

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack – Consignment Booking Assistant

SECTOR: LOGISTICS

SUB-SECTOR: Land Transportation

OCCUPATION: Consignment Booking Assistant

REFERENCE ID: LSC/Q1120

ALIGNED TO: NCO-2004/1226.54

Brief Job Description: Consignment Booking Assistant is also known as Booking Assistant, Booking Clerk or Order Booker. Individuals in this role are responsible for receiving customer order details, checking market prices, availability and making bookings with transport companies to pick up the consignment. They are also responsible for going to the client location, checking the goods, preparing the Lorry Receipt (LR), updating the information in the computer system and billing.

Personal Attributes: This job requires the individual to work well with various individuals including truck drivers, warehouse representatives and transport 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.

Job Details

Qualifications Pack Code	LSC/Q1120		
Job Role	Consignment Booking Assistant		
Credits (NSQF)	TBD	Version number	1.0
Sector	Logistics	Drafted on	02/02/2015
Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Consignment Booking Assistant	Next review date	02/08/2016

Job Role	Consignment Booking Assistant (Booking Assistant, Booking Clerk, Order Booker)
Role Description	Receive and log in consignment orders
NSQF level	3
Minimum Educational Qualifications*	Class XII
Maximum Educational Qualifications*	Diploma/Diploma (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	NA
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N1117 (Prepare for Booking) LSC/N1118 (Perform Consignment Booking) LSC/N1119 (Perform Post Booking Activities) LSC/N1128 (Maintain Health, Safety and Security Measures while booking consignments) <p>Optional: Not Applicable</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Job Role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
NOS	NOS are Occupational Standards which apply uniquely in the Indian context.
Qualifications Pack Code	Qualifications Pack Code is a unique reference code that identifies a qualifications pack.
Qualifications Pack	Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification 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.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational Context includes the way the organization 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.

National Occupational Standard



Overview

This unit is about preparing for booking activities.

Unit Code	LSC/N1117
Unit Title (Task)	Prepare for Booking
Description	This unit is about preparing for booking activities.
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> Obtain all the necessary information Prepare computer system and obtain required stationery
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Obtain all the necessary information	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain the work schedule, the list of clients to be visited for the day and the sequence from the transport manager.</p> <p>PC2. Obtain the consignment details for each client and the booking checklist from the transport manager.</p> <p>PC3. Find out if which are the first time clients and the account balance, credit limit details for long term clients.</p> <p>PC4. Understand priorities or special conditions (if any) among the consignments.</p>
Prepare computer system and obtain required stationary	<p>PC5. Switch on the computer and login using company credentials.</p> <p>PC6. Check and ensure that the computer and the logistics software are working well without any issues.</p> <p>PC7. Ensure there is sufficient stationery like paper, pens, lorry receipts (LR), etc.</p> <p>PC8. Switch on printer, check ink levels in cartridge, refill/change if required and ensure that the printer is in working condition.</p> <p>PC9. Have any issues/problems solved before starting work.</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization</p> <p>KA2. Knowledge of organizational products and procedures</p> <p>KA3. Procedures for accepting customer orders</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Knowledge of computer systems used for documentation of consignment information.</p> <p>KA6. Knowledge of all relevant safety and security procedures</p>

Prepare for Booking

	<p>KA7. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA8. Knowledge of procedure followed while booking trucks to pick up and transport consignments.</p> <p>KA9. Knowledge of transport companies the organization works with and their processes</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport.</p> <p>KB2. Knowledge of details required while booking a customer order.</p> <p>KB3. Knowledge of distances to different destination.</p> <p>KB4. Knowledge of pricing strategies in the market.</p> <p>KB5. Knowledge to use the computer for electronic documentation of information.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of possible difficulties in booking customer orders.</p> <p>KB8. Knowledge of possible common challenges and solutions for booking orders (delays, low capacity utilization etc.)</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down details regarding the inspection of outbound customer consignments.</p> <p>SA2. Fill out forms, inspection checklists pertaining to the customer consignments.</p> <p>SA3. Prepare detailed reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists, order lists etc.</p> <p>SA5. Read and understand instructions from the SOP.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers, peers and other staff at the hub/station</p> <p>SA7. Regularly communicate with all employees to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p>
<p>B. Professional Skills</p>	<p>Decision Making</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p>

Prepare for Booking

	SB2. Ability to make a judgment as to whether a customer order can be taken up or needs to be dropped
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. SB6. Flexibility to re-assess schedule in case of delays/additional orders
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the customer requirements and ensure that they are met
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the transport manager. SB9. Handle day to day problems like delays, staffing shortage, etc
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB10. Suggest methods to streamline booking of consignments SB11. Ability to estimate the price to be billed to the customer for transporting the consignment to a destination. SB12. Ability to assess the type of truck required and whether FTL or LTL is to be used SB13. Ability to count numbers and perform basic mathematical operations
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N1117		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Consignment Booking Assistant	Next review date	02/08/2016



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National Occupational Standard



Overview

This unit is about booking consignments.

Unit Code	LSC/N1118
Unit Title (Task)	Perform Consignment Booking
Description	This unit is about booking consignments
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Receive customer orders and arrange transportation • Coordinate consignment pick up and process documents
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Receive Customer Orders and Arrange transportation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Receive customer orders through email or through telephone calls.</p> <p>PC2. Check for loading arrangements 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. For new customers, create a new account (if applicable) and for existing customers, check details of their account before accepting bookings.</p> <p>PC3. 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.</p> <p>PC4. If FTL is to be used, find out the market rates depending on the destination and the load.</p> <p>PC5. Select the most economical options and contact the transport companies to check if they have any truck available to meet the requirement.</p> <p>PC6. 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.</p> <p>PC7. If LTL is to be used, find out the fixed market rate depending on the destination and the load.</p> <p>PC8. Contact transport companies, check for availability and hold a booking.</p> <p>PC9. Add the company's mark up and provide the quote to the customer.</p> <p>PC10. Receive approval from the customer and confirm the bookings.</p> <p>PC11. Print booking invoices with consignment details for each customer.</p> <p>PC12. Escalate to transport manager if there are no available truck companies to meet the customer deadlines.</p> <p>PC13. If the order needs to be dropped, call up the client at the earliest and explain inability to carry out the order.</p>

<p>Coordinate Consignment pick up and process documents</p>	<p>PC14. Ensure papers like road permit are available and coordinate with the customer and the transport companies to fix up a time to pick up the consignment. Go to the client location at the agreed time, count and verify the consignment with the booking invoice.</p> <p>PC15. If there are any discrepancies, have them resolved with the customer.</p> <p>PC16. 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.</p> <p>PC17. Depending on the mode of payment, add it to the account or receive the agreed percentage of the cost as advance.</p> <p>PC18. Visit other customers at the agreed times, check the goods and complete the documentation.</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization</p> <p>KA2. Knowledge of organizational products and procedures</p> <p>KA3. Procedures for accepting customer orders</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Knowledge of computer systems used for documentation of consignment information.</p> <p>KA6. Knowledge of all relevant safety and security procedures</p> <p>KA7. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA8. Knowledge of procedure followed while booking trucks to pick up and transport consignments.</p> <p>KA9. Knowledge of transport companies the organization works with and their processes</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport.</p> <p>KB2. Knowledge of details required while booking a customer order.</p> <p>KB3. Knowledge of distances to different destination.</p> <p>KB4. Knowledge of pricing strategies in the market.</p> <p>KB5. Knowledge to use the computer for electronic documentation of information.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of possible difficulties in booking customer orders.</p> <p>KB8. Knowledge of possible common challenges and solutions for booking orders (delays, low capacity utilization etc.)</p>

Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	The user/ individual on the job needs to know and understand how to: SA1. Note down details regarding the inspection of outbound customer consignments. SA2. Fill out forms, inspection checklists pertaining to the customer consignments. SA3. Prepare detailed reports for management.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and follow instructions in the checklists, order lists etc. SA5. Read and understand instructions from the SOP.
	Oral Communication (Listening and Speaking skills)
The user/individual on the job needs to know and understand how to: SA6. Communicate clearly with managers, peers and other staff at the hub/station SA7. Regularly communicate with all employees to ensure activities are running smoothly SA8. Provide advice and guidance to peers and juniors	
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB2. Ability to make a judgment as to whether a customer order can be taken up or needs to be dropped
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. SB6. Flexibility to re-assess schedule in case of delays/additional orders
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the customer requirements and ensure that they are met
	Problem Solving
The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the transport manager.	

Perform Consignment Booking

	<p>SB9. Handle day to day problems like delays, staffing shortage, etc</p>
	<p>Analytical Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Suggest methods to streamline booking of consignments</p> <p>SB11. Ability to estimate the price to be billed to the customer for transporting the consignment to a destination.</p> <p>SB12. Ability to assess the type of truck required and whether FTL or LTL is to be used</p> <p>SB13. Ability to count numbers and perform basic mathematical operations</p>
	<p>Critical Thinking Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Ability to concentrate on task at hand and complete it without errors</p>



NOS Version Control

NOS Code	LSC/N1118		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
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Occupation	Consignment Booking Assistant	Next review date	02/08/2016



National Occupational Standard



Overview

This unit is about performing post-booking activities.

Unit Code	LSC/N1119
Unit Title (Task)	Perform Post Booking Activities
Description	This unit is about performing post-booking activities
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Return to office and update system information Report to management Log off computer and clean up
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Return to Office and update system information	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Return to office after visiting all the clients and refresh the computer system.</p> <p>PC2. Verify existing details about each order and with the respective LR and update any changes as required in the system.</p> <p>PC3. Update tracking information for each order so that it can be tracked by the consignment tracking executive.</p> <p>PC4. Send information pertaining to the documentation clerk so that billing invoices can be raised for each customer order.</p> <p>PC5. File the LR copies for records purposes according to company policies.</p>
Report to Management	<p>PC6. Inform the transport manager about any delays in picking up of consignments, missed pick ups by the transport providers or cancelled orders.</p> <p>PC7. Report any issues faced in negotiation with transport companies regarding prices or any other issue while booking customer orders.</p> <p>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.</p>
Log off computer and clean up	<p>PC9. Save all data, safely log off and switch off the computer.</p> <p>PC10. Dispose any unnecessary documentation and forms.</p> <p>PC11. Visually inspect the work area to ensure that it is clean.</p> <p>PC12. Check to ensure that the computer is off and that the work area is ready for the next work day.</p>

Knowledge and Understanding (K)	
<p>A. Organizational Context (Knowledge of the company / organization and its processes)</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization KA2. Knowledge of organizational products and procedures KA3. Procedures for accepting customer orders KA4. Risk and impact of not following defined procedures/work instructions KA5. Knowledge of computer systems used for documentation of consignment information. KA6. Knowledge of all relevant safety and security procedures KA7. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies. KA8. Knowledge of procedure followed while booking trucks to pick up and transport consignments. KA9. Knowledge of transport companies the organization works with and their processes</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport. KB2. Knowledge of details required while booking a customer order. KB3. Knowledge of distances to different destination. KB4. Knowledge of pricing strategies in the market. KB5. Knowledge to use the computer for electronic documentation of information. KB6. Types of workplace hazards that one can encounter on the job and safe operating practices. KB7. Knowledge of possible difficulties in booking customer orders. KB8. Knowledge of possible common challenges and solutions for booking orders (delays, low capacity utilization etc.)</p>
Skills (S)	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down details regarding the inspection of outbound customer consignments. SA2. Fill out forms, inspection checklists pertaining to the customer consignments. SA3. Prepare detailed reports for management.</p>
	<p>Reading Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists, order lists etc. SA5. Read and understand instructions from the SOP.</p>

LSC/N1119

Perform Post Booking Activities

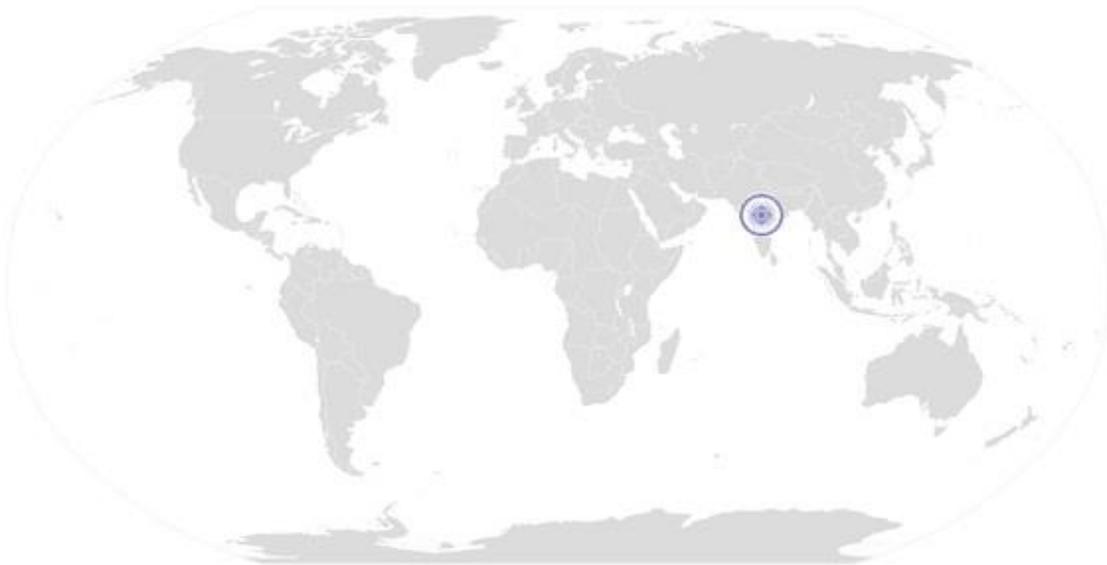
	<p>Oral Communication (Listening and Speaking skills)</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers, peers and other staff at the hub/station</p> <p>SA7. Regularly communicate with all employees to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p>
<p>B. Professional Skills</p>	<p>Decision Making</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p> <p>SB2. Ability to make a judgment as to whether a customer order can be taken up or needs to be dropped</p>
	<p>Plan and Organize</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB4. Prioritize and execute tasks within the scheduled time limits</p> <p>SB5. Maintain schedules and punctuality.</p> <p>SB6. Flexibility to re-assess schedule in case of delays/additional orders</p>
	<p>Customer Centricity</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. Understand the customer requirements and ensure that they are met</p>
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Identify trends/common causes for errors and suggest possible solutions to the transport manager.</p> <p>SB9. Handle day to day problems like delays, staffing shortage, etc</p>
	<p>Analytical Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Suggest methods to streamline booking of consignments</p> <p>SB11. Ability to estimate the price to be billed to the customer for transporting the consignment to a destination.</p> <p>SB12. Ability to assess the type of truck required and whether FTL or LTL is to be used</p> <p>SB13. Ability to count numbers and perform basic mathematical operations</p>
	<p>Critical Thinking Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Ability to concentrate on task at hand and complete it without errors</p>

NOS Version Control

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Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
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Occupation	Consignment Booking Assistant	Next review date	02/08/2016



National Occupational Standard



Overview

This unit is about maintaining health and safety measures while booking consignments

National Occupational Standard	Unit Code	LSC/N1128
	Unit Title (Task)	Maintain Health, Safety and Security Measures while booking consignments
	Description	This unit is about health and safety measures
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Maintain health, safety and security measures during all activities
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain health, safety and security measures during all activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.</p> <p>PC2. Wear all safety equipment including protective gear, helmets etc. when visiting customers and checking goods.</p> <p>PC3. Follow organization procedures with respect to documentation.</p> <p>PC4. Recognize and report unsafe conditions and practices.</p> <p>PC5. Adhere to security regulations of the company</p> <p>PC6. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action</p> <p>PC7. Identify reasons for occurrence of incident</p> <p>PC8. Capture reasons and response/action taken into incident report/note to manager</p> <p>PC9. Report any deviations from standard protocol along with reasons (if any)</p> <p>PC10. Visually inspect the activity area and equipment for appropriate and safe condition.</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization</p> <p>KA2. Knowledge of organizational products and procedures</p> <p>KA3. Procedures for accepting customer orders</p> <p>KA4. Risk and impact of not following defined procedures/work instructions</p> <p>KA5. Knowledge of computer systems used for documentation of consignment information.</p> <p>KA6. Knowledge of all relevant safety and security procedures</p>

LSC/N1128

Maintain Health, Safety and Security Measures while booking consignments

	<p>KA7. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA8. Knowledge of procedure followed while booking trucks to pick up and transport consignments.</p> <p>KA9. Knowledge of transport companies the organization works with and their processes</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport.</p> <p>KB2. Knowledge of details required while booking a customer order.</p> <p>KB3. Knowledge of distances to different destination.</p> <p>KB4. Knowledge of pricing strategies in the market.</p> <p>KB5. Knowledge to use the computer for electronic documentation of information.</p> <p>KB6. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB7. Knowledge of possible difficulties in booking customer orders.</p> <p>KB8. Knowledge of possible common challenges and solutions for booking orders (delays, low capacity utilization etc.)</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down details regarding the inspection of outbound customer consignments.</p> <p>SA2. Fill out forms, inspection checklists pertaining to the customer consignments.</p> <p>SA3. Prepare detailed reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists, order lists etc.</p> <p>SA5. Read and understand instructions from the SOP.</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers, peers and other staff at the hub/station</p> <p>SA7. Regularly communicate with all employees to ensure activities are running smoothly</p> <p>SA8. Provide advice and guidance to peers and juniors</p>

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB2. Ability to make a judgment as to whether a customer order can be taken up or needs to be dropped
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. SB6. Flexibility to re-assess schedule in case of delays/additional orders
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB7. Understand the customer requirements and ensure that they are met
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB8. Identify trends/common causes for errors and suggest possible solutions to the transport manager. SB9. Handle day to day problems like delays, staffing shortage, etc
	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB10. Suggest methods to streamline booking of consignments SB11. Ability to estimate the price to be billed to the customer for transporting the consignment to a destination. SB12. Ability to assess the type of truck required and whether FTL or LTL is to be used SB13. Ability to count numbers and perform basic mathematical operations
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N1128		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	25/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Consignment Booking Assistant	Next review date	25/08/2016

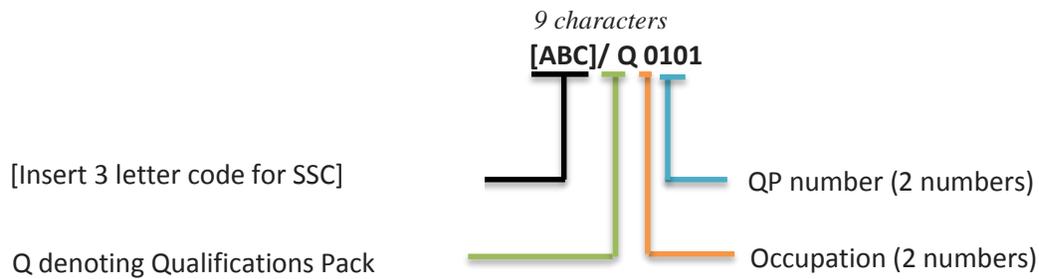


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Annexure

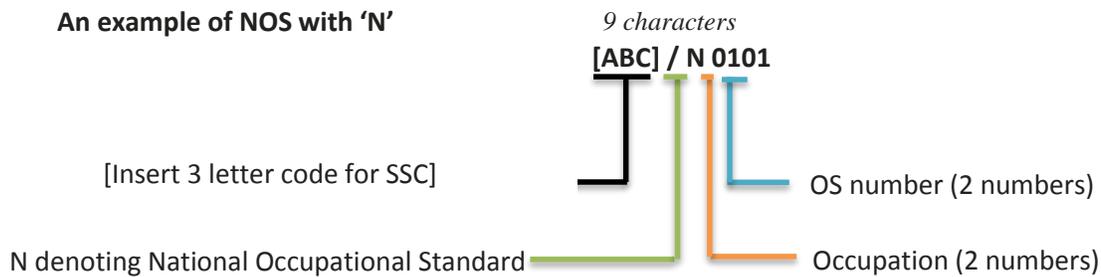
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Consignment Booking Assistant

The following acronyms/codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Warehousing Storage	21,23
Warehouse Packaging	22,23
Land Transportation	11,14
Shipping Transportation	12,14
Air Transportation	13
Courier	30

Sequence	Description	Example
Three letters	Industry name	LSC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

Qualifications Pack For Consignment Booking Assistant

PERFORMANCE CRITERIA

Job Role: Consignment Booking Assistant

Qualification Pack: LSC/Q1120

Sector Skill Council: LSC

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.

		Marks Allocation		
		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 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

Qualifications Pack For Consignment Booking Assistant

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
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
	PC13. Escalate to transport manager if there are no available truck companies to meet the customer deadlines.		4	1	3

Qualifications Pack For Consignment Booking Assistant

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	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
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

Qualifications Pack For Consignment Booking Assistant

		Marks Allocation			
Total Marks	Out of	Theory	Skills Practical		
	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
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

Qualifications Pack For Consignment Booking Assistant

		Marks Allocation		
Total Marks	Out of	Theory	Skills Practical	
	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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