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Facilitator Guide

Customised courses under PMKVY (210 hours)



Sector
Logistics

Sub-Sector
Land Transportation

Occupation
Documentation and Reporting

Reference ID: LSC/Q1123, Version 1.0
NSQF Level: 3

Documentation Specialist - Transportation

This book is sponsored by

Logistics Sector Skill Council

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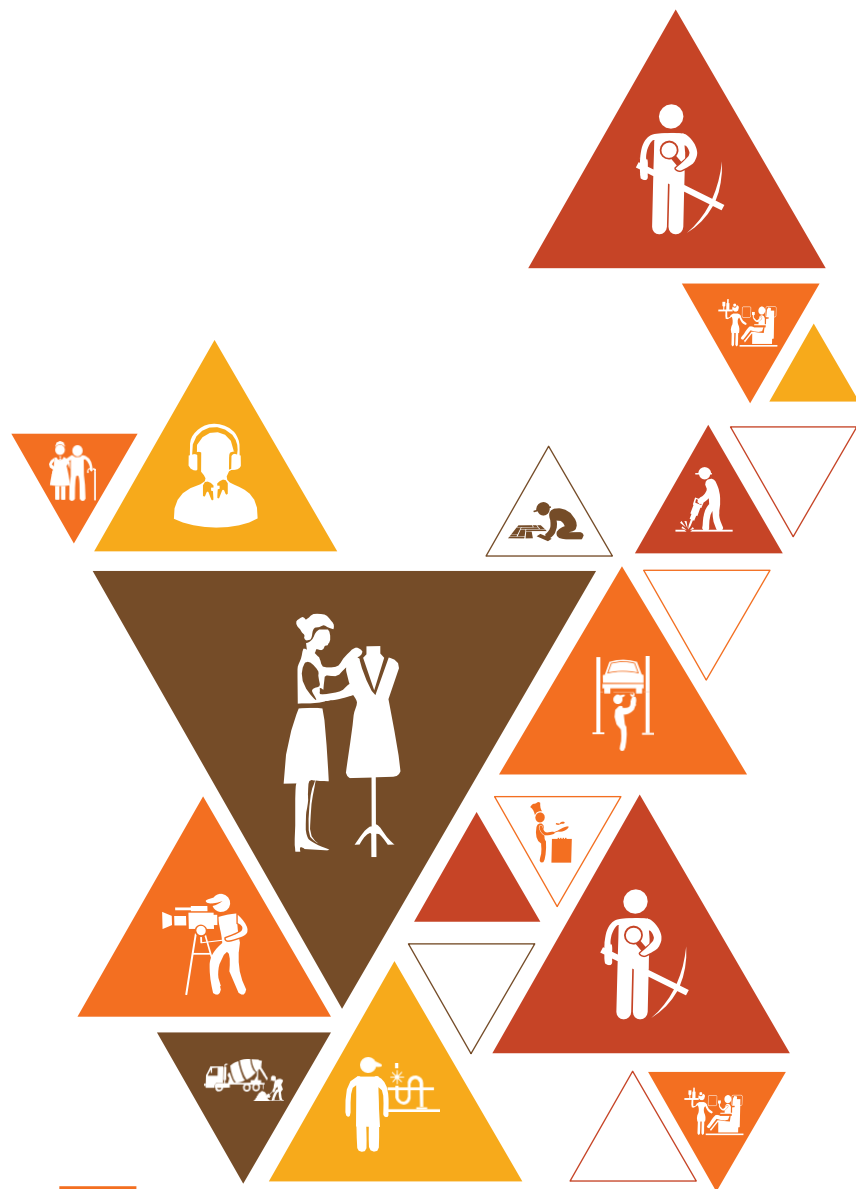
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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Acknowledgements

We thank the following organizations for endorsing the contents of this Facilitation Guide, thus contributing towards skilling based on the Qualification Pack (QP) and National Occupational Standards (NOSs).



About this Guide

This Facilitator Guide is designed to enable training for the Documentation Specialist - Transportation Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major topics in courier sales.

The book elaborates how facilitators interact with the participants and train them by understanding their needs and explaining all the key concepts pertaining to the job roles. Also it helps the facilitator to complete all the topics to the participants in timely fashion.

This guide also provides the latest information on current advancements in technology and its impact on the industry. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of courier service.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary



Role Play



Example

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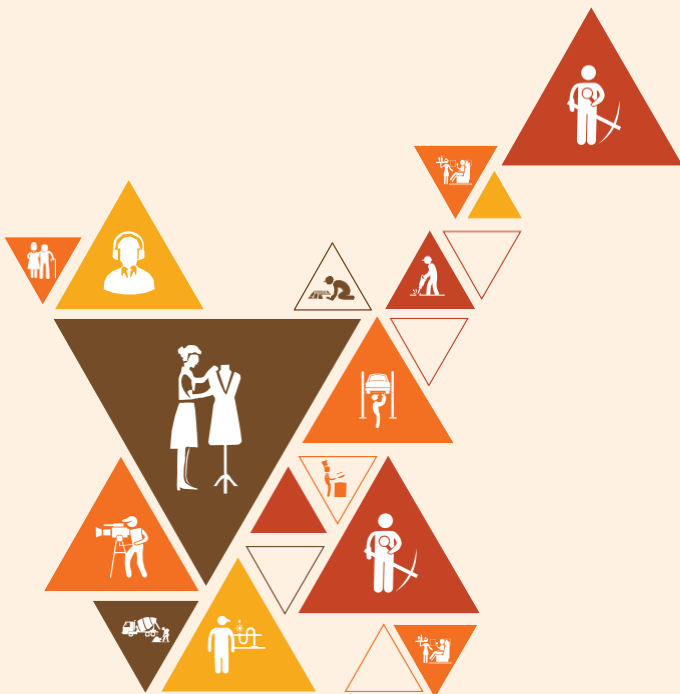


1. Documents and its Requirements

Unit 1.1 - Different types of Documents Required during Transportation

Unit 1.2 - Types of Documents Used During Exports

Unit 1.3 - Documents Required During Interstate Transfer and General Parameters on Tax



LSC/N1120
(Part of - LSC/Q1123)

Key Learning Outcomes

At the end of this module, students will be able to:

1. Explain the various types of documents
2. Describe each document and its requirements
3. Distinguish documents required for exports with other documents
4. Key out documents used for interstate movement of goods
5. Explain the importance of documents
6. Identify as which document to be used at what needs
7. Educate the Documents requirement at check posts and during inspection
8. Distinguish the different documents used during exports
9. Narrate the tax parameters

UNIT 1.1: Different types of Documents Required during Transportation

Unit Objectives

At the end of this unit, students will be able to:

1. Learn about the various documents
2. Explain as at what circumstances which documents to be used
3. Identify which document to be produced during each stages

Resources

- A copy of blank Commercial Invoice
- Copy of Performa Invoice
- Copy of CST Forms
- Copy of Permit and Way bill
- Copy of Entry Forms, Octroi Forms, Transit Pass
- Copy of Packing List, Insurance, Fitness certificate
- Computer, projector, with internet connection

Notes for Facilitation

- You shall verify with students to understand what is their knowledge, on documents, types of documents, etc.
- You shall check with them as whether have they did any documents in their past or have handled any documents.

Explain

- Each of the documents, with each and every detail of the document
- What is Commercial Invoice, Performa Invoice, CST forms, Permit and way bills
- What is an Entry form, Octroi Form and Transit pass, and when should it be produced
- What is packing list, Insurance, fitness certificate and why it should be collected?
- What are the details mentioned in each of the document, its meaning and the requirements?

Exercise



- Provide students blank copies of different documents
- Ask the students to fill the different documents by self and identify their doubts

Elaborate



- The students as how to fill the details in the various documents
- The dos and don'ts while filling Other types of documents

Notes for Facilitation



- You could ask the students as what should be filled in each column
- Invite students to answer each column
- Increase the awareness of the students in understanding by explaining the purpose of each column
- Give brief overview as what are the essential details, to be filled mandatory

Unit 1.2 : Types of Documents Used During Exports

Unit Objectives

At the end of this unit, students will be able to:

1. Learn about the various documents used during exports
2. Narrate as at what circumstances which documents to be used
3. Identify which document to be produced during each stages

Explain

- What is an export?
- Why export is very critical?
- What are the common documents required for exports?

Elaborate

- The students as what documents required under the various category
 - Bank Documents
 - Customs documents
 - Shipping documents and
 - Customer documents

Ask

- The students on their knowledge and experience about exports
- What goods in India shall be exported, according to them?
- What goods could not be exported, according to them?
- Their Idea about Make In India Program
- To which country do India exports textiles?
- From which country do we import Oil?

Exercise

- Tell the students to open and keep the book on Unit 2.3 - Documents Required During Interstate Transfer and General Parameters on Tax

Activity

- Ask the students, whether Bihar state requires entry tax?
- Whether Pondicherry has Octroi?
- Whether transit pass is required for Maharashtra?
- How many invoice copies required for Gujarat?
- What are the other information to be taken care at Orissa?
- What is the Permit type requirement for sealable goods in Manipur?

Explain

- What is VAT?
- What is CST, ST, and GST?
- What is C form?

Elaborate

- What is GST?
- What are the impact of GST and how things will change?
- What does it mean one India one Tax?

Explain

- The students as how to fill the airway bill / courier slip

Ask

- Where is the airway bill number?
- Where should we enter the customer address?
- Where should we enter the senders address?
- Where should the customer sign?
- Where should the weight of package to be mentioned?

Unit 1.3 - Documents Required During Interstate Transfer and General Parameters on Tax

Unit Objectives

At the end of this module , participant will be able to:

1. Learn about the various documents required during interstate transfer
2. Narrate as at what circumstances which documents to be used
3. Identify how many copies of each document to be produced
4. Gather information on tax parameters

Resources

- Computer
- Projector
- Internet connection
- Live Airway bill number

Say

- It important to understand the courier tracking and understand as how it works
- Customers, nowadays can track their parcel live, including location.

Practical

- Login to the courier website, enter the airway bill details and track
- Convey the students as how to track the courier
- Ask the students to do the same

Explain

- Each step shown in the detailed tracking summary
- The length of journey, time taken for the courier to pick up and reach the customer

Say



- Packaging plays an important role in transportation industry indirectly
- Without noticing the label, moving a parcel may lead to big errors
- There are universal signs on labels
- Packaging is an art by which we handle the items inside the parcel, undamaged and in safe condition till it reaches the customer
- Multiple handling is done in between and hence proper packaging and labelling plays a very important to handle safe.

Ask



- The students to think about a situation, when they are carrying a package which got loose ends and all the parcel inside falls down and broken.
- Who is responsible for the broken items?
- Consider if the label is marked upside down and handling the parcel opposite, causes damages to the items inside. Now in this situation, whose fault is it?

Activity



- Arrange a list of labels across the table and ask the students to match the following
- Arrange the list of packing accessories and ask students to identify which type of packing material goes with what kind of materials.

Demonstrate



- Packing a box
- At which part of the box the labels are to be attached

Explain



- Different labels
- What is prohibited goods, its labels and its meaning
- The checks to be made after packing, to confirm the packing is good.

Explain

- Why we need handling equipment's?
- The reason as why should we carry the package in an orderly fashion

Say

- Handling equipment's are those, which help us to lift or move the packages easily
- Manual, semi-automated and fully automated equipment's are used in the warehouses to handle goods handling
- Handling packages should be in right movement, else in few months, back pain and other health related issues may arise.

Demonstrate

- The steps in manual handling, step wise, as explained in the participant handbook and as reference image below
- Place a package in front and explain as how to lift, without affecting the backbone.
- Demonstrate to make understand that the students make sure that the load is handled on the arms and legs and pressure not on the bones

Because of the orthopedic pains and to avoid the pressure on bones, there has been a systematic way to handle goods. Handling of materials should be taken care. Lift heavy objects safely.

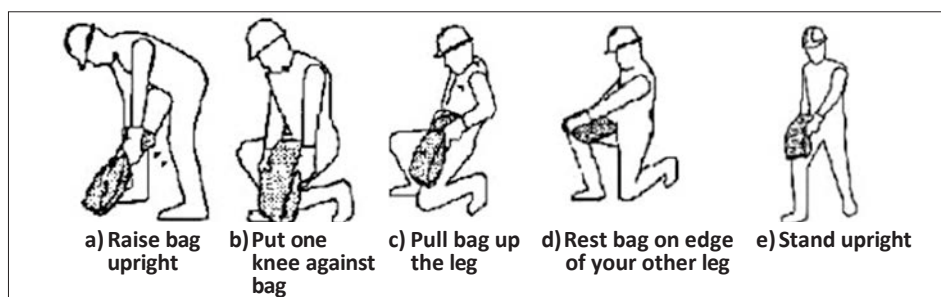
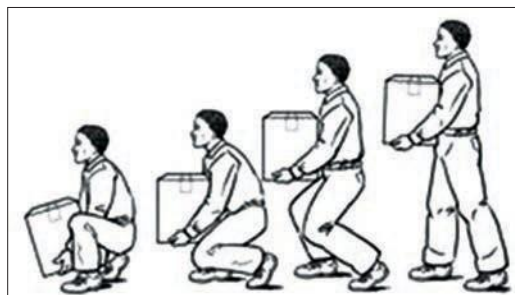




fig 1.3.2 :Reduce Package weight and Size

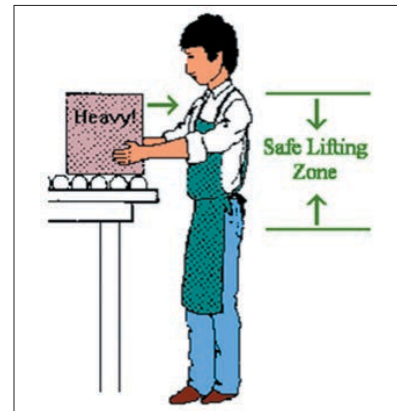


fig 1.3.3:safe lifting zone

Activity



- Ask few students to perform lifting of a box from ground and place back to another location on the ground
- Monitor the body movement as how they lift and handle.

Summarize



- Summarize as how to fill airway bill details
- Summarize what is packaging, its accessories and different labels
- Sum up the process of handling and lifting a box
- Sum up the different types of handling equipment's

Answers to the Exercise in PHB



1. Refer 1.1.2 in Participant handbook
2. Gujarat, Maharashtra, Punjab
3. Refer 1.3 in Participant handbook
4. Permit
5. Refer 1.1.11 in participant handbook
6. Refer 1.3.4 in Participant handbook
7. Refer 1.3.5 in Participant handbook
8. Refer 1.3.5 in Participant handbook
9. Refer 1.3.7 in participant handbook
10. Refer 1.3.8 in Participant handbook
11. Activity





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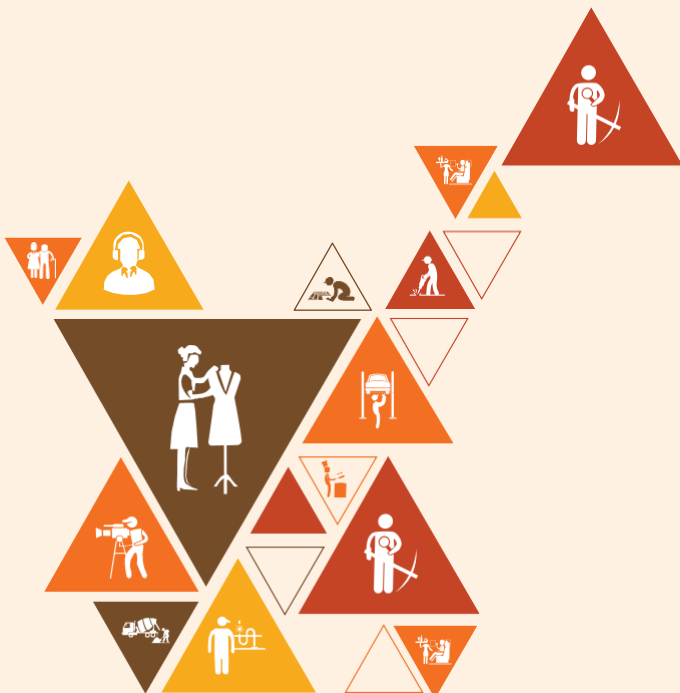


2. Procedure in Handling Documents

Unit 2.1 - Steps involved in Processing Documents

Unit 2.2 - Inbound Consignment Process

Unit 2.3 - Outbound Consignment Process



LSC/N1121
(Part of - LSC/Q1123)

Key Learning Outcomes

At the end of this module participant will be able to:

1. . Narrate the steps that are involved in preparing documents
2. Identify the Do's and Don'ts while preparing documents
3. Process the inbound and outbound consignment process
4. Plan parameters and considerations before scheduling activities
5. Source out information's required for planning the day
6. Prioritize the activities for the day
7. Educate in identifying the right type of documents required
8. Explain the steps in inbound and outbound transportation movement
9. Inspect the documents and documents to be produced as acknowledgment

UNIT 2.1: Steps Involved in Processing Documents

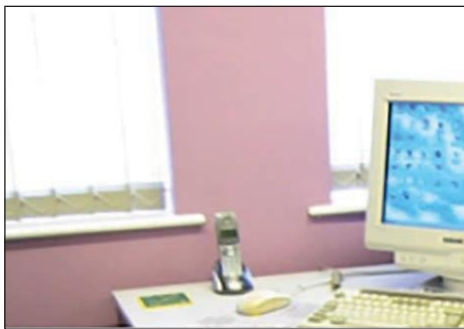
Unit Objectives

At the end of this module participant will be able to:

1. Agree upon understandings required while preparing documents
2. Learn about process involved
3. Inspect on the various checklist required and reporting

Steps

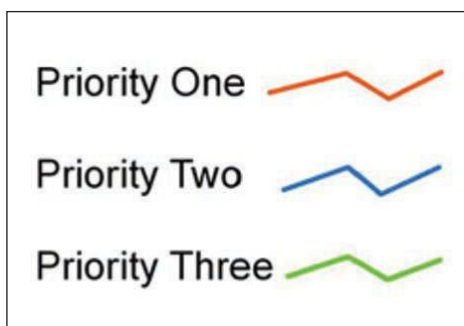
Steps: How to Process Documents



STEP 1: Check your table Everything is ok



STEP 2: Get tasks from Transportation Manager



STEP 3: Prioritize based on time, availability of resources, customer and criticality



STEP 4: Understand legal requirements for each Consignment, each route, Product



STEP 5: Get ready with documents based on types of goods & its procedures



STEP 6: Fill Forms and inspection checklist



STEP 7: Use softwares & complete documentation procedure



STEP 8: Communicate with employees the instructions



STEP 9: Escalate to supervisor on issues



STEP 10: Complete the checklist and submit the documents



STEP 11: Prepare reports & submit to management



STEP 12: Help and support team members

Elaborate

- The reporting structure of a Documentation Specialist - Transportation
- The student to understand the hierarchy of reporting

Notes for Facilitation

- Every organization will have different reporting structure, so it is always better to understand whom to report and to coordinate
- As the work of the Documentation Specialist - Transportation would be at the transportation bay or at the warehouse, it is very essential to undergo safety and risk procedure during movement

Elaborate

- The understandings and requirements for the day
- Stationary Requirements
- Health, Risk & Safety Procedure
- Understanding on nature of Goods, truck type, load details, destination
- Standard Operating Procedure
- Government Documents & forms
- Software requirements (Login ID, password, reports generation)

Role Play

- The start of the day discussion with supervisor or Transportation Manager
- Reporting to supervisor on days activity and collecting sufficient information
- What all points will they discuss and how will the forecast plan look like for the day

Explain

- What are the information that is available in the Delivery planning sheet after entering the Load ID on the computer software?
- Inbound and Outbound Consignments
- How to identify the transportation mode
- What are the key areas of attention to be taken care?

Notes for Facilitation

- From the total list of the days consignments, classify the list of the inbound activities and outbound activities. Try and understand the types of materials that will be leaving / coming into the factory premises and what kind of documents will be required based on its usage and destination should be made ready. Understand the weight, length, width, route and type of truck that is going to be used. Based on each scenario the codes and checklist will differ. Try and align the documents as a perfect kit.
- Determine what mode of transportation is to be used and prepare the documents accordingly. Understand the legal requirements for each type of transportation.
- Classify the priorities for the day and start to work with. The priorities may be defined either by customer type, based on schedules planned, based on expedites or based on emergencies.
- Based on the mode of transportation and the type of goods, start to prepare the documents.
- Documentation Specialist - Transportation is not responsible for entering every detail of the document. Based on the information received from the finance and sales department, they cross-check the information against the purchase order, invoice, packing list, they start to prepare documents. The entry data will be limited to requirements needed in the document for transportation purpose only.
- Recording the physical /visual inspection of goods is one other key information to be captured. At some circumstances, electronic documentation has to be done. In such case, filing any form and submission would be done via the internet. Example – Transit Pass for certain states (Tamil Nadu) can be done online, and shall attach the receipt.
- With an understanding of the number of copies to be printed, take print out of the copies of packing list, Invoice, Quality reports, Interstate forms, Permit forms of Trucks, Transit pass and any other required forms based on the destination.
- Each transporter and freight forwarder may request a different format and copies of documents may vary. So, understanding of each of the transportation companies, the organization works with and their processes are important.

- Based on the standard operating procedures, start to prepare the documents. Prepare the kit for each consignment, stamp, seal the documents wherever necessary and get it approved at all stages.
- Prepare the number of sets as different kits as per the requirement at customs / RTO check post / tax audit/ for inspection
- Check the documents against the shipping checklist. Validate and keep it for future reference. The detail of destination is one more critical area where attention should be given. Because missing of it would delay the shipment process when it crosses the borders between the states. The documentation Executive should be very much aware of what kind of documents will be required at which check posts based on goods.
- Pass on the documents to the required person in hand as sealed package.
- If faced with any failures or on any issues, kindly report to the manager in charge immediately. The more delay you make may end up severe consequences, hence trying to notify your manager is very important as earlier as you knew it.

UNIT 2.2: Inbound Consignment Process

Unit Objectives

At the end of this module participant will be able to:

1. Agree upon understandings required for inbound consignment process
2. Learn about various documents to be received during inbound operations
3. Inspecting the documents and documents to be produced as acknowledgement
4. Correspond with the issues faced

Explain

- As where will they be finding as how many orders are received for the day?
- How to plan for days orders?
- What is Delivery planning sheet?
- The various documents to be received from different incoming modes.
- What are the inward checks to be performed?
- What is GRN and how to process GRN?

Ask

- The students on what kind of checks will you perform when any goods comes inside a factory
- Why is it important to do inspection?
- What kind of questions will the supervisor may ask regarding to a consignment?
- Will they sign any documents provided by the transport company directly or will they perform any checks?

UNIT 2.3: Outbound Consignment Process

Unit Objectives

At the end of this module participant will be able to:

1. Agree upon understandings required for outbound consignment process
2. Learn about various documents to be prepared during outbound operations
3. Inspecting the documents and documents to be prepared and as how to prepare the documents
4. Correspond with the issues faced

Notes for Facilitation

- Understand Customer Requirements and ensure, what is required is delivered. Meeting the customer requirements is the key to any business.
- Any formats or any procedure, if the customers ask the organization to follow, has to be followed.
- As a Documentation Specialist - Transportation, formulate the entire set of documents in the format the customer has requested. Each customer is different and their needs and requests will be different.

Explain

- The steps involved in Outbound process
- The difference between internal and external documents
- The inspection checks to do with the transporter / driver
- The list of documents that are required based on Local/ interstate/Export/Courier movement
- What is Goods consignment note?

Elaborate

- Working of tracking systems and how to update and track
- Full Truck and Less than Truck loads

Role Play



- Prepare a set of documents as a kit for Local/ interstate/Export/Courier movement
- Considering a truck is fully loaded, role play as the Documentation Executive explaining the content to the driver about the documents and how to use it?
- Arrange and give the documents to the driver. Explain to driver as which document to be used at what cause.

Answers to the Exercise in PHB



1. A goods received note (GRN) is a record of goods received from suppliers, and the record is shown as a proof that ordered products had been received. The record is used by the buyer for comparing the number of goods ordered to the ones delivered.
2. Refer 3.2 in Participant Handbook
3. Perform inward check
4. Manager

Notes



A large rectangular area enclosed by an orange border, containing 30 horizontal black lines for writing.





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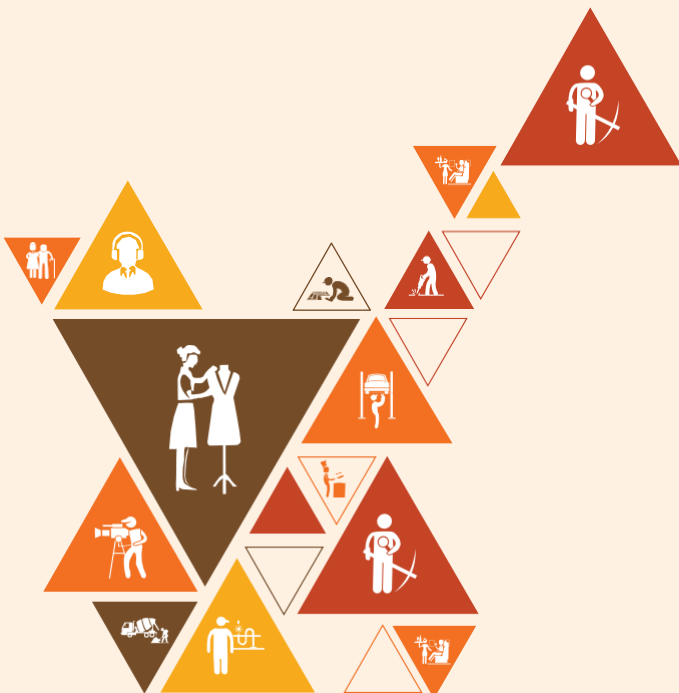
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3. Post Documentation Activities

Unit 3.1 - Support During Inspection

Unit 3.2 - Reporting and Tracking the Consignment



LSC/N1122
(Part of - LSC/Q1123)

Key Learning Outcomes

At the end of this module participant will be able to:

1. Identify as how to handle situations during vehicle inspection
2. Explain the reporting procedures
3. Knowledge on tracking the consignment
4. Evaluate the procedure in handling risk situations
5. Narrate the kind of support required during vehicle inspection at the check post
6. Distinguish between the main documents and auxiliary documents required during the vehicle movement
7. Explain the situations when the driver requires assistance
8. Describe as how to perform on-line tracking and off-line tracking of vehicle
9. Explain the reporting situations and situations of escalations
10. Explain the various risk factors involved during vehicle movement

UNIT 3.1: Support During Inspection

Unit Objectives

At the end of this unit, students will be able to:

1. Explain as how to handle situations when inspection is done
2. Help out drivers offline
3. Produce supporting documents
4. Narrate the vehicle activities

Role Play

- Consider that a driver calls, when he gets stopped at check post. Explain a scenario as how to explain and handle the situation.

Notes for Facilitation

- Supporting the request of the driver is one of the most critical jobs of the Documentation Specialist - Transportation.
- Attend the phone call of driver if in case any queries in documentation while checking by officials or by Police Understand the problem in detail
- Explain the driver as how to handle the situation
- Ask the driver to provide what document to be produced under which type of questions
- Help to provide what to produce as per the authority requirement
- If driver fails, try to communicate with the authority over telephone and explain in detail about the consignment and other related questions Escalate the issues to the manager if required.

UNIT 3.2: Reporting and Tracking the Consignment

Unit Objectives

At the end of this module the student will be able to:

1. Identify as what are the reports to be produced
2. Explain the reporting procedures
3. Knowledge on procedure to handle loss and damages
4. Procedures for tracking

Resource

- Computer
- Projector
- Internet connection
- Live Airway bill number

Say

- It important to understand the courier tracking and understand as how it works
- Customers, nowadays can track their parcel live, including location.

Practical

- Login to the courier website, enter the airway bill details and track
- Convey the students as how to track the courier
- Ask the students to do the same

Explain

- Each step shown in the detailed tracking summary
- The length of journey, time taken for the courier to pick up and reach the customer

Elaborate

- The different types of reports that will be prepared
- The various daily reports, weekly reports and monthly reports

Explain

- Explain the reasons for the missed consignments
- Explain issues faced on the day
- Explain damages occurred, reasons for delay, damages or losses and its reporting procedure

Demonstrate

- How to submit bills and claim reimbursement
 - Use bills attach to a claim sheet
 - Mention the expenses on the sheet and attach the proof of bills

Ask

- What forms will you submit during day closure?
 - Day's consignment sheet
 - Reimbursement claims forms, if any
 - Stationary received and submitted form
 - Replacement forms
 - Other paperwork as per the organization procedure

Explain

Process for handling Loss and Damages

- The common problem that will be faced during transport will be loss and damages. The loss may happen because of poor packing, poor material handling during loading and unloading, theft or misplacing.
- Damages will also be by improper handling of materials during transit.
- Every organization has a procedure in handling the loss and damages during inbound and outbound.
- Understand the organization policy by which you have to proceed in handling the issues.
- During loading, count the quantity and visually inspect the damages and make a note of it.
- Communicate to the supervisor about the damages and loss.
- Report reasons and investigate the reason for damage. Follow organizational procedures in sorting out the issues.
- Report and communicate to the manager in charge and to the management immediately. Keep a track and history of issues.

Role Play

- How to deal with supervisor, who is very busy
- Reporting to supervisor on days activity at his desk
 - What all points will the student share
 - Share the feedback of the day

Summary

- Explain the steps to be followed on the missed consignments
- What inspection are you supposed to do before tracking and reporting
- What are the reports that are to be submitted to the supervisor

Answers to the Exercise in PHB



1. Refer 3.2.1 in participant handbook
2. • Provide bills for reimbursement • Out of pocket expenses (telephone calls) • Money taken in advance and reimbursed • Submit Forms • Delivery run sheet taken during the day with customer signatures
3. shippers, improper handling, water exposure
4. • GPS – Handheld devices • Blue tooth devices • Company Mobile phone • Pen, Seal, Delivery notes • Packing accessories • Handover cash to the accounts department • Account the money that was collected • Surrender the Card swiping machine
5. Refer 3.2.1 in Participant handbook
6. Refer 3.2.1 in Participant handbook
7. repeated
8. Any damage or an issue with the vehicle should be reported to the maintenance. Handover the keys and acknowledge
9. Role play

Notes







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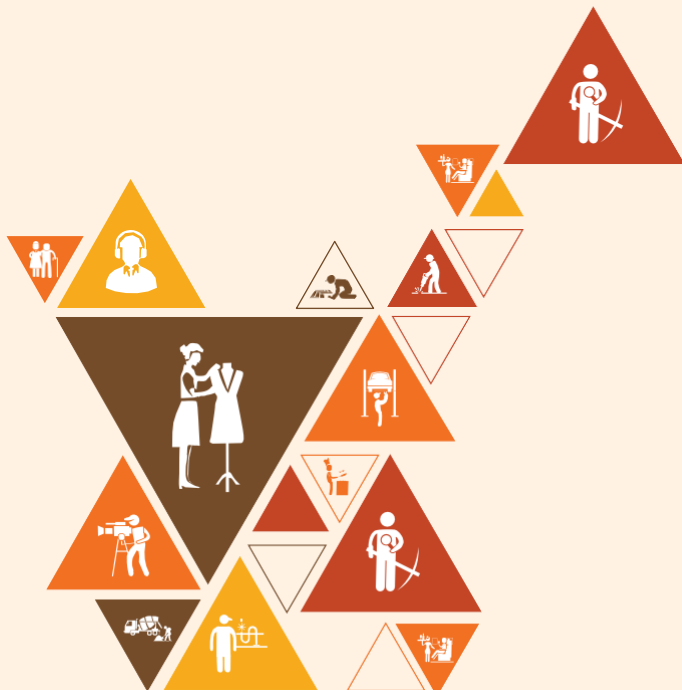
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4. Employability Skills

Click unit below for content

Unit 4.1 - Employability Skills



DGT/VSQ/N0104



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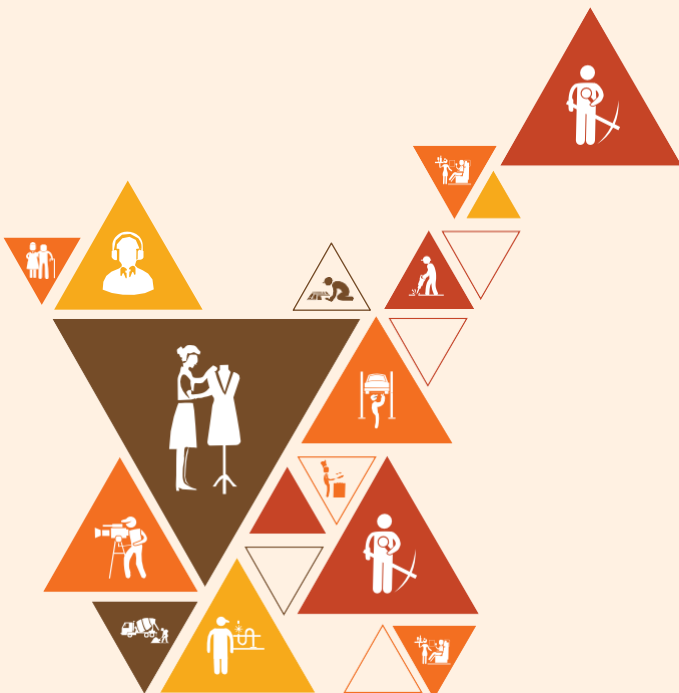


5. Annexures

Annexure I: Training Delivery Plan

Annexure II: Assessment Criteria

Annexure III: QR Codes - Video links



Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Certificate Course in Documentation Specialist - Transportation		
Qualification Pack Name & Ref. ID	LSC/Q1123, Version 1.0		
Version No.	1.0	Version Update Date	19/01/2023
Pre-requisites to Training (if any)	12 grade pass OR Completed 2nd year of 3-year diploma (after 10th) and pursuing regular diploma OR 10th grade pass plus 2-year NTC OR 10th grade pass plus 1-year NTC plus 1 year NAC OR 8th pass plus 2-year NTC plus 1-Year NAC plus CITS OR 10th grade pass and pursuing continuous schooling OR 10th Grade Pass with 2 years relevant experience OR Previous relevant Qualification of NSQF Level 3.0 with minimum education as 8th Grade pass with 3 year relevant experience OR Previous relevant Qualification of NSQF Level 3.5 with 1.5 year relevant experience		
Training Outcomes	<p>By the end of this program, the participants will be able to:</p> <ol style="list-style-type: none"> 1. Describe the basic structure and function of supply chain 2. Identify various activities in Land Transportation 3. Detail the various tasks to be performed while preparing for processing documents 4. Describe each document and its requirements 5. Perform documentation of inbound and outbound consignments as per standard operating procedure 6. Perform the necessary tasks post documentation 7. Demonstrate health, safety and security measures while performing documentation 		

SI No.	Modules	Session Name	Session Objectives	NOS Reference	Methodology	Training tools	Duration (Hrs)
1.	Documents and its Requirements	Type of Invoices	Explain the various types of invoices	LSC/N1120 PC6,PC7, KA1, KA2	Theory	Book, pen, duster etc. Projector/Slides/Board/Video Airway Bill	5 Hrs.
		Waybill	Identify the waybill in warehouse		Practical		6 Hrs.
		Export and import documents	Distinguish the different documents used during exports		Practical		4 Hrs.
2.	Procedure in Handling Documents	Documentation on organization structure	Explain the Steps involved in Processing the documentation	LSC/N1121 PC1, PC2, PC3, PC4 PC5,PC6, PC7, PC8, PC9 KB1,KB3, KB4, KB5, KB6,KB7	Theory	Book, pen, duster etc. Projector/ Slides/ Board/ Video Stationary Packing Accessories Road Map of India and States Carton Box Phone	7 Hrs.
		Inbound Consignment	Detail the steps for inbound Outbound process		Theory		7 Hrs.
		Planning parameters	Explain the process of planning parameters		Theory		6 Hrs.
		Do's and Don'ts	Identify the Do's and Don'ts while using in warehouse		Practical		8 Hrs.
		Documentation	Identifying the right type of documents required		Practical		8 Hrs.
		Planning	List out the planning parameter before scheduling		Practical		8 Hrs.
		Parameter for planning	Collect activities information required for planning the day		Practical		8 hrs
		Daily activities	Prioritize the daily		Practical		8 Hrs.

			activities for the day				
3.	Post Documentati on Activities	Reporting procedures	Explain the reporting procedures	LSC/N1122 SA8 SB1, SB2, ,	Theory	Book, pen, duster etc. Projector/S lides/ Board/ Video Local Map Cash Memo Carton Box	5 Hrs.
		Vehicle inspection	Identify as how to handle situations during vehicle inspection	PC3, PC4, PC5, PC6, PC9, PC10, PC11 KA2,KA3, SA1,SA3,	Practical		6 Hrs.
		Online tracking	Identify how to perform online tracking and offline tracking of vehicle	SA8	Practical		4 Hrs.

4.	Employability Skills	Introduction to Employability Skills	<ul style="list-style-type: none"> Describe the importance of Employability Skills Prepare a note on different industries, trends, required skills 	DGT/VSQ/N0104	Team Activity: Round of Interactive discussion	White-board and Markers Chart paper and sketch pens LCD Projector and Laptop for presentations.	T: 2:00 P: 1:00
		Constitutional Values: Citizenship	<ul style="list-style-type: none"> Detail the principles of the constitution of India Identify the various environmentally sustainable practices 	DGT/VSQ/N0104			T: 2:00 P: 1:00
		Becoming a Professional in the 21st Century	<ul style="list-style-type: none"> Discuss relevant 21st century skills required for employment Practice critical thinking and decision making skills 	DGT/VSQ/N0104		T: 2:00 P: 3:00	
		Basic Skills	<ul style="list-style-type: none"> Read English text with appropriate articulation Practice basic English words, sentences and punctuation Demonstrate active listening and reading skills 	DGT/VSQ/N0104	Team Activity: Role play, video session	T: 6:00 P: 14:00	
			Entrepreneurship	<ul style="list-style-type: none"> Describe the types of entrepreneurship and enterprises Describe the 4Ps of Marketing- Product, Price, Place and Promotion and apply them as per requirement Create a sample business plan, for the selected business 			T: 2:00 P: 13:00

		<p>Communication Skills</p> <ul style="list-style-type: none"> • Explain the importance of communication at workplace • Demonstrate effective communication strategies • Demonstrate how to communicate effectively using verbal and nonverbal communication etiquette 	DGT/VSQ/N0104			T: 2:00 P: 8:00
		<p>Essential Digital Skills</p> <ul style="list-style-type: none"> • Detail the use and features of various MS Office tools, like MS Word, MS Excel, MS PowerPoint, etc. • Demonstrate how to operate digital devices • Create an e-mail id and follow e-mail etiquette to exchange e-mails • Describe the role of digital technology in day-to-day life and the workplace 	DGT/VSQ/N0104			T: 6:00 P: 14:00
		<p>Diversity and Inclusion</p> <ul style="list-style-type: none"> • Explain the need of diversity at workplace • Identify the various PwD policies applicable at workplace • Discuss the significance of the POSH Act 	DGT/VSQ/N0104	Team Activity: Round of Interactive discussion		T: 1:00 P: 4:00
		<p>Financial and Legal Literacy</p> <ul style="list-style-type: none"> • Discuss various financial institutions, products, and services • Explain the common components of salary such as Basic, PF, Allowances (HRA, TA, DA, etc.), tax deductions 	DGT/VSQ/N0104			T: 1:00 P: 9:00

		<p>Career Development and Goal Setting</p> <ul style="list-style-type: none"> • Identify well-defined short- and long-term goals • Explain how to build a career pathway • Conduct job market research • Discuss how to set career goals. 	DGT/VSQ/ N0104			T: 2:00 P: 2:00	
		<p>Customer Service</p> <ul style="list-style-type: none"> • Identify types of customers and how to deal with them • Identify methods to get customer feedback and how to implement them • Explain various tools used to collect customer feedback • Discuss the significance of maintaining hygiene and dressing appropriately 	DGT/VSQ/ N0104	Team Activity: Role play, video session		T: 2:00 P: 8:00	
		<p>Apprenticeships and Jobs</p> <ul style="list-style-type: none"> • Practice personal grooming strategies • Illustrate the use of online platforms for job hunting • Detail the concept of Apprenticeship • Demonstrate how to enroll for Apprenticeship programs. • Draft a professional Curriculum Vitae (CV) • Role play a mock interview 	DGT/VSQ/ N0104			T: 2:00 P: 13:00	
	Total Duration						210 Hours

Annexure II

Assessment Criteria

CRITERIA FOR ASSESSMENT OF TRAINEES

Assessment Criteria for Documentation Specialist - Transportation	
Job Role	Documentation Specialist - Transportation
Qualification Pack	LSC/Q1123
Sector Skill Council	Logistics Sector Skill Council of India

Sr. No.	Guidelines for Assessment
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 and skill practical part for each candidate at each examination/training center.
4.	To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles & 50% for NSQF level 1 to 3 job roles.
5.	In case of unsuccessful completion, the trainee may seek re-assessment on the Qualification Pack

ASSESSMENT OUTCOME (NOS CODE AND DESCRIPTION)	ASSESSMENT CRITERIA (PC)	Total Marks	Out Of	MARKS ALLOCATION	
				Theory	Skills Practical
LSC/N1120 (Prepare for processing documents)	PC1. Understand the work schedule for the day from the transport manager.		10	2	8
	PC2. Obtain the list of inbound and consignments, documentation checklists for inbound and outbound transport from the transport manager.		14	4	10
	Pc3. Get details of the destination, route, weight of the load, type of truck, etc.		12	2	10
	Pc4. Understand priorities (if any) among consignments.		8	1	7
	Pc5. Switch on the computer and login using using company credentials.		10	2	8
	PC6. Check and ensure that the computer and the software are working well without any issues.		9	1	8

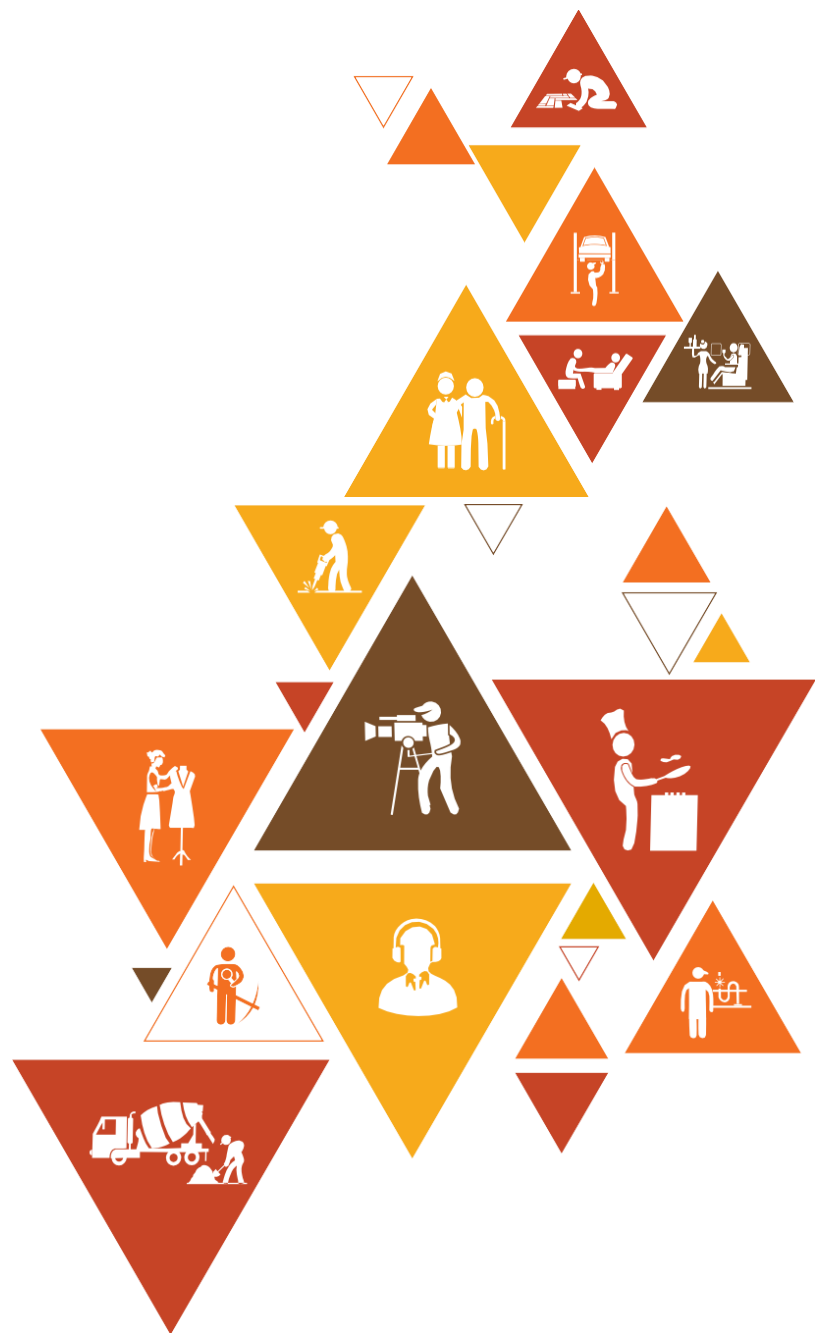
	Pc7. Ensure there is sufficient stationery like paper, pens, government forms, etc.		12	2	10
	PC8. Switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition.		11	3	8
	PC9. Have any issues/problems solved before starting work.		14	3	11
		Total	100	30	70
2.LSC/N1121 (Perform documentation of inbound and outbound consignments)	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.		10	2	8
	PC2. Based on the information contained in the LR, update details regarding the load and the destination into the computer.		7	2	5
	PC3. Combine different loads onto a truck for transshipment based on common destination and the truck's maximum load capacity.		3	1	2
	PC4. Prepare an agreement sheet to be given at the destination along with the consignment.		4	1	3
	PC5. Fill out transit insurance forms and any octroi/tax permits for each truck.		5	2	3
	PC6. Check the permits to ensure that they are current and that the truck could travel through the route to its destination.		6	2	4
	PC7. Verify that all the required forms have been filled out and tick off the documents as per the outbound documentation checklist.		4	1	3
	PC8. Confirm with the dispatcher that the truck's destination and goods loaded have been verified.		2	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.		2	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.		3	1	2

	PC11. Receive the signed agreement sheet for the inbound consignment from the receiving Executive.		3	1	2
	PC12. Prepare an arrival report based on the agreement sheet.		6	2	4
	PC13. Receive accounts of the journey from the driver and prepare the cost sheets.		4	1	3
	PC14. Collect and verify all the documents such as insurance forms, octroi/tax forms from the inbound trucks.		7	2	5
	PC15. Verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist.		4	1	3
	Pc16. Check that the truck has been unloaded and goods are in good condition.		4	1	3
	Pc17. Prepare the goods received document, get it signed by the concerned authorities and hand it over to the driver.		5	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.		5	1	4
	PC19. Receive damage claim forms, forms for replacement of goods, etc. from the receiving Executive, verify and send them to the concerned person/company for processing.		8	3	5
	PC20. Using the information entered in the system by the receiving Executive, prepare the invoices and send to accounts payable section.		8	3	5
		Total	100	30	70
3. LSC/N1122 (Handle any issues, report to management, housekeeping)	PC1. Attend to calls from the driver if there are any documentation related issues at checkpoints or with police.		8	7	1
	PC2. Understand the problem and explain to the driver how to handle the situation.		12	2	10
	PC3. Talk to the concerned authorities if required and resolve the issues.		9	2	7
	PC4. Escalate to transport coordinator or transport manager if necessary.		11	2	9
	PC5. Note down details regarding the documentation prepared for each inbound and outbound consignment.		10	2	8
	PC6. Update all the details in the computer system.		10	2	8
	PC7. Inform the transport manager of any missed or delayed deliveries.		8	2	6

	PC8. Prepare reports on any documentation issues faced by trucks en route, delayed deliveries, missed deliveries, etc.		11	2	9
	PC9. Save all data, safely log off and switch off the computer.		12	2	10
	PC10. Dispose documentation which are no longer valid or not required.		3	1	2
	PC11. Make sure that the computer is off, the work area is clean and ready for the next work day.		6	2	4
		Total	100	20	80

Annexure III: QR Codes-Video links

S. No	Chapter No.	Unit No.	Topic Name	URL	QR Code (s)
1	Chapter 1- Documents and its Requirements	Unit 1.1 - Different types of documents required during transportation	1.1.7 Waybill	https://www.youtube.com/watch?v=reAjDV9j09g	 Bill of Lading
2	Chapter 1- Documents and its Requirements	Unit 1.3 - Documents Required During Interstate Transfer and General Parameters on Tax	1.3.10 Packaging and Labelling	https://www.youtube.com/watch?v=J3-5DPWQlj8	 Packaging and Labelling
3	Chapter 2 - Documents and its Requirements	Unit 2.1 - Steps Involved in Processing Documents	2.1.1 Organizational Structure - Reporting	https://www.youtube.com/watch?v=nv4QwsY0mBA	 Processing Document
4	Chapter 2 - Documents and its Requirements	Unit 2.3 - Documents required during interstate transfer and General Parameters on Tax	2.3.11 Prohibited Goods	https://www.youtube.com/watch?v=iEhtOuz_NQg	 Dangerous Goods Handling
5	Chapter 3- Post Documentation Activities	Unit 3.2 - Reporting and Tracking the Consignment	3.2.1 Procedure for Loss and Damages	https://www.youtube.com/watch?v=nl6ENNxBJD4	 Loss and Damages





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सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP



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