



# Model Curriculum

**QP Name: Consignment Booking Assistant**

**QP Code: LSC/Q1120**

**QP Version: 2.0**

**NSQF Level: 3**

**Model Curriculum Version: 2.0**

# Table of Contents

Training Parameters.....	2
Program Overview .....	3
Training Outcomes.....	3
Compulsory Modules .....	3
Module Details.....	5
Module 1: Introduction to Consignment Booking Assistant.....	5
Module 2: Preparation for Booking .....	6
Module 3: Consignment Booking.....	7
Module 4: Post Booking Activities .....	8
Module 5: Compliance to Health, Safety and Security Measures while booking consignments .....	9
Annexure.....	10
Trainer Requirements .....	10
Assessor Requirements.....	11
Assessment Strategy .....	12
References.....	14
Glossary.....	14
Acronyms and Abbreviations.....	15

## Training Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Land Transportation
<b>Occupation</b>	Customer Support/Relations (Consignment Booking)
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2004/1226.54
<b>Minimum Educational Qualification and Experience</b>	Class X or Class VIII + 2 years of ITI or Class VIII + 1 year of ITI + 1 year of relevant experience
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	25/02/2015
<b>Next Review Date</b>	24/09/2021
<b>NSQC Approval Date</b>	19/05/2015
<b>QP Version</b>	2.0
<b>Model Curriculum Creation Date</b>	14/07/2021
<b>Model Curriculum Valid Up to Date</b>	14/07/2024
<b>Model Curriculum Version</b>	2.0
<b>Minimum Duration of the Course</b>	300 hrs
<b>Maximum Duration of the Course</b>	300 hrs

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner will be able to:

- Describe the basic structure and function of supply chain
- Identify various activities in land transportation
- Detail the various tasks to be performed while preparing for consignment booking
- Demonstrate the process of consignment booking as per SOP
- Perform consignment booking as per standard operating procedure
- Perform the necessary tasks post booking
- Demonstrate health, safety and security measures while booking consignments

### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Bridge Module</b>	<b>20:00</b>	<b>10:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 1: Introduction to Consignment Booking Assistant	20:00	10:00	00:00	00:00	30:00
<b>LSC/N1117: Prepare for Booking NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>50:00</b>	<b>10:00</b>	<b>00:00</b>	<b>80:00</b>
Module 2: Preparation for Booking	20:00	50:00	10:00	00:00	80:00
<b>LSC/N1118: Perform Consignment Booking NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>40:00</b>	<b>10:00</b>	<b>00:00</b>	<b>70:00</b>

Module 3: Consignment Booking	20:00	40:00	10:00	00:00	70:00
<b>LSC/N1119: Perform Post Booking activities NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>40:00</b>	<b>10:00</b>	<b>00:00</b>	<b>70:00</b>
Module 4: Post Booking Activities	20:00	40:00	10:00	00:00	70:00
<b>LSC/N1128: Maintain health, safety and security measures while booking consignments NOS Version 1.0 NSQF Level 3</b>	<b>10:00</b>	<b>40:00</b>	<b>00:00</b>	<b>00:00</b>	<b>50:00</b>
Module 5: Compliance to Health, safety and security standards	10:00	40:00	00:00	00:00	50:00
<b>Total Duration</b>	<b>90:00</b>	<b>180:00</b>	<b>30:00</b>	<b>00:00</b>	<b>300:00</b>

# Module Details

## Module 1: Introduction to Consignment booking assistant

### Mapped to Bridge Module

#### Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Consignment booking assistant

<b>Duration: 20:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe Supply Chain and Logistics Management</li> <li>• Detail the various sub-sectors and the opportunities in them</li> <li>• Explain transportation industry and opportunities in it</li> <li>• Detail your job role as Consignment booking assistant and its interface with other job roles</li> <li>• Explain various activities in warehouse</li> <li>• State the importance of warehouse</li> <li>• Discuss the employment opportunities in the warehouse industry</li> </ul>	<ul style="list-style-type: none"> <li>• Identify various activities in transportation industry</li> <li>• Identify various sub-sectors and the opportunities in them</li> <li>• Perform your job role as Consignment booking assistant</li> <li>• Identify the employment opportunities in the warehouse industry</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Video player or TV	

## Module 2: Preparation for Booking

*Mapped to LSC/N1117, v1.0*

### Terminal Outcomes:

- Detail the various tasks to be performed while preparing for booking

<b>Duration: 20:00</b>	<b>Duration: 50:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Detail the various tasks to be performed before booking</li> <li>• Explain the importance of Booking a Consignment</li> <li>• Describe the various Consignment Booking systems available</li> <li>• List the documents required for booking consignments</li> <li>• Describe prioritization of booking and inspection procedures</li> <li>• Elaborate on the different types of goods transported</li> <li>• Detail the usage of Computers and other related systems in Consignment booking</li> <li>• Explain the records and security procedure to be followed in Booking a consignment</li> <li>• Discuss common problems and solutions for consignment booking</li> <li>• Explain the procedure for reporting in the organization</li> <li>• List the points to be noted while interpreting Lorry receipts</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate how to prioritize booking and inspection procedures</li> <li>• Prepare the documents for booking consignments</li> <li>• Identify which document to be produced during each stage</li> <li>• Identify different types of goods transported</li> <li>• Demonstrate the usage of Computers and other related systems in Consignment booking</li> <li>• Comply with security procedures while booking a consignment</li> <li>• Provide solutions in case of any discrepancies</li> <li>• Demonstrate the procedure for reporting in the organization</li> <li>• Interpret Lorry receipts</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Barcode scanner, Corrugated cardboard boxes, Storage Bins, Sample list, Hand held device, palmtops, Labels & Signages, Printers & Scanners, Packaging symbols & standards	

## Module 3: Consignment Booking

*Mapped to LSC/N1118, v1.0*

### Terminal Outcomes:

- Demonstrate the process of consignment booking as per SOP

<b>Duration: 20:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• List the steps to be followed for consignment booking activities</li> <li>• Discuss the process of booking the consignments</li> <li>• Explain how to consolidate orders received</li> <li>• Detail the process of distinguishing and consolidating various loads</li> <li>• Determine the availability of trucks</li> <li>• Explain how to markup cost</li> <li>• Establish good relationship with customers</li> <li>• Explain as when to raise booking invoice</li> <li>• List the checks that are to be performed at the customer location</li> </ul>	<ul style="list-style-type: none"> <li>• Perform all the necessary steps for consignment booking as per SOP</li> <li>• Perform consolidation of orders received</li> <li>• Distinguish various loads and consolidate them</li> <li>• Find the availability of trucks</li> <li>• Calculate markup cost</li> <li>• Negotiate for prices based on the database</li> <li>• Communicate to customers on availability or drop in trucks</li> <li>• Perform coordination with Customer and Transport companies</li> <li>• Prepare necessary invoices and send to customers</li> <li>• Identify the checks that are to be performed at the customer location</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Sample reports & documents like tracking sheet, Reporting forms, Incident reports etc. Caution boards, Do's and Don'ts charts	

## Module 4: Post Booking Activities

*Mapped to LSC/N1119, v1.0*

### Terminal Outcomes:

- Discuss the various tasks to be performed post booking
- Verify the system information and the actual orders processed

<b>Duration: 20:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the various activities to be performed after booking consignments</li> <li>• Explain the verification process of system information and the actual orders processed</li> <li>• Detail the process of evaluating the orders and process billing</li> <li>• State the importance of LR copies</li> <li>• Detail the types of reports that are to be shared with the manager</li> <li>• Explain how to address the issues faced during the day</li> <li>• Discover the reports to be produced</li> <li>• Explain the escalation matrix for reporting deviation</li> </ul>	<ul style="list-style-type: none"> <li>• Perform the various activities after booking the consignments</li> <li>• Verify the system information and the actual orders processed</li> <li>• Evaluate the orders and process billing</li> <li>• Identify the types of reports that are to be shared with the manager</li> <li>• Solve various issues faced during the day</li> <li>• Identify the reports to be produced</li> <li>• Evaluate the kinds of market data to be collected</li> <li>• Report deviations as per escalation matrix</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Sample reports & documents like Invoice, ARE-1, Octroi, Duty form, Reporting forms, Incident reports etc, Do's and Don'ts charts	

## Module 5: Compliance to Health, Safety and Security Measures while Booking Consignments

*Mapped to LSC/N1128, v1.0*

### Terminal Outcomes:

- Demonstrate health, safety and security measures while booking consignments

<b>Duration: 10:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Detail health, safety and security procedures while booking consignments</li> <li>• Discuss the concept of 5S at workplace</li> <li>• Explain the driver safety</li> <li>• Describe the procedures for Evacuation in work environment</li> <li>• List the safety requirements in the work environment</li> <li>• Explain vehicle parking procedures</li> <li>• Discuss the standard protocol in case of emergency situations, accidents, and breach of safety</li> <li>• Discover the importance of road signs and rules</li> <li>• Explain escalation matrix for reporting deviation</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate health and safety procedures while booking consignments</li> <li>• Implement 5S at workplace</li> <li>• Demonstrate the evacuation procedure in work environment</li> <li>• Identify the safety requirements in the work environment</li> <li>• Demonstrate the importance of road signs and rules</li> <li>• Report deviations as per escalation matrix</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit, Workshop Safety: Fire extinguishers, First Aid kits, Safety signs, SOP Charts on safety norms and drills. Charts of Do's and Don'ts in work area	

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 <sup>th</sup> Pass		2		1		Specialized in Land Transportation

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Consignment Booking Assistant” mapped to QP: “LSC/Q1120, v2.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/Q2601” with minimum score of 80%.

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th pass		2		1		Specialized in Land Transportation

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Consignment Booking Assistant” mapped to QP: “LSC/Q1120, v2.0”. Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: “Assessor”, mapped to the Qualification Pack: “MEP/Q2701” with minimum score of 80%.

## Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

**1. Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

**2. Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.

**3. On-Job Training:** OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.

**4. Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions
- iii. Matching Type Questions
- iv. Fill in the blanks
- v. Scenario based Questions
- vi. Identification Questions

### QA Regarding Assessors:

Assessors are selected as per the "eligibility criteria" laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts "Training of Assessors" program from time to time for each job role and sensitize

assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration

## References

## Glossary

Term	Description
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

## Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards