सत्यमेव जयते
GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP

Transport Consolidator

QP Code: LSC/Q1119

Version: 3.0

NSQF Level: 4

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam
Chennai - 600035 || email:ravikanth.yamarthy@lsc-india.com

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LSC/Q1119: Transport Consolidator

Brief Job Description

Transport Consolidators are also known as Transport Order Mergers or Consolidators. Individuals in this role typically consolidate smaller or numerous loads/ orders according to destination that pass through their station or hub into outbound trucks for final delivery.

Personal Attributes

This job requires the individual to work well with various individuals including truck drivers, warehouse representatives and route coordinators. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels and have a thorough understanding of routes and vehicle loads.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N1114: Plan and Schedule Deliveries

2. LSC/N1115: Verify and Consolidate Deliveries

3. LSC/N1116: Perform Post Consolidation Activities

4. LSC/N1127: Maintain Health, Safety and Security measures during transport consolidation

5. DGT/VSQ/N0102: Employability Skills (60 Hours)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
Country	India
NSQF Level	4
Credits	15
Aligned to NCO/ISCO/ISIC Code	NCO-2004/1226.54

Minimum Educational Qualification & Experience	11th Class
	     OR
	Diploma (Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma)
	     OR
	10th Class (plus 1-year NTC/ NAC)
	     OR
	8th Class (plus 2-year NTC + 1 Year NAC)
	     OR
	8th Class (plus 1-year NTC + 1-Year NAC plus CITS)
	     OR
	10th Class (and pursuing continuous schooling)
	     OR
	10th Class with 2 Years of experience relevant experience
	     OR
	Certificate-NSQF (Land Transportation Associate - Level 3 with minimum education as 5th Grade pass) with 2 Years of experience relevant experience

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	27/01/2025
NSQC Approval Date	27/01/2022
Version	3.0
Reference code on NQR	2022/TLW/LSC/06870
NQR Version	1.0

LSC/N1114: Plan and Schedule Deliveries

Description

This unit is about planning and scheduling deliveries.

Scope

The scope covers the following :

- Obtain information for scheduling deliveries
- Prepare schedule and delivery plan

Elements and Performance Criteria

Obtain information for scheduling deliveries

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

PC1. obtain the schedule for trucks due to arrive for the day at the hub/consolidation station

PC2. note capacities of each truck and the available capacity based on load

PC3. obtain list of orders that are to be routed from current hub/consolidation station

PC4. note various locations to which deliveries are to be sent which are carried by the arrival trucks

PC5. obtain list of trucks available for outbound deliveries and their capacities

Prepare schedule and delivery plan

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

PC6. analyze delivery costs/transport costs for all orders

PC7. prepare budget for scheduled deliveries

PC8. determine optimal routes for trucks based on final destination for deliveries

PC9. determine carrier truck for each order/load based on capacity and destination of the out bound truck

PC10. prepare detailed schedule and delivery plan for all the trucks scheduled to depart the same day/next day

PC11. prepare chart for consolidating incoming loads into the respective trucks for delivery

PC12. coordinate with transport coordinator and warehouse in-charge to ensure truck consolidation plan is as per original shipment plan

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of documentation in organization

KU2. procedures for consolidating orders as per client's standard operating procedures

KU3. knowledge of organizational products and procedures

KU4. risk and impact of not following defined procedures/work instructions

KU5. knowledge of computer systems used for scheduling/logging in reports

KU6. knowledge of all relevant safety and security procedures

KU7. knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.

KU8. knowledge of procedure followed while booking trucks to pick up and transport consignments

KU9. escalation matrix for reporting issues/challenges

KU10. contact details of relevant liaisons including head office coordinator, truck drivers, client liaisons etc.

KU11. knowledge of transport companies the organization works with and their processes

KU12. knowledge of processes involved in inbound and outbound transport

KU13. knowledge of details required while consolidating orders

KU14. knowledge of distances to different destination

KU15. knowledge of pricing strategies in the market

KU16. knowledge of various routes that can be taken from hub/station

KU17. knowledge to use the computer for electronic documentation of information

KU18. types of workplace hazards that one can encounter on the job and safe operating practices

KU19. techniques for handling hazardous items and instructions on the same

KU20. methods for consolidating orders based on type, size, destination etc.

KU21. knowledge of possible common challenges and solutions for consolidating orders (delays, low capacity utilization etc.)

Generic Skills (GS)

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

GS1. prepare written delivery schedule and charts

GS2. fill out forms, inspection checklists pertaining to the customer consignments

GS3. prepare detailed reports for management.

GS4. read and follow instructions in the checklists, order lists etc.

GS5. read and understand instructions from the sop, drivers' documentation

GS6. communicate clearly with managers, peers and other staff at the hub/station

GS7. regularly communicate with all employees to ensure activities are running smoothly

GS8. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS9. decide optimal pricing, routes and capacity for outbound trucks and determine consolidation schedule accordingly

GS10. ability to make a judgment as to whether a customer order can be taken up or needs to be dropped

GS11. adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS12. prioritize and execute tasks within the scheduled time limits

GS13. maintain schedules and punctuality

GS14. flexibility to re-assess schedule in case of delays/additional orders

GS15. prepare schedules keeping in mind customer's time lines and any special instructions from the head office

GS16. understand the customer requirements and ensure that they are met

GS17. identify trends/common causes for errors and suggest possible solutions to the transport manager

GS18. handle day to day problems like delays, staffing shortage, etc

GS19. suggest methods to streamline consolidation of orders

GS20. analyze costs (delivery, truck, time bound) to determine optimum costing for final deliveries

GS21. ability to assess the type of truck required for a particular load/destination

GS22. ability to count numbers and peform basic mathematics

GS23. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Obtain information for scheduling deliveries	**10**	**25**	-	-
PC1. obtain the schedule for trucks due to arrive for the day at the hub/consolidation station	2	3	-	-
PC2. note capacities of each truck and the available capacity based on load	1	4	-	-
PC3. obtain list of orders that are to be routed from current hub/consolidation station	2	8	-	-
PC4. note various locations to which deliveries are to be sent which are carried by the arrival trucks	3	7	-	-
PC5. obtain list of trucks available for outbound deliveries and their capacities	2	3	-	-
Prepare schedule and delivery plan	**15**	**50**	-	-
PC6. analyze delivery costs/transport costs for all orders	3	7	-	-
PC7. prepare budget for scheduled deliveries	2	8	-	-
PC8. determine optimal routes for trucks based on final destination for deliveries	3	7	-	-
PC9. determine carrier truck for each order/load based on capacity and destination of the out bound truck	2	8	-	-
PC10. prepare detailed schedule and delivery plan for all the trucks scheduled to depart the same day/next day	2	8	-	-
PC11. prepare chart for consolidating incoming loads into the respective trucks for delivery	2	8	-	-
PC12. coordinate with transport coordinator and warehouse in-charge to ensure truck consolidation plan is as per original shipment plan	1	4	-	-
NOS Total	**25**	**75**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1114
NOS Name	Plan and Schedule Deliveries
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N1115: Verify and Consolidate Deliveries

Description

This unit is about verifying and consolidating deliveries

Scope

The scope covers the following :

- Verify orders on incoming trucks
- Consolidate Deliveries

Elements and Performance Criteria

Verify Orders on incoming trucks

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

PC1. refer to arrival schedule and verify all trucks are on-time

PC2. note any delays in arrivals and update schedule accordingly

PC3. obtain verifications from unloading/loading supervisors on various loads

PC4. check for any errors/damages in goods and report the same to manager or head office

PC5. check goods for any hazardous material and follow appropriate handling techniques if required

PC6. consult with driver on costs incurred on trip so far and verify the costs against the analyzed budget

PC7. in case of deviation from anticipated costs, re-assess delivery routes and truck loads to ensure optimal utilization of resources

PC8. once orders are verified, finalize the delivery plan prepared

Consolidate Deliveries

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

PC9. based on chart/delivery plan prepared, instruct loaders / loading supervisor on moving various loads to respective truck for final delivery

PC10. ensure orders are consolidated as per capacity and destination as outlined in the prepared schedule

PC11. instruct drivers on destinations for deliveries as per schedule and clarify any queries or on the job challenges faced

PC12. coordinate with head office to ensure all necessary documentation is available with the truck driver

PC13. if there are any discrepancies, have them resolved with the head office/hub manager

PC14. in case of orders/deliveries that are delayed due to late arrival of remaining orders, report to head office and follow instructions given

PC15. in case of orders/deliveries that are delayed due to pending orders/underutilization of vehicle capacity, report to head office and follow instructions given

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of documentation in organization
KU2. consolidation process and procedure followed by organization
KU3. knowledge of organizational products and procedures
KU4. risk and impact of not following defined procedures/work instructions
KU5. knowledge of computer systems used for scheduling/logging in reports
KU6. knowledge of all relevant safety and security procedures
KU7. knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies
KU8. knowledge of procedure followed while booking trucks to pick up and transport consignments
KU9. escalation matrix for reporting issues/challenges
KU10. contact details of relevant liaisons including head office coordinator, truck drivers, client liaisons etc.
KU11. knowledge of transport companies the organization works with and their processes
KU12. knowledge of processes involved in inbound and outbound transport
KU13. knowledge of details required while consolidating orders
KU14. knowledge of distances to different destination
KU15. knowledge of pricing strategies in the market
KU16. knowledge of various routes that can be taken from hub/station
KU17. knowledge to use the computer for electronic documentation of information
KU18. types of workplace hazards that one can encounter on the job and safe operating practices
KU19. methods for consolidating orders based on type, size, destination etc
KU20. techniques for handling hazardous materials and instructions on the same
KU21. knowledge of possible common challenges and solutions for consolidating orders (delays, low capacity utilization etc.)

Generic Skills (GS)

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

GS1. prepare written delivery schedule and charts
GS2. fill out forms, inspection checklists pertaining to the customer consignments
GS3. prepare detailed reports for management
GS4. read and follow instructions in the checklists, order lists etc
GS5. read and understand instructions from the sop, drivers' documentation
GS6. communicate clearly with managers, peers and other staff at the hub/station
GS7. regularly communicate with all employees to ensure activities are running smoothly
GS8. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

Qualification Pack

GS9. decide optimal pricing, routes and capacity for outbound trucks and determine consolidation schedule accordingly

GS10. ability to make a judgment as to whether a customer order can be taken up or needs to be dropped

GS11. adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS12. prioritize and execute tasks within the scheduled time limits

GS13. maintain schedules and punctuality

GS14. flexibility to re-assess schedule in case of delays/additional orders

GS15. prepare schedules keeping in mind customer's time lines and any special instructions from the head office

GS16. understand the customer requirements and ensure that they are met

GS17. identify trends/common causes for errors and suggest possible solutions to the transport manager

GS18. handle day to day problems like delays, staffing shortage, etc

GS19. suggest methods to streamline consolidation of orders

GS20. analyze costs (delivery, truck, time bound) to determine optimum costing for final deliveries

GS21. ability to assess the type of truck required for a particular load/destination

GS22. ability to count numbers and peform basic mathematics

GS23. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Verify Orders on incoming trucks	**9**	**41**	**-**	**-**
PC1. refer to arrival schedule and verify all trucks are on-time	1	4	-	-
PC2. note any delays in arrivals and update schedule accordingly	1	4	-	-
PC3. obtain verifications from unloading/loading supervisors on various loads	1	4	-	-
PC4. check for any errors/damages in goods and report the same to manager or head office	1	4	-	-
PC5. check goods for any hazardous material and follow appropriate handling techniques if required	1	4	-	-
PC6. consult with driver on costs incurred on trip so far and verify the costs against the analyzed budget	1	4	-	-
PC7. in case of deviation from anticipated costs, re-assess delivery routes and truck loads to ensure optimal utilization of resources	1	4	-	-
PC8. once orders are verified, finalize the delivery plan prepared	2	13	-	-
Consolidate Deliveries	**11**	**39**	**-**	**-**
PC9. based on chart/delivery plan prepared, instruct loaders / loading supervisor on moving various loads to respective truck for final delivery	2	8	-	-
PC10. ensure orders are consolidated as per capacity and destination as outlined in the prepared schedule	2	8	-	-
PC11. instruct drivers on destinations for deliveries as per schedule and clarify any queries or on the job challenges faced	2	8	-	-
PC12. coordinate with head office to ensure all necessary documentation is available with the truck driver	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. if there are any discrepancies, have them resolved with the head office/hub manager	1	4	-	-
PC14. in case of orders/deliveries that are delayed due to late arrival of remaining orders, report to head office and follow instructions given	1	4	-	-
PC15. in case of orders/deliveries that are delayed due to pending orders/underutilization of vehicle capacity, report to head office and follow instructions given	1	4	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1115
NOS Name	Verify and Consolidate Deliveries
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N1116: Perform Post Consolidation Activities

Description

This unit is about performing post-consolidation activities

Scope

The scope covers the following :

- Update delivery schedule in log books/information system
- Carry out Reporting activities

Elements and Performance Criteria

Update delivery schedule in log books/information system

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

PC1. Update all deliveries that have been successfully sent with outbound trucks and log in their estimated dates of delivery as per schedule

PC2. Record any delays or pending deliveries' details and reasons for delay

PC3. Update tracking information for each order so that it can be tracked by the consignment tracking executive

PC4. Note any common issues faced by most trucks In order to identify possible solutions

Carry out reporting activities

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

PC5. Report to head office on status of deliveries

PC6. Report any issues faced with respect to damaged goods, instructing drivers or any unforeseen circumstances

PC7. Report to client/destination warehouse on approximate expected time and date of deliveries if required

PC8. Prepare reports on the trend in delivery costs, driver stipends etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of documentation in organization

KU2. knowledge of organizational products and procedures

KU3. risk and impact of not following defined procedures/work instructions

KU4. knowledge of computer systems used for scheduling/logging in reports

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 procedure followed while booking trucks to pick up and transport consignments

KU8.   escalation matrix for reporting issues/challenges

KU9.   contact details of relevant liaisons including head office coordinator, truck drivers, client liaisons etc.

KU10.   knowledge of processes involved in inbound and outbound transport

KU11.   knowledge of details required while consolidating orders

KU12.   knowledge of distances to different destination.

KU13.   knowledge of pricing strategies in the market

KU14.   knowledge of various routes that can be taken from hub/station

KU15.   knowledge to use the computer for electronic documentation of information.

KU16.   types of workplace hazards that one can encounter on the job and safe operating practices

KU17.   methods for consolidating orders based on type, size, destination etc.

KU18.   knowledge of possible common challenges and solutions for consolidating orders (delays, low capacity utilization etc.)

Generic Skills (GS)

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

GS1.   prepare written delivery schedule and charts

GS2.   fill out forms, inspection checklists pertaining to the customer consignments

GS3.   prepare detailed reports for management.

GS4.   read and follow instructions in the checklists, order lists etc.

GS5.   read and understand instructions from the sop, drivers' documentation

GS6.   communicate clearly with managers, peers and other staff at the hub/station

GS7.   regularly communicate with all employees to ensure activities are running smoothly

GS8.   act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS9.   decide optimal pricing, routes and capacity for outbound trucks and determine consolidation schedule accordingly

GS10.   ability to make a judgment as to whether a customer order can be taken up or needs to be dropped

GS11.   adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS12.   prioritize and execute tasks within the scheduled time limits

GS13.   maintain schedules and punctuality.

GS14.   flexibility to re-assess schedule in case of delays/additional orders

GS15.   prepare schedules keeping in mind customer's time lines and any special instructions from the head office

GS16.   understand the customer requirements and ensure that they are met

GS17.   identify trends/common causes for errors and suggest possible solutions to the transport manager

GS18.   handle day to day problems like delays, staffing shortage, etc

GS19.   suggest methods to streamline consolidation of orders

GS20. analyze costs (delivery, truck, time bound) to determine optimum costing for final deliveries

GS21. ability to assess the type of truck required for a particular load/destination

GS22. ability to count numbers and perform basic mathematical operations

GS23. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Update delivery schedule in log books/information system	**13**	**37**	**-**	**-**
PC1. Update all deliveries that have been successfully sent with outbound trucks and log in their estimated dates of delivery as per schedule	7	13	-	-
PC2. Record any delays or pending deliveries' details and reasons for delay	2	8	-	-
PC3. Update tracking information for each order so that it can be tracked by the consignment tracking executive	2	8	-	-
PC4. Note any common issues faced by most trucks In order to identify possible solutions	2	8	-	-
Carry out reporting activities	**17**	**33**	**-**	**-**
PC5. Report to head office on status of deliveries	4	6	-	-
PC6. Report any issues faced with respect to damaged goods, instructing drivers or any unforeseen circumstances	4	6	-	-
PC7. Report to client/destination warehouse on approximate expected time and date of deliveries if required	7	13	-	-
PC8. Prepare reports on the trend in delivery costs, driver stipends etc.	2	8	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1116
NOS Name	Perform Post Consolidation Activities
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

LSC/N1127: Maintain Health, Safety and Security measures during transport consolidation

Description

This unit is about health and safety measures

Scope

The scope covers the following :

- Maintain health, safety and security measures during all activities

Elements and Performance Criteria

Maintain health, safety and security measures during all activities

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

PC1. follow Material Safery Data Sheet (MSDS) and other security procedures as per company policy.

PC2. follow all precautionary data handling procedures

PC3. maintain clean work table area.

PC4. ensure data privacy and independence in all dealings

PC5. in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action

PC6. identify reasons for occurrence of incident

PC7. capture reasons and response/action taken into incident report/note to manager

PC8. report any deviations from standard protocol along with reasons (if any)

PC9. visually inspect the activity area and equipment for appropriate and safe condition

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. types of documentation in organization

KU2. knowledge of organizational products and procedures

KU3. risk and impact of not following defined procedures/work instructions

KU4. knowledge of computer systems used for scheduling/logging in reports

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 procedure followed while booking trucks to pick up and transport consignments

KU8. escalation matrix for reporting issues/challenges

KU9. contact details of relevant liaisons including head office coordinator, truck drivers, client liaisons etc

KU10. knowledge of processes involved in inbound and outbound transport

KU11. knowledge of details required while consolidating orders

KU12. knowledge of distances to different destination.

KU13. knowledge of pricing strategies in the market

KU14. knowledge of various routes that can be taken from hub/station

KU15. knowledge to use the computer for electronic documentation of information

KU16. types of workplace hazards that one can encounter on the job and safe operating practices.

KU17. methods for consolidating orders based on type, size, destination etc

KU18. knowledge of possible common challenges and solutions for consolidating orders (delays, low capacity utilization etc.)

Generic Skills (GS)

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

GS1. prepare written delivery schedule and charts

GS2. fill out forms, inspection checklists pertaining to the customer consignments

GS3. prepare detailed reports for management.

GS4. read and follow instructions in the checklists, order lists etc.

GS5. read and understand instructions from the SOP, drivers' documentation

GS6. communicate clearly with managers, peers and other staff at the hub/station

GS7. regularly communicate with all employees to ensure activities are running smoothly

GS8. act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

GS9. decide optimal pricing, routes and capacity for outbound trucks and determine consolidation schedule accordingly

GS10. ability to make a judgment as to whether a customer order can be taken up or needs to be dropped

GS11. adjust according to volume, capacity and manpower needs during peak and non-peak hours

GS12. prioritize and execute tasks within the scheduled time limits

GS13. maintain schedules and punctuality

GS14. flexibility to re-assess schedule in case of delays/additional orders

GS15. prepare schedules keeping in mind customer's time lines and any special instructions from the head office

GS16. understand the customer requirements and ensure that they are met

GS17. identify trends/common causes for errors and suggest possible solutions to the transport manager

GS18. handle day to day problems like delays, staffing shortage, etc

GS19. suggest methods to streamline consolidation of orders

GS20. analyze costs (delivery, truck, time bound) to determine optimum costing for final deliveries

GS21. ability to assess the type of truck required for a particular load/destination

GS22. ability to count numbers and perform basic mathematical operations

GS23. ability to concentrate on task at hand and complete it without errors

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain health, safety and security measures during all activities	**30**	**70**	-	-
PC1. follow Material Safery Data Sheet (MSDS) and other security procedures as per company policy.	3	7	-	-
PC2. follow all precautionary data handling procedures	6	14	-	-
PC3. maintain clean work table area.	3	7	-	-
PC4. ensure data privacy and independence in all dealings	3	7	-	-
PC5. in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	3	7	-	-
PC6. identify reasons for occurrence of incident	3	7	-	-
PC7. capture reasons and response/action taken into incident report/note to manager	3	7	-	-
PC8. report any deviations from standard protocol along with reasons (if any)	3	7	-	-
PC9. visually inspect the activity area and equipment for appropriate and safe condition	3	7	-	-
NOS Total	**30**	**70**	-	-

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1127
NOS Name	Maintain Health, Safety and Security measures during transport consolidation
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

DGT/VSQ/N0102: Employability Skills (60 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. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

PC6. 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

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. 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:

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. 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 and different learning and employability related portals

KU2. various constitutional and personal values

KU3. different environmentally sustainable practices and their importance

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

KU5. how to use English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. 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

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**4**	**-**	**-**
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. 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	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	NA
Next Review Date	29/09/2025
NSQC Clearance Date	29/09/2022

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions validated and approved by the SSC.

3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).

4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.

5. To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.

6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 70

(**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/N1114.Plan and Schedule Deliveries	25	75	-	-	100	20
LSC/N1115.Verify and Consolidate Deliveries	20	80	-	-	100	20
LSC/N1116.Perform Post Consolidation Activities	30	70	-	-	100	20
LSC/N1127.Maintain Health, Safety and Security measures during transport consolidation	30	70	-	-	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	20
Total	**125**	**325**	**-**	**-**	**450**	**100**

Acronyms

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

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.

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.