

Model Curriculum

12. Consignment Booking Assistant

SECTOR : LOGISTICS
SUB-SECTOR : LAND TRANSPORTATION
OCCUPATION : CONSIGNMENT BOOKING ASSISTANT
REF.ID : LSC/ Q1120, VERSION 1.0
NSQF LEVEL : 3



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

LOGISTIC SECTOR SKILL COUNCIL OF INDIA

for the

MODEL CURRICULUM

Complying to National Occupational Standards of

Job Role/ Qualification Pack: **'Consignment Booking Assistant'** QP No. **'LSC/ Q1120 NSQF Level 3'**

Date of Issuance: May 1st, 2016

Valid up to: April 30th, 2017

**Valid up to the next review date of the Qualification Pack*


R. Dindal
Authorised Signatory
(Logistic Sector Skill Council of India)

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Consignment Booking Assistant

Curriculum / Syllabus

This program is aimed at training candidates for the job of a “Consignment Booking Assistant”, in the “Logistics” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name		Consignment Booking Assistant	
Qualification Pack Name & Reference ID. ID		LSC/ Q1120, version 1.0	
Version No.	1.0	Version Update Date	15-04-2016
Pre-requisites to Training		Minimum qualification - Class XII, Diploma/Graduate (Engineering, Arts, Commerce, Science). No experience is required.	
Training Outcomes		<p>After completing this Programme, participants will be able to:</p> <p>Obtain Knowledge on Transportation Documents: General introduction to documents, types of documents, the different types of documents that are to be required in different modes of transportation, and operations involved in preparing the documents and submitting to the outbound transport and checks required while receiving the inbound transportation, preparing the plan for the day, ensuring the smooth functions, checks to be performed during operations, paperwork and post-operations to be carried out</p> <p>Getting Familiar with Document inspection process: Awareness on various types of documents that are required during the inbound and outbound consignment movement, problems /issues while handling inwards& outwards with their day today issues, planning and organizing the documents and maintaining the timelines</p> <p>Understand usage of Software: As the inputs are received in software and documentation preparation also requires software knowledge, understand the handling of software. Ensuring that all required documents are prepared, cross checked and submitted without errors. Planning and prioritizing should be done right with proper communication and between peers. Checking the conditions and prioritizing the route, based on understanding of the software and present conditions.</p> <p>Cultured in workplace skills: Build on effective communication with customers, inter departments, sub-ordinates and super-ordinates for smooth running of transportation activities, team building and time management</p> <p>Acquainted with Environmental/ Occupational Health & Safety: Get well versed with health and safety measures practiced in transport and warehouse activities, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety and knowledge on general maintenance on Vehicle</p>	

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Consignment Booking Assistant” Qualification Pack issued by “SSC: Logistics Sector Skill Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code Bridge Module	At the end of the module, the learner will be able to: <ul style="list-style-type: none"> Describe Supply Chain and Logistics Management Understand transportation industry and opportunities in it Define your job roles and responsibilities Understand the activities in warehouse Explain the importance of warehouse Describe the organizational structure in warehouse Describe about the employment opportunities in the warehouse Describe the functions involved Know the pre requisites of joining the industry 	Teaching board Computer Projector Video player or TV
2	Prepare for Booking Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N 1117	At the end of the module, the learner will be able to: <ul style="list-style-type: none"> Understand the importance of Booking a Consignment Detailed understanding of Consignment Booking systems and related documents Demonstrate how to priorities booking and inspection procedures Get knowledge on different types of goods transported Recognize the usage of Computers and other related systems in Consignment booking Explain the records and security procedure to be followed in Booking a consignment Understanding of common problems and solutions for consignment booking Demonstrate the procedure for reporting structure in the organization Get to know the various documents involved in the process Recognize the interpretation of Lorry receipts and points to be noted in that 	Teaching board Computer Projector Barcode scanner Corrugated cardboard boxes Storage Bins Sample list Hand held device, palmtops Labels & Signages Printers & Scanners Packaging symbols & standards

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	Perform Consignment Booking Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N 1118	At the end of the module, the learner will be able to: <ul style="list-style-type: none"> • Discuss the booking process • Explain as how to consolidate orders received • Distinguish various loads and consolidate loads • Find the availability of trucks • Negotiate for prices • Convey to customers on availability or drop in trucks • Understand as how to markup cost • Explain as when to raise booking invoice • Explain the steps at the customer place • Identify the checks that are to be performed at the customer location 	Teaching board Computer Projector Sample reports & documents like tracking sheet, Reporting forms, Incident reports etc Caution boards Do's and Don'ts charts
4	Perform Post Booking Activities Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 40:00 Corresponding NOS Code LSC/N 1119	At the end of the module, the learner will be able to: <ul style="list-style-type: none"> • Verify the system information and the actual orders processed • Evaluate the orders and process billing • Explain on tracking process • Understand LR copies and importance • Understand the types of reports that are to be shared with the manager • Explain as how to address the issues faced on the day • Discover the reports to be produced • Evaluate as what kinds of market data to be collected • Establish as why to understand the competitors market value 	Teaching board Computer Projector Sample reports & documents like Invoice, ARE-1, Octroi, Duty form, Reporting forms, Incident reports etc Do's and Don'ts charts

Sr. No.	Module	Key Learning Outcomes	Equipment Required
5	Maintain Health, Safety and Security measures during the job Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 40:00 Corresponding NOS Code LSC/N 1128	At the end of the module, the learner will be able to: <ul style="list-style-type: none"> Identify the safety procedure's Understand the driver safety Gain knowledge on skills to be developed Learn the procedures for Evacuation in work environment Understand the safety requirements in the work environment Gain knowledge on vehicle parking procedure's Evaluate the safety requirements Understand the skills that are to be developed for safe operations Discover the importance of road signs and rules 	Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit Workshop Safety: Fire extinguishers First Aid kits Safety signs SOP Charts on safety norms and drills. Charts of Do's and Don'ts in work area
	Total Duration Theory Duration : 80:00 Practical Duration: 190:00	Unique Equipment Required: <ul style="list-style-type: none"> Barcode scanner Corrugated cardboard boxes Storage Bags Sample list Hand held device palmtops Labels & Signage's Printers & Scanners Packaging symbols & standards Sample reports & documents Reporting forms, Incident reports, Air way Bills, etc Caution boards, Driving Signs & Signals Do's and Don'ts charts Sample reports & documents like Pick-up / Delivery Schedule sheet, Reporting forms, Incident reports etc Personal Protection Equipment: <ul style="list-style-type: none"> Gloves Safety Shoes goggles ear plugs boiler suit Workshop Safety: <ul style="list-style-type: none"> Fire extinguishers First Aid kits Safety signs SOP Charts on safety norms and drills. Charts of Do's and Don'ts in work area 	

Grand Total Course Duration: 270: 00 Hours

(This syllabus/ curriculum has been approved by SSC: Logistics Skill Council)

Trainer Prerequisites for Job role: “Consignment Booking Assistant” mapped to Qualification Pack: “LSC/Q1120”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “LSC/Q1120”
2	Personal Attributes	Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the Transportation booking vertical.
3	Minimum Educational Qualifications	Preferably Class XII, Diploma / Degree (Any, Engineering, Arts, Commerce) or equivalent
4a	Domain Certification	Certified for Job Role: “Consignment Booking Assistant” mapped to QP: “LSC/Q 1120”. Minimum accepted score of 40%
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/ Q 1402”. Minimum accepted score of 60%.
5	Experience	Minimum 2 years’ Experience with certification of Consignment Booking Assistant or Minimum 2 years’ Experience with certification of Consignment Booking Assistant

Annexure: Assessment Criteria

Assessment Criteria for Consignment Booking Assistant	
Job Role	Consignment Booking Assistant
Qualification Pack	LSC/Q1120
Sector Skill Council	Logistic 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 40% in every NOS overall 50% pass percentage.
5	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.

Assessment Outcome	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
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 paper, pens, lorry receipts (LR), etc.		10	2	8
	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
	Total	100	20	80	
LSC/N1118 (Perform Consignment Booking)	PC1. Receive customer orders through email or through telephone calls.		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

Assessment Outcome	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	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.	100	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
	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
	Total	100	25	75	
LSC/N1119 (Perform Post Booking Activities)	PC1. Return to office after visiting all the clients and refresh the computer system.		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

Assessment Outcome	Performance Criteria	Total marks	Marks Allocation			
			Out of	Theory	Skills	
	PC3. Update tracking information for each order so that it can be tracked by the consignment tracking executive.	100	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 or any other issue while booking customer orders.		6	1	5	
	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	
			Total	100	20	80
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. Comply with local road safety regulations and procedures.	10		3	7	

Assessment Outcome	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC6. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	100	10	3	7
	PC7. Identify reasons for occurrence of incident		10	3	7
	PC8. Capture reasons and response/action taken into incident		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
		Total	100	30	70



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