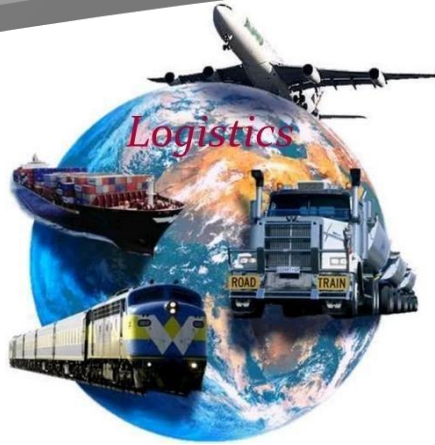


QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

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 – Documentation Assistant

SECTOR: LOGISTICS

SUB-SECTOR: Land Transportation

OCCUPATION: Documentation Assistant

REFERENCE ID: LSC/Q1122

ALIGNED TO: NCO-2004/3431.90

Brief Job Description: Documentation Assistants are also known as transportation assistants. Individuals in this role are responsible for carrying 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.

Personal Attributes: This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Qualifications Pack Code	LSC/Q1122		
Job Role	Documentation 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	Documentation Assistant	Next review date	02/08/2016

Job Role	Documentation Assistant (Transport Assistant)
Role Description	Perform documentation as per industry requirements.
NSQF level	4
Minimum Educational Qualifications*	Class X
Maximum Educational Qualifications*	Diploma/Degree (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	Training in completing and inspecting documents.
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N1120 (Prepare for processing documents) LSC/N1121 (Perform documentation of inbound and outbound consignments) LSC/N1122 (Complete post documentation activities) LSC/N1129 (Maintain Health, Safety and Security Standards during documentation) <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 processing documents.

Unit Code	LSC/N1120
Unit Title (Task)	Prepare for processing documents
Description	This unit is about preparing for processing documents
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Obtain all the necessary information • Prepare computer and get 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. Understand the work schedule for the day from the transport manager.</p> <p>PC2. Obtain the list of inbound and outbound consignments, documentation checklists for inbound and outbound transport from the transport manager.</p> <p>PC3. Get details of the destination, route, weight of the load, type of truck, etc.</p> <p>PC4. Understand priorities (if any) among consignments.</p>
Prepare computer and get required stationery	<p>PC5. Switch on the computer and login using using company credentials.</p> <p>PC6. Check and ensure that the computer and the software are working well without any issues.</p> <p>PC7. Ensure there is sufficient stationery like paper, pens, government forms, 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. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to goods</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for documentation in the organization.</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of how to prepare the required documents and the number of copies needed.</p> <p>KA8. Knowledge of transport companies the organization works with and their processes</p>

LSC/N1120

Prepare For processing documents

<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 legal requirements, rules and regulations to be followed while preparing forms and documents.</p> <p>KB3. Knowledge of each form required for inbound/outbound transport.</p> <p>KB4. Knowledge of details to be filled into each form.</p> <p>KB5. Knowledge to use the computer for electronic documentation</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 documentation.</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 documentation for each inbound and outbound consignment.</p> <p>SA2. Fill out forms, inspection checklists for inbound and outbound 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</p> <p>SA5. Read and understand details required in the forms.</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 and peers</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>Plan and organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB3. Prioritize and execute tasks within the scheduled time limits</p>

LSC/N1120

Prepare For processing documents

	<p>SB4. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB5. Be a team player and achieve joint goals</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. Help resolve any documentation issues faced by the truck drivers en route.</p> <p>SB10. 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>SB11. Suggest methods to streamline the documentation process.</p> <p>SB12. Ability to check that all the forms required in the checklist have been filled out and are ready.</p>
	<p>Critical Thinking Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Ability to concentrate on task at hand and complete it without errors</p>



NOS Version Control

NOS Code	LSC/N1120		
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	Documentation Assistant	Next review date	02/08/2016



National Occupational Standard



Overview

This unit is about performing documentation of inbound and outbound consignments.

Unit Code	LSC/N1121
Unit Title (Task)	Perform documentation of inbound and outbound consignments
Description	This OS unit is about performing documentation of consignments.
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Prepare documents for outbound consignments • Receive and verify documents for inbound consignments
Performance Criteria (PC)	
Element	Performance Criteria
Prepare documents for outbound consignments	<p>To be competent, the user/individual on the job must be able to:</p> <p>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.</p> <p>PC2. Based on the information contained in the LR, update details regarding the load and the destination into the computer.</p> <p>PC3. Combine different loads onto a truck for transshipment based on common destination and the truck's maximum load capacity.</p> <p>PC4. Prepare an agreement sheet to be given at the destination along with the consignment.</p> <p>PC5. Fill out transit insurance forms and any octroi/tax permits for each truck.</p> <p>PC6. Check the permits to ensure that they are current and that the truck could travel through the route to its destination.</p> <p>PC7. Verify that all the required forms have been filled out and tick off the documents as per the outbound documentation checklist.</p> <p>PC8. Confirm with the dispatcher that the truck's destination and goods loaded have been verified.</p> <p>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.</p> <p>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.</p>

LSC/N1121

Perform documentation of inbound and outbound consignments

<p>Receive and verify documents for inbound consignments</p>	<p>PC11. Receive the signed agreement sheet for the inbound consignment from the receiving assistant.</p> <p>PC12. Prepare an arrival report based on the agreement sheet.</p> <p>PC13. Receive accounts of the journey from the driver and prepare the cost sheets.</p> <p>PC14. Collect and verify all the documents such as insurance forms, octroi/tax forms from the inbound trucks.</p> <p>PC15. Verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist.</p> <p>PC16. Check that the truck has been unloaded and goods are in good condition.</p> <p>PC17. Prepare the goods received document, get it signed by the concerned authorities and hand it over to the driver.</p> <p>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.</p> <p>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.</p> <p>PC20. Using the information entered in the system by the receiving assistant, prepare the invoices and send to accounts payable section.</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. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to goods</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for documentation in the organization.</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of how to prepare the required documents and the number of copies needed.</p> <p>KA8. 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 legal requirements, rules and regulations to be followed while preparing forms and documents.</p> <p>KB3. Knowledge of each form required for inbound/outbound transport.</p> <p>KB4. Knowledge of details to be filled into each form.</p> <p>KB5. Knowledge to use the computer for electronic documentation</p>

LSC/N1121

Perform documentation of inbound and outbound consignments

	<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 documentation.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Note down details regarding inspection of each inbound consignment.</p> <p>SA2. Fill out forms, inspection checklists pertaining to the inbound consignments.</p> <p>SA3. Prepare detailed reports for management.</p>
	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists</p> <p>SA5. Read and understand details required in the forms.</p>
	Oral Communication (Listening and Speaking skills)
<p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers and peers</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
	<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>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB3. Prioritize and execute tasks within the scheduled time limits</p> <p>SB4. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB5. Be a team player and achieve joint goals</p> <p>SB6. Flexibility to re-assess schedule in case of delays/additional orders</p>
	Customer centricity
<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>	
Problem Solving	

LSC/N1121

Perform documentation of inbound and outbound consignments

	<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. Help resolve any documentation issues faced by the truck drivers en route.</p> <p>SB10. 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>SB11. Suggest methods to streamline the documentation process.</p> <p>SB12. Ability to check that all the forms required in the checklist have been filled out and are ready.</p>
	<p>Critical Thinking Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. Ability to concentrate on task at hand and complete it without errors</p>



NOS Version Control

NOS Code	LSC/N1121		
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	Documentation Assistant	Next review date	02/08/2016



National Occupational Standard



Overview

This unit is about completing post documentation activities.

National Occupational Standard	Unit Code	LSC/N1122
	Unit Title (Task)	Complete post documentation activities
	Description	This unit is about performing end of day activities.
	Scope	<p>The OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Resolve documentation issues • Update details in the system and report to management • Log off computer and clean up workspace
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Resolve documentation issues	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Attend to calls from the driver if there are any documentation related issues at checkpoints or with police.</p> <p>PC2. Understand the problem and explain to the driver how to handle the situation.</p> <p>PC3. Talk to the concerned authorities if required and resolve the issues.</p> <p>PC4. Escalate to transport coordinator or transport manager if necessary.</p>
	Update details in the system and report to management	<p>PC5. Note down details regarding the documentation prepared for each inbound and outbound consignment.</p> <p>PC6. Update all the details in the computer system.</p> <p>PC7. Inform the transport manager of any missed or delayed deliveries.</p> <p>PC8. Prepare reports on any documentation issues faced by trucks en route, delayed deliveries, missed deliveries, etc.</p>
	Log off computer and clean up workspace	<p>PC9. Save all data, safely log off and switch off the computer.</p> <p>PC10. Dispose documentation which are no longer valid or not required .</p> <p>PC11. Make sure that the computer is off, the work area is clean and ready for the next work day.</p>
	Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to goods</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for documentation in the organization.</p>	

LSC/N1122

Complete post documentation activities

its processes)	<p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of how to prepare the required documents and the number of copies needed.</p> <p>KA8. Knowledge of transport companies the organization works with and their processes</p>
B. Technical Knowledge	<p>KB1. Knowledge of processes involved in inbound and outbound transport.</p> <p>KB2. Knowledge of legal requirements, rules and regulations to be followed while preparing forms and documents.</p> <p>KB3. Knowledge of each form required for inbound/outbound transport.</p> <p>KB4. Knowledge of details to be filled into each form.</p> <p>KB5. Knowledge to use the computer for electronic documentation</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 documentation.</p>
Skills (S)	
A. Core Skills/ Generic Skills	<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 inspection of each inbound consignment.</p> <p>SA2. Fill out forms, inspection checklists pertaining to the inbound 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</p> <p>SA5. Read and understand details required in the forms.</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 and peers</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	<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>

Complete post documentation activities

	Plan and organize
	The user/individual on the job needs to know and understand how to: SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB3. Prioritize and execute tasks within the scheduled time limits SB4. Maintain schedules and punctuality. Avoid absenteeism. SB5. Be a team player and achieve joint goals 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. Help resolve any documentation issues faced by the truck drivers en route. SB10. 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: SB11. Suggest methods to streamline the documentation process. SB12. Ability to check that all the forms required in the checklist have been filled out and are ready.
	Critical Thinking Skills
The user/individual on the job needs to know and understand how to: SB13. Ability to concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/N1122		
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	Documentation Assistant	Next review date	02/08/2016



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National Occupational Standard



Overview

This unit is about maintaining health and safety measures during documentation

National Occupational Standard	Unit Code	LSC/N1129
	Unit Title (Task)	Maintain Health, Safety and Security Measures during Documentation
	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 checking inbound/outbound consignments.</p> <p>PC3. Follow organization procedures with respect to documentation.</p> <p>PC4. Recognize and report unsafe conditions and practices.</p> <p>PC5. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action</p> <p>PC6. Identify reasons for occurrence of incident</p> <p>PC7. Capture reasons and response/action taken into incident report/note to manager</p> <p>PC8. Report any deviations from standard protocol along with reasons (if any)</p> <p>PC9. 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. Knowledge of organizational products and procedures</p> <p>KA2. Procedures for dealing with loss or damage to goods</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for documentation in the organization.</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p>

LSC/N1129

Maintain Health, Safety and Security Measures during Documentation

	<p>KA7. Knowledge of how to prepare the required documents and the number of copies needed.</p> <p>KA8. 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 legal requirements, rules and regulations to be followed while preparing forms and documents.</p> <p>KB3. Knowledge of each form required for inbound/outbound transport.</p> <p>KB4. Knowledge of details to be filled into each form.</p> <p>KB5. Knowledge to use the computer for electronic documentation</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 documentation.</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 documentation for each inbound and outbound consignment.</p> <p>SA2. Fill out forms, inspection checklists for inbound and outbound 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</p> <p>SA5. Read and understand details required in the forms.</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 and peers</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>

LSC/N1129

Maintain Health, Safety and Security Measures during Documentation

	SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	Plan and organize
	The user/individual on the job needs to know and understand how to:
	SB2. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB3. Prioritize and execute tasks within the scheduled time limits
	SB4. Maintain schedules and punctuality. Avoid absenteeism.
	SB5. Be a team player and achieve joint goals
	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. Help resolve any documentation issues faced by the truck drivers en route.	
SB10. 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:	
SB11. Suggest methods to streamline the documentation process.	
SB12. Ability to check that all the forms required in the checklist have been filled out and are ready.	
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to:	
SB13. Ability to concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/N1129		
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	Documentation Assistant	Next review date	25/08/2016

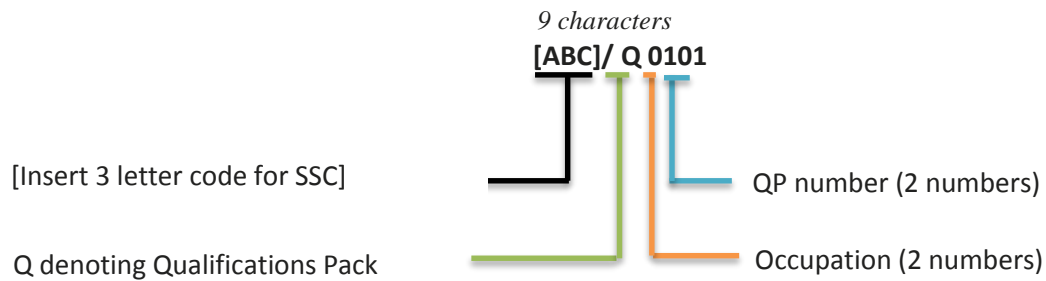


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Annexure

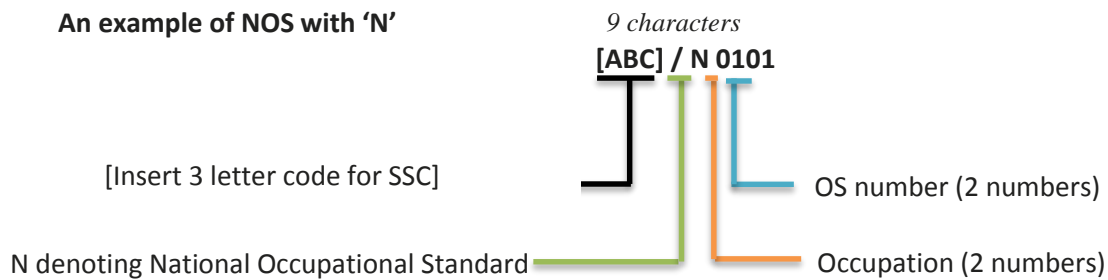
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Documentation 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 Documentation Assistant

PERFORMANCE CRITERIA

Job Role: Documentation Assistant

Qualification Pack: LSC/Q1122

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/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 software are working well without any issues.		9	1	8
	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

Qualifications Pack For Documentation Assistant

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
		Total	100	20	80
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 agreement sheet.		6	2	4

Qualifications Pack For Documentation Assistant

		Marks Allocation			
Total Marks	Out of	Theory	Skills Practical		
	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	
		Total	100	30	
				70	
3. LSC/N1122 (Handle any issues, report to amangement, housekeeping)	PC1. Attend to calls from the driver if there are any documentation related issues at checkposts or with police.	100	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

Qualifications Pack For Documentation Assistant

		Marks Allocation			
Total Marks	Out of	Theory	Skills Practical		
	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, missed deliveries, etc.	11	2	9	
	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	
	Total	100	20	80	
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.	100	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	
	Total	100	30	70	

SSC	QPCode	Name of the QP	NSQF Level	Equipment Name	Min. num. of Equipment required (per batch of 30 trainees)	Unit Type	Is this a mandatory Equipment at the Training Center (Yes/No)	Dimension/Specification/Description of the Equipment/ ANY OTHER REMARK
Logistics	LSC/Q1122	Documentation Assistant	4	Computers	15	Pieces	Yes	Internet connectivity/Email application is a must
Logistics	LSC/Q1122	Documentation Assistant	4	Domestic and international shipping road and air transportation service directory	10	Pieces	Yes	
Logistics	LSC/Q1122	Documentation Assistant	4	Printers	2	Pieces	Yes	
Logistics	LSC/Q1122	Documentation Assistant	4	Scanners	1	Pieces	Yes	