

Revision made by NSDA\_25 May, 2015

## **QUALIFICATION FILE - CONTACT DETAILS OF SUBMITTING BODY**

### **Name and address of submitting body:**

**Logistics Skills Council**

**CII – IL, IIT-M Research Park, Unit-E, 10<sup>th</sup> Floor, Kanagam Road, Taramani, Chennai – 113.**

### **Name and contact details of individual dealing with the submission**

**Name: Dhanasekar B**

**Position in the organisation: Head – Standards & Quality**

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### **List of documents submitted in support of the Qualifications File**

1. Qualification Pack
2. RFP for development of Occupational Standards
3. Selection process of the Consultants to develop Occupational Standards
4. LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.
5. Sample of Assessors Guide
6. Minutes of the meeting of GC meetings
  - a. Composition of the Technical Committee
  - b. Approval of Occupational Standards by Technical Committee and Governing Council
7. NSDC Human Resource & Skills Requirement in Logistics Sector is  
<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>
8. Occupational Map & Progression matrix  
  
List of companies and Industry associations participated in the development of these qualification packs (part of report)
10. List of QP/NOS validating companies.

## QUALIFICATION FILE SECTION 1 SUMMARY

<b>Qualification Title with QP Code</b> Consignment Booking Assistant – LSC/Q1120			
<b>Body/bodies which will assess candidates</b> Logistics Skill Council			
<b>Body which will award the certificate for the qualification</b> Logistics Skill Council			
<b>Body which will accredit providers to offer the qualification</b> Logistics Skill Council			
<b>Legal and/or other basis of the qualification</b> Has been developed following all guidelines laid down by NSDC for NOS and Qualification Pack development. The same can be viewed at <a href="http://nsdcindia.org/documents-nos-creation">http://nsdcindia.org/documents-nos-creation</a> Has been cleared by the due diligence and QRC process of NSDC and has been put up as National Occupational Standards in public view by NSDC. The link to the web page is <a href="http://nsdcindia.org/nos">http://nsdcindia.org/nos</a> Has been validated by 45 Employers, 17 large, 12 medium and 16 small. The names of industry is mentioned at Annexure 1.1			
<b>Occupation(s) to which the qualification gives access</b> for receiving customer order details, checking market prices, availability and making bookings with transport companies to pick up the consignment.			
<b>Proposed level of the qualification in the NSQF</b> 3			
<b>Anticipated volume of training/learning required to complete the qualification</b> 270 hours			
<b>Entry requirements / recommendations</b> Class XII (Preferred) with minimum age of 18 years completed.			
<b>Progression from the qualification</b> Supervisory Role or Executive Level. Refer to Annexure 8.			
<b>Planned arrangements for RPL</b> RPL arrangements and policies are under development. The guidelines will get ready in 4-5 months.			
<b>International comparability where known</b> Under Study			
<b>Formal structure of the qualification</b>			
<b>Title of unit or other component</b>	<b>Mandatory/</b>	<b>Estimated size</b>	<b>Level</b>
(include any identification code used)	<b>Optional</b>	<b>(learning hours)</b>	
LSC/N1117: Prepare for Booking	Mandatory	50	3
LSC/N1118: Perform Consignment Booking	Mandatory	100	3
LSC/N1119: Perform Post Booking Activities	Mandatory	80	3
LSC/N1128: Maintain Health, Safety and security measures while booking consignments	Mandatory	40	3

Please attach any document giving further detail about the structure of the qualification - eg a Curriculum or Qualification Pack.

Give details of the document here:

- Qualification Pack is attached as Annexure 1

## QUALIFICATION FILE SECTION 2 ASSESSMENT

### **Name of assessment body:**

If there will be more than one assessment body for this qualification, give details.

Logistics Skills Council has received EOI from assessment bodies and is in the process of evaluating them and will empanel assessment bodies before May 2015

### **Will the assessment body be responsible for RPL assessment?Yes**

Give details of how RPL assessment for the qualification will be carried out and quality assured.

RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack.

The process of RPL assessment is under development.

## ASSESSMENT POLICY

**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:**

LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.

### **Assessment policy of LSC**

- 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.
- 2) Qualification and experience have to be set for the assessors.
- 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.
- 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.
- 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.
- 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines.
- 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner
- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open ended questions to the minimum) such as multiple choice questions, yes/no or True / False types.
- 13) Questions framed should be simple and without ambiguity
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

### **Assessment strategy:**

#### **Assessment process to be adhered by assessment bodies and LSC**

- 1) Logistics Skills Council to inform the assessment body on assessment details like name of the training partner, assessment location and job role to be assessed at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Skills Council and inform the assessor details to Logistics Skills Council at least 1 week in advance from the date of assessment.
- 3) Logistics Skills Council to cross check the assessor details with the relevant documents submitted by the assessment body and approve the assessor on the same day of submission
- 4) Assessment body to submit the details of mode of assessment and a detailed paper has to submit to logistics skills council on assessment pattern, clearly defining the weightage of theory, practical and viva distribution, at least 5 days in advance from the date of assessment.
- 5) Logistics Skills Council to approve the pattern on the same day of submission
- 6) Assessment bodies to design the question paper for theory, practical & viva in 3 sets and submit to logistics skills council at least before 3 days in advance from the date of assessment.
- 7) Logistics Skills Council to approve the Question papers and inform assessment body on the same day of submission.
- 8) Assessment bodies to send the assessor to the assessment location at least before 12 hrs in advance from the time of assessment.
- 9) Assessor to start the assessment exactly on the time agreed by Training partner, Logistics Skills Council and assessment body.
- 10) Assessor to verify the candidates with any valid Govt. id reference and also collect a copy of ID proof produced by the candidate.
- 11) Assessor to record the attendance sheet with the ID number and the name of the candidate and also capture a photograph covering the Training partners sign board.
- 12) Assessor also need to have a photograph clicked with all the candidates in group.
- 13) Assessor to collect the details of biometric attendance details and CCTV footage of the assessment and produce the same to Logistics skills council on demand.
- 14) Assessment bodies to submit the result to logistics skills council with in a weeks' time from the date of assessment.
- 15) Assessment body to maintain hard and soft copies of assessment sheets and produce to logistics Skills Council on demand.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

- LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.

## ASSESSMENT EVIDENCE

Complete a grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

**Job Role: Consignment Booking Assistant**

**Qualification Pack: LSC/Q1120**

**Sector Skill Council: Logistics Skill Council**

### 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. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Skills Practical
1. LSC/N1117 (Prepare for Booking)	PC1. Obtain the work schedule, the list of clients to be visited for the day and the sequence from the transport manager.	100	10	2	8
	PC2. Obtain the consignment details for each client and the booking checklist from the transport manager.		15	3	12
	PC3. Find out if which are the first time clients and the account balance, credit limit details for long term clients.		10	2	8
	PC4. Understand priorities or special conditions (if any) among the consignments.		10	2	8
	PC5. Switch on the computer and login using company credentials.		15	3	12
	PC6. Check and ensure that the computer and the logistics software are working well without any issues.		10	2	8
	PC7. Ensure there is sufficient stationery like		10	2	8

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Skills Practical
	paper, pens, lorry receipts (LR), etc.				
	PC8. Switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition.		10	2	8
	PC9. Have any issues/problems solved before starting work.		10	2	8
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
2.LSC/N1118 (Perform Consignment Booking)	PC1. Receive customer orders through email or through telephone calls.	100	8	2	6
	PC2. Ask and input the details regarding the goods in the consignment, payment method, pick up address, destination and date when the consignment must be delivered,etc. in the system.		4	1	3
	PC3. For new customers, create a new account (if applicable) and for existing customers, check details of their account before accepting bookings.		4	1	3
	PC4. Based on these details, determine the type of truck needed and whether a Full Truck Load (FTL) or Less than Truck Load (LTL) is needed.		8	2	6
	PC5. If FTL is to be used, find out the market rates depending on the destination and the load.		8	2	6
	PC6. Select the most economical options and contact the transport companies to check if they have any truck available to meet the requirement.		4	1	3
	PC7. If trucks are available, hold a booking or else contact the provider of the next most economical option, check for availability and hold a booking.		8	2	6
	PC8. If LTL is to be used, find out the fixed market rate depending on the destination and the load.		4	1	3
	PC9. Contact transport companies, check for availability and hold a booking.		8	2	6
	PC10. Add the company's mark up and provide the quote to the customer.		4	1	3
	PC11. Receive approval from the customer and confirm the bookings.		4	1	3
	PC12. Print booking invoices with consignment details for each customer.		4	1	3

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Skills Practical
	PC13. Escalate to transport manager if there are no available truck companies to meet the customer deadlines.		4	1	3
	PC14. If the order needs to be dropped, call up the client at the earliest and explain inability to carry out the order.		4	1	3
	PC15. Coordinate with the customer and the transport companies to fix up a time to pick up the consignment.		4	1	3
	PC16. Go to the client location at the agreed time, count and verify the consignment with the booking invoice.		4	1	3
	PC17. If there are any discrepancies, have them resolved with the customer.		4	1	3
	PC18. Fill out the Lorry Receipt (LR), hand over one copy to the customer, one copy to the truck driver and retain 3 copies for the department.		4	1	3
	PC19. Depending on the mode of payment, add it to the account or receive the agreed percentage of the cost as advance.		4	1	3
	PC20. Visit other customers at the agreed times, check the goods and complete the documentation.		4	1	3
		<b>Total</b>	<b>100</b>	<b>25</b>	<b>75</b>
3. LSC/N1119 (Perform Post Booking Activities)	PC1. Return to office after visiting all the clients and refresh the computer system.	100	12	2	10
	PC2. Verify existing details about each order and with the respective LR and update any changes as required in the system.		12	2	10
	PC3. Update tracking information for each order so that it can be tracked by the consignment tracking executive.		7	2	5
	PC4. Send information pertaining to the documentation clerk so that billing invoices can be raised for each customer order.		7	2	5
	PC5. File the LR copies for records purposes according to company policies.		12	2	10
	PC6. Inform the transport manager about any delays in picking up of consignments, missed pick ups by the transport providers or cancelled orders.		12	2	10
	PC7. Report any issues faced in negotiation with transport companies regarding prices		6	1	5

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Skills Practical
	or any other issue while booking customer orders.				
	PC8. Prepare reports on the trend in market price of FTL, LTL, reasons for cancelling or being unable to take up a customer order, etc.		8	3	5
	PC9. Save all data, safely log off and switch off the computer.		6	1	5
	PC10. Dispose any unnecessary documentation and forms.		6	1	5
	PC11. Visually inspect the work area to ensure that it is clean.		6	1	5
	PC12. Check to ensure that the computer is off and that the work area is ready for the next work day.		6	1	5
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
4. LSC/N1128 (Maintain Health, Safety and Security Measures while booking consignments)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	100	10	3	7
	PC2. Wear all safety equipment including protective gear, helmets etc. when visiting customers and checking goods.		10	3	7
	PC3. Follow organization procedures with respect to documentation.		10	3	7
	PC4. Recognize and report unsafe conditions and practices.		10	3	7
	PC5. Adhere to security regulations of the company		10	3	7
	PC6. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action		10	3	7
	PC7. Identify reasons for occurrence of incident		10	3	7
	PC8. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC9. Report any deviations from standard protocol along with reasons (if any)		10	3	7
	PC10. Visually inspect the activity area and equipment for appropriate and safe condition.		10	3	7
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>



## QUALIFICATION FILE SECTION 3 EVIDENCE OF NEED

<p><b>What evidence is there that the qualification is needed?</b></p> <p>While collecting data from the companies for the occupational map, we also took feedback from industry players, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same. Refer to annexure 8 as well as other mail interactions provided.</p>												
<p><b>What is the estimated uptake of this qualification and what is the basis of this estimate?</b></p> <p>Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. The link to NSDC Human Resource &amp; Skills Requirement in Logistics Sector is <a href="https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing">https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing</a></p> <ul style="list-style-type: none"> <li>• Feedback from industry players for demand though again sample size may not lend to accurate figures</li> <li>• Training duration, and current and potential training capacity envisaged</li> <li>• An LMIS development initiative is being put in place to be more precise regarding the demand and supply</li> <li>• For 2013 – 17, the estimated manpower employment is as follows,</li> </ul> <table border="1"> <thead> <tr> <th>Estimated Year / Employment Demand in Sub-Sector</th> <th>Warehousing (Storage &amp; Packaging) (In million)</th> <th>Land Transportation (In million)</th> <th>Courier / Express (In million)</th> </tr> </thead> <tbody> <tr> <td>2013 - 17</td> <td>0.18</td> <td>2.20</td> <td>0.07</td> </tr> <tr> <td>2017 - 22</td> <td>0.16</td> <td>1.90</td> <td>0.06</td> </tr> </tbody> </table>	Estimated Year / Employment Demand in Sub-Sector	Warehousing (Storage & Packaging) (In million)	Land Transportation (In million)	Courier / Express (In million)	2013 - 17	0.18	2.20	0.07	2017 - 22	0.16	1.90	0.06
Estimated Year / Employment Demand in Sub-Sector	Warehousing (Storage & Packaging) (In million)	Land Transportation (In million)	Courier / Express (In million)									
2013 - 17	0.18	2.20	0.07									
2017 - 22	0.16	1.90	0.06									
<p><b>What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?</b></p> <ul style="list-style-type: none"> <li>• NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work</li> <li>• NSDC QRC team also confirmed the same</li> </ul>												
<p><b>What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?</b></p> <ul style="list-style-type: none"> <li>• Regular interaction with the training partners to gather feedback in implementation.</li> <li>• Monitoring of results in assessments.</li> <li>• Employer feedback will be sought post-placement.</li> <li>• A formal review is scheduled in a year's time.</li> </ul>												

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Report to the Governing Council
2. Minutes of the meeting of GC meetings
3. NSDC Human Resource & Skills Requirement in Logistics Sector is

<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>



**OTHER EVIDENCE OF LEVEL**[This need only be filled in where evidence other than primary outcomes was used to allocate a level] (Optional)

Nature of Evidence	Comments	EL-1	EL1	EL+1

Summary of other evidence (if used):

## **SECTION 4**

### **EVIDENCE OF RECOGNITION OR PROGRESSION**

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Horizontal and vertical mobility options have been articulated. Refer to Annexure 8.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

- Occupational Map and progression matrix - Annexure 8.
- List of companies and Industry associations participated in developed of these qualifications (part of report)– Annexure 9.