

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> Documentation Assistant – LSC/Q1122			
<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> to carry out the paperwork required for dispatching outbound trucks and checking the documents while receiving inbound trucks so that they comply with business and legal requirements.			
<b>Proposed level of the qualification in the NSQF</b> 4			
<b>Anticipated volume of training/learning required to complete the qualification</b> 270 hours			
<b>Entry requirements / recommendations</b> Class X (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/ N1120: Prepare for Processing documents	Mandatory	50	3
LSC / N 1121: Perform documentation of inbound and outbound consignments	Mandatory	100	4
LSC / N 1122: Complete post documentation activities	Mandatory	80	4
LSC / N 1129: Maintain health, safety and security standards during documentation	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: Documentation Assistant**

**Qualification Pack: LSC/Q1122**

**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 (100)	Out of 100	Theory	Skills Practical
1. LSC/N1120 (Prepare for processing documents)	PC1. Understand the work schedule for the day from the transport manager.	100	10	2	8
	PC2. Obtain the list of inbound and outbound 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		9	1	8

Assessable Outcomes	Assessment Criteria	Total Marks (100)	Out of 100	Theory	Skills Practical
	software are working well without any issues.				
	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
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
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.	100	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 assistant.		3	1	2
	PC12. Prepare an arrival report based on the		6	2	4

Assessable Outcomes	Assessment Criteria	Total Marks (100)	Out of 100	Theory	Skills Practical
	agreement sheet.				
	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 assistant, 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 assistant, prepare the invoices and send to accounts payable section.		8	3	5
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
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.	<b>100</b>	8	1	7
	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,		11	2	9

Assessable Outcomes	Assessment Criteria	Total Marks (100)	Out of 100	Theory	Skills Practical
	missed deliveries, etc.				
	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
		<b>Total</b>	<b>100</b>	<b>20</b>	<b>80</b>
4. LSC/N1129 (Maintain Health, Safety and Security Measures during documentation)	PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.	<b>100</b>	10	3	7
	PC2. Wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments.		10	3	7
	PC3. Follow organization procedures with respect to documentation.		10	3	7
	PC4. Recognize and report unsafe conditions and practices.		20	6	14
	PC5. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action		10	3	7
	PC6. Identify reasons for occurrence of incident		10	3	7
	PC7. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC8. Report any deviations from standard protocol along with reasons (if any)		10	3	7
	PC9. Visually inspect the activity area and equipment for appropriate and safe condition.		10	3	7
			<b>Total</b>	<b>100</b>	<b>30</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.