

*Qualifications Pack For Documentation Assistant*

**CRITERIA FOR ASSESSMENT OF TRAINEES**

**Job Role:** Documentation Assistant

**Qualification Pack:** LSC/Q1122

**Sector Skill Council:** LSC

<b><u>Guidelines for Assessment</u></b>
1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessment outcomes	Assessment Criteria for outcomes	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

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Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC9. Have any issues/problems solved before starting work.		14	3	11
		<b>Total</b>	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.	<b>100</b>	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

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Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC12. Prepare an arrival report based on the agreement sheet.		6	2	4
	PC13. Receive accounts of the journey from the driver and prepare the cost sheets.		4	1	3
	PC14. Collect and verify all the documents such as insurance forms, octroi/tax forms from the inbound trucks.		7	2	5
	PC15. Verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist.		4	1	3
	PC16. Check that the truck has been unloaded and goods are in good condition.		4	1	3
	PC17. Prepare the goods received document, get it signed by the concerned authorities and hand it over to the driver.		5	1	4
	PC18. Get the truck driver's signature on a form (and all other forms as required), confirming that the cash for the return journey and all the documents needed for the journey have been received.		5	1	4
	PC19. Receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing.		8	3	5
	PC20. Using the information entered in the system by the receiving assistant, prepare the invoices and send to accounts payable section.		8	3	5
		<b>Total</b>	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 checkpoints or with police.	<b>100</b>	8	1	7
	PC2. Understand the problem and explain to the driver how to handle the situation.		12	2	10
	PC3. Talk to the concerned authorities if required and resolve the issues.		9	2	7
	PC4. Escalate to transport coordinator or transport manager if necessary.		11	2	9

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Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC5. Note down details regarding the documentation prepared for each inbound and outbound consignment.		10	2	8
	PC6. Update all the details in the computer system.		10	2	8
	PC7. Inform the transport manager of any missed or delayed deliveries.		8	2	6
	PC8. Prepare reports on any documentation issues faced by trucks en route, delayed deliveries, 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
		<b>Total</b>	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.	<b>100</b>	10	3	7
	PC2. Wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments.		10	3	7
	PC3. Follow organization procedures with respect to documentation.		10	3	7
	PC4. Recognize and report unsafe conditions and practices.		20	6	14
	PC5. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action		10	3	7
	PC6. Identify reasons for occurrence of incident		10	3	7
	PC7. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC8. Report any deviations from standard protocol along with reasons (if any)		10	3	7
	PC9. Visually inspect the activity area and equipment for appropriate and safe condition.		10	3	7
		<b>Total</b>	100	30	70



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