



QP Name: Consignment Booking Assistant

QP Code: LSC/Q1120

QP Version: 3.0

NSQF Level: 3

Model Curriculum Version: 3.0

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Training Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Customer Support/Relations (Consignment Booking)
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2004/1226.54
Minimum Educational Qualification and Experience	Grade 9 + No Experience required or Grade 8 with one year of (NTC/ NAC) after 8th + No Experience required or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject + No Experience required or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	25/11/2021
Next Review Date	25/11/2024
NSQC Approval Date	25/11/2021
QP Version	3.0
Model Curriculum Creation Date	15/07/2021
Model Curriculum Valid Up to Date	25/11/2024
Model Curriculum Version	3.0



Minimum Duration of the Course	360 hrs
Maximum Duration of the Course	360 hrs

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Describe the basic structure and function of supply chain
- Identify various activities in land transportation
- Detail the various tasks to be performed while preparing for consignment booking
- Demonstrate the process of consignment booking as per SOP
- Perform consignment booking as per standard operating procedure
- Perform the necessary tasks post booking
- Demonstrate health, safety and security measures while booking consignments

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	20:00	10:00	00:00	00:00	30:00
Module 1: Introduction to Consignment Booking Assistant	20:00	10:00	00:00	00:00	30:00
LSC/N1117: Prepare for Booking NOS Version 1.0 NSQF Level 3	20:00	60:00	10:00	00:00	90:00
Module 2: Preparation for Booking	20:00	60:00	10:00	00:00	90:00
LSC/N1118: Perform Consignment Booking NOS Version 1.0 NSQF Level 3	20:00	60:00	10:00	00:00	90:00

Module 3: Consignment Booking	20:00	60:00	10:00	00:00	90:00
LSC/N1119: Perform Post Booking activities NOS Version 1.0 NSQF Level 3	20:00	30:00	10:00	00:00	60:00
Module 4: Post Booking Activities	20:00	30:00	10:00	00:00	60:00
LSC/N1128: Maintain health, safety and security measures while booking consignments NOS Version 1.0 NSQF Level 3	20:00	40:00	00:00	00:00	60:00
Module 5: Compliance to Health, safety and security standards	20:00	40:00	00:00	00:00	60:00
Employability Skills Module	15:00	15:00	00:00	00:00	30:00
Total Duration	115:00	215:00	30:00	00:00	360:00

Module Details

Module 1: Introduction to Consignment booking assistant

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Consignment booking assistant

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe Supply Chain and Logistics Management • Detail the various sub-sectors and the opportunities in them • Explain transportation industry and opportunities in it • Detail your job role as Consignment booking assistant and its interface with other job roles • Explain various activities in warehouse • State the importance of warehouse • Discuss the employment opportunities in the warehouse industry 	<ul style="list-style-type: none"> • Identify various activities in transportation industry • Identify various sub-sectors and the opportunities in them • Perform your job role as Consignment booking assistant • Identify the employment opportunities in the warehouse industry
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Video player or TV	

Module 2: Preparation for Booking

Mapped to LSC/N1117, v1.0

Terminal Outcomes:

- Detail the various tasks to be performed while preparing for booking

Duration: 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the various tasks to be performed before booking • Explain the importance of Booking a Consignment • Describe the various Consignment Booking systems available • List the documents required for booking consignments • Describe prioritization of booking and inspection procedures • Elaborate on the different types of goods transported • Detail the usage of Computers and other related systems in Consignment booking • Explain the records and security procedure to be followed in Booking a consignment • Discuss common problems and solutions for consignment booking • Explain the procedure for reporting in the organization • List the points to be noted while interpreting Lorry receipts 	<ul style="list-style-type: none"> • Demonstrate how to prioritize booking and inspection procedures • Prepare the documents for booking consignments • Identify which document to be produced during each stage • Identify different types of goods transported • Demonstrate the usage of Computers and other related systems in Consignment booking • Comply with security procedures while booking a consignment • Provide solutions in case of any discrepancies • Demonstrate the procedure for reporting in the organization • Interpret Lorry receipts
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Barcode scanner, Corrugated cardboard boxes, Storage Bins, Sample list, Hand held device, palmtops, Labels & Signages, Printers & Scanners, Packaging symbols & standards	

Module 3: Consignment Booking

Mapped to LSC/N1118, v1.0

Terminal Outcomes:

- Demonstrate the process of consignment booking as per SOP

Duration 20:00	Duration: 60:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the steps to be followed for consignment booking activities • Discuss the process of booking the consignments • Explain how to consolidate orders received • Detail the process of distinguishing and consolidating various loads • Determine the availability of trucks • Explain how to markup cost • Establish good relationship with customers • Explain as when to raise booking invoice • List the checks that are to be performed at the customer location 	<ul style="list-style-type: none"> • Perform all the necessary steps for consignment booking as per SOP • Perform consolidation of orders received • Distinguish various loads and consolidate them • Find the availability of trucks • Calculate markup cost • Negotiate for prices based on the database • Communicate to customers on availability or drop in trucks • Perform coordination with Customer and Transport companies • Prepare necessary invoices and send to customers • Identify the checks that are to be performed at the customer location
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Sample reports & documents like tracking sheet, Reporting forms, Incident reports etc. Caution boards, Do's and Don'ts charts	

Module 4: Post Booking Activities

Mapped to LSC/N1119, v1.0

Terminal Outcomes:

- Discuss the various tasks to be performed post booking
- Verify the system information and the actual orders processed

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the various activities to be performed after booking consignments • Explain the verification process of system information and the actual orders processed • Detail the process of evaluating the orders and process billing • State the importance of LR copies • Detail the types of reports that are to be shared with the manager • Explain how to address the issues faced during the day • Discover the reports to be produced • Explain the escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Perform the various activities after booking the consignments • Verify the system information and the actual orders processed • Evaluate the orders and process billing • Identify the types of reports that are to be shared with the manager • Solve various issues faced during the day • Identify the reports to be produced • Evaluate the kinds of market data to be collected • Report deviations as per escalation matrix
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Teaching board, Computer, Projector, Sample reports & documents like Invoice, ARE-1, Octroi, Duty form, Reporting forms, Incident reports etc, Do's and Don'ts charts	

Module 5: Compliance to Health, Safety and Security Measures while Booking Consignments

Mapped to LSC/N1128, v1.0

Terminal Outcomes:

- Demonstrate health, safety and security measures while booking consignments

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail health, safety and security procedures while booking consignments • Discuss the concept of 5S at workplace • Explain the driver safety • Describe the procedures for Evacuation in work environment • List the safety requirements in the work environment • Explain vehicle parking procedures • Discuss the standard protocol in case of emergency situations, accidents, and breach of safety • Discover the importance of road signs and rules • Explain escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Demonstrate health and safety procedures while booking consignments • Implement 5S at workplace • Demonstrate the evacuation procedure in work environment • Identify the safety requirements in the work environment • Demonstrate the importance of road signs and rules • Report deviations as per escalation matrix
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Workshop Safety: Fire extinguishers, First Aid kits, Safety signs, SOP Charts on safety norms and drills. Charts of Do's and Don'ts in work area	

Module 6 : Employability Skills

Mapped to DGT/VSQ/N0101, v1.0

Terminal Outcomes:

- Appraise the significance of employability skills in meeting the job requirements
- Identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices.
- Illustrate English and communication skills, customer service, entrepreneurship, and getting ready for jobs and apprenticeship.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the importance of Employability Skills in meeting the job requirements • Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. • Describe positive attitude, self - motivation, problem solving, time management skills and continuous learning mindset in different situations. • Discuss the significance of reporting sexual harassment issues in time • Appraise the significance of using financial products and services safely and securely. • Explain the importance of managing expenses, income, and savings. • Detail the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely • Categorize the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges • Discuss the significance of maintaining hygiene and dressing appropriately • Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> • Analyze 21st century skills. • Practice appropriate basic English sentences/phrases while speaking • Demonstrate how to communicate in a well -mannered way with others. • Illustrate working with others in a team • Demonstrate how to conduct oneself appropriately with all genders and PwD • Operate digital devices and use the associated applications and features, safely and securely • Differentiate between types of customers • Create a biodata • Experiment with various sources to search and apply for jobs • Identify customer needs and address them • Compose the significance of dressing up neatly and maintaining hygiene for an interview

Classroom Aids
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs
Tools, Equipment and Other Requirements
Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th Pass		2		1		Specialized in Land Transportation

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Consignment Booking Assistant” mapped to QP: “LSC/Q1120, v3.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601” with minimum score of 80%.

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th pass		2		1		Specialized in Land Transportation

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Consignment Booking Assistant” mapped to QP: “LSC/Q1120, v3.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2701” with minimum score of 80%.

Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

1. Practical Assessment: This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

2. Viva/Structured Interview: This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.

3. On-Job Training: OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.

4. Written Test: Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions

- iv. Fill in the blanks
- v. Scenario based Questions
- vi. Identification Questions

QA Regarding Assessors:

Assessors are selected as per the “eligibility criteria” laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts “Training of Assessors” program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

References

Glossary

Term	Description
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards