-	-
PC10. get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received.	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Receive and verify documents for inbound consignments</i>	16	38	-	-
PC11. receive the signed agreement sheet for the inbound consignment from the receiving assistant	1	2	-	-
PC12. prepare an arrival report based on the agreement sheet.	2	4	-	-
PC13. receive accounts of the journey from the driver and prepare the cost sheets.	1	3	-	-
PC14. collect and verify all the documents such as insurance forms, octroi/tax forms from the inbound trucks.	2	5	-	-
PC15. verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist.	1	3	-	-
PC16. check that the truck has been unloaded and goods are in good condition.	1	3	-	-
PC17. prepare the goods received document, get it signed by the concerned authorities and hand it over to the driver.	1	4	-	-
PC18. get the truck driver's signature on a form (and all other forms as required), confirming that the cash for the return journey and all the documents needed for the journey have been received.	1	4	-	-
PC19. receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing.	3	5	-	-
PC20. using the information entered in the system by the receiving assistant, prepare the invoices and send to accounts payable section.	3	5	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1121
NOS Name	Perform documentation of Inbound and Outbound consignments
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Documentation and Reporting
NSQF Level	3
Credits	3
Version	3.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQC Clearance Date	19/01/2023

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LSC/N1122: Complete post documentation activities

Description

This unit is about performing end of day activities.

Scope

The scope covers the following :

- Resolve documentation issues
- Update details in the system and report to management
- Log off computer and clean up workspace

Elements and Performance Criteria

Resolve documentation issues

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

- PC1.** attend to calls from the driver if there are any documentation related issues at checkpoints or with police
- PC2.** understand the problem and explain to the driver how to handle the situation.
- PC3.** talk to the concerned authorities if required and resolve the issues
- PC4.** escalate to transport coordinator or transport manager if necessary.

Update details in the system and report to management

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

- PC5.** note down details regarding the documentation prepared for each inbound and outbound consignment
- PC6.** update all the details in the computer system.
- PC7.** inform the transport manager of any missed or delayed deliveries.
- PC8.** prepare reports on any documentation issues faced by trucks en route, delayed deliveries, missed deliveries, etc.

Log off computer and clean up workspace

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 documentation which are no longer valid or not required
- PC11.** make sure that the computer is off, the work area is clean and ready for the next work day

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** knowledge of organizational products and procedures
- KU2.** procedures for dealing with loss or damage to goods
- KU3.** risk and impact of not following defined procedures/work instructions

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- KU4.** knowledge of computer systems used for documentation in the organization.
- KU5.** knowledge of all relevant safety and security procedures
- KU6.** knowledge of standard operating procedures (SOPs) and how to react in emergencies
- KU7.** knowledge of how to prepare the required documents and the number of copies needed
- KU8.** knowledge of transport companies the organization works with and their processes
- KU9.** knowledge of processes involved in inbound and outbound transport.
- KU10.** knowledge of legal requirements, rules and regulations to be followed while preparing forms and documents.
- KU11.** knowledge of each form required for inbound/outbound transport
- KU12.** knowledge of details to be filled into each form.
- KU13.** knowledge to use the computer for electronic documentation
- KU14.** types of workplace hazards that one can encounter on the job and safe operating practices
- KU15.** knowledge of possible difficulties in documentation.

Generic Skills (GS)

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

- GS1.** note down details regarding inspection of each inbound consignment
- GS2.** fill out forms, inspection checklists pertaining to the inbound consignments.
- GS3.** prepare detailed reports for management.
- GS4.** read and follow instructions in the checklists
- GS5.** read and understand details required in the forms.
- GS6.** communicate clearly with managers and peers
- 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.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS11.** prioritize and execute tasks within the scheduled time limits
- GS12.** maintain schedules and punctuality. avoid absenteeism.
- GS13.** be a team player and achieve joint goals
- 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.** help resolve any documentation issues faced by the truck drivers en route.
- GS18.** handle day to day problems like delays, staffing shortage, etc.
- GS19.** suggest methods to streamline the documentation process
- GS20.** ability to check that all the forms required in the checklist have been filled out and are ready
- 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>Resolve documentation issues</i>	7	33	-	-
PC1. attend to calls from the driver if there are any documentation related issues at checkpoints or with police	1	7	-	-
PC2. understand the problem and explain to the driver how to handle the situation.	2	10	-	-
PC3. talk to the concerned authorities if required and resolve the issues	2	7	-	-
PC4. escalate to transport coordinator or transport manager if necessary.	2	9	-	-
<i>Update details in the system and report to management</i>	8	31	-	-
PC5. note down details regarding the documentation prepared for each inbound and outbound consignment	2	8	-	-
PC6. update all the details in the computer system.	2	8	-	-
PC7. inform the transport manager of any missed or delayed deliveries.	2	6	-	-
PC8. prepare reports on any documentation issues faced by trucks en route, delayed deliveries, missed deliveries, etc.	2	9	-	-
<i>Log off computer and clean up workspace</i>	5	16	-	-
PC9. save all data, safely log off and switch off the computer	2	10	-	-
PC10. dispose documentation which are no longer valid or not required	1	2	-	-
PC11. make sure that the computer is off, the work area is clean and ready for the next work day	2	4	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1122
NOS Name	Complete post documentation activities
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Documentation and Reporting
NSQF Level	3
Credits	3
Version	3.0
Last Reviewed Date	NA
Next Review Date	19/07/2023
NSQF Clearance Date	19/01/2023

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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

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- 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

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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

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- 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

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 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	-	-	-	-
<i>Constitutional values - Citizenship</i>	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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	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	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-

Qualification Pack

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	-	-	-	-
<i>Career Development & Goal Setting</i>	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	-	-	-	-
<i>Communication Skills</i>	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	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC20. <ul style="list-style-type: none"> ensure personal behaviour, conduct, and use appropriate communication by taking gender into consideration 	-	-	-	-
PC21. empathize with a PwD and aid a PwD, if asked	-	-	-	-

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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	-	-	-	-
<i>Financial and Legal Literacy</i>	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	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-

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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	-	-	-	-
<i>Customer Service</i>	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	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	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	-	-

Qualification Pack

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	19/07/2023
NSQC Clearance Date	21/01/2023

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

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/N1120.Prepare for Processing Documents	20	80	0	0	100	30
LSC/N1121.Perform documentation of Inbound and Outbound consignments	30	70	0	0	100	30
LSC/N1122.Complete post documentation activities	20	80	0	0	100	30
DGT/VSQ/N0104.Employability Skills (120 Hours)	20	30	-	-	50	10
Total	90	260	0	0	350	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.

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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.