

# Model Curriculum

## 5. Documentation Assistant

**SECTOR : LOGISTICS**  
**SUB-SECTOR : LAND TRANSPORTATION**  
**OCCUPATION : DOCUMENTATION ASSISTANT**  
**REF.ID : LSC/ Q1122, VERSION 1.0**  
**NSQF LEVEL : 4**



## Certificate

### CURRICULUM COMPLIANCE TO QUALIFICATION PACK - NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

**LOGISTIC SECTOR SKILL COUNCIL OF INDIA**

for the

### MODEL CURRICULUM

Complying to National Occupational Standards of  
Job Role/ Qualification Pack: **'Documentation Assistant'** QP No. **'LSC/ Q1122 NSQF Level 4'**

Date of Issuance: May 1<sup>st</sup>, 2016

Valid up to: April 30<sup>th</sup>, 2017

*\*Valid up to the next review date of the Qualification Pack*

  
R. Dindal  
Authorised Signatory  
(Logistic Sector Skill Council of India)

## TABLE OF CONTENTS

|   |           |
|---|-----------|
| <b>1. Curriculum</b>                    | <b>01</b> |
| <b>2. Trainer Prequisties</b>           | <b>06</b> |
| <b>3. Annexure: Assessment Criteria</b> | <b>07</b> |

# Documentation Assistant

## Curriculum / Syllabus

This program is aimed at training candidates for the job of a “Documentation Assistant”, in the “Logistics” Sector/ Industry and aims at building the following key competencies amongst the learner

|   |     |  |            |
|---|-----|--|------------|
| <b>Program Name</b>                                   |     | <b>Documentation Assistant</b>   |            |
| <b>Qualification Pack Name &amp; Reference ID. ID</b> |     | LSC/ Q1122, version 1.0  |            |
| <b>Version No.</b>                                    | 1.0 | <b>Version Update Date</b>   | 15-04-2016 |
| <b>Pre-requisites to Training</b>                     |     | Minimum qualification - Class X, Diploma/Graduate (Engineering, Arts, Commerce, Science). No experience is required.   |            |
| <b>Training Outcomes</b>                              |     | <p><b>After completing this Programme, participants will be able to:</b></p> <p><b>Obtain Knowledge on Transportation Documents:</b> General introduction to documents, types of documents, the different types of documents that are to be required in different modes of transportation, and operations involved in preparing the documents and submitting to the outbound transport and checks required while receiving the inbound transportation, preparing the plan for the day, ensuring the smooth functions, checks to be performed during operations, paperwork and post-operations to be carried out</p> <p><b>Getting Familiar with Document inspection process:</b> Awareness on various types of documents that are required during the inbound and outbound consignment movement, problems /issues while handling inwards&amp; outwards with their day today issues, planning and organizing the documents and maintaining the timelines.</p> <p><b>Understand usage of Software:</b> As the inputs are received in software and documentation preparation also requires software knowledge, understand the handling of software. Ensuring that all required documents are prepared, cross checked and submitted without errors. Planning and prioritizing should be done right with proper communication and between peers. Checking the conditions and prioritizing the route, based on understanding of the software and present conditions.</p> |            |

| Program Name | Courier Pick-Up Executive   |
|--------------|---|
|              | <p><b>Cultured in workplace skills:</b> Build on effective communication with customers, inter departments, sub-ordinates and super-ordinates for smooth running of transportation activities, team building and time management</p> <p><b>Acquainted with Environmental/ Occupational Health &amp; Safety:</b> Get well versed with health and safety measures practiced in transport and warehouse activities, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety and knowledge on general maintenance on Vehicle</p> |

This course encompasses 4 out of 4 National Occupational Standards (NOS) of “Documentation Assistant” Qualification Pack issued by “SSC: Logistics Sector Skill Council”.

| Sr. No. | Module  | Key Learning Outcomes   | Equipment Required   |
|---------|---|---|--|
| 1       | <b>Introduction</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>48:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>08:00<br><br><b>Corresponding NOS Code</b><br>Bridge Module  | <b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>• Discuss Supply Chain and Logistic Management</li> <li>• Define your job roles and responsibilities</li> <li>• Understand the activities in warehouse services</li> <li>• Explain the importance of warehouse service</li> <li>• Describe the organizational structure in transportation industry</li> <li>• Describe about the employment opportunities for in the industry</li> <li>• Explain warehouse management system</li> <li>• Roles of Documentation Assistant</li> <li>• Describe the functions involved for Documentation Assistant</li> <li>• Understand the layout of warehouse &amp; operations involved</li> <li>• Know the prerequisites of joining the industry</li> </ul> | Teaching board<br>Computer<br>Projector<br>Video player or TV  |
| 2       | <b>Prepare for Processing Documents</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>48:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>16:00<br><br><b>Corresponding NOS Code</b><br>LSC/N 1120                           | <b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>• Understand the various types of documents</li> <li>• Describe each document and its requirements</li> <li>• Distinguish documents required for exports with other documents</li> <li>• Key out documents used for interstate movement of goods</li> <li>• Explain the importance of documents</li> <li>• Identify as which document to be used at what needs</li> <li>• Educate the Documents requirement at check posts and during inspection</li> <li>• Distinguish the different documents used during exports</li> <li>• Understand the tax parameters</li> </ul>  | Teaching board<br>Computer<br>Projector<br>Barcode scanner<br>Corrugated cardboard boxes<br>Storage Bins<br>Sample list<br>Hand held device, palmtops<br>Labels & Signages<br>Printers & Scanners<br>Packaging symbols & standards |
| 3       | <b>Perform documentation of Inbound and Outbound consignments</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>56:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>16:00<br><br><b>Corresponding NOS Code</b><br>LSC/N 1121 | <b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>• Understand as what are the steps involved in preparing documents</li> <li>• Identify the Do’s and Don’ts while preparing documents</li> <li>• Process the inbound and outbound consignment process</li> <li>• Plan parameters and considerations before scheduling activities</li> <li>• Source out information’s required for planning the day</li> <li>• Prioritize the activities for the day</li> </ul>  | Teaching board<br>Computer<br>Projector<br>Sample reports & documents like checklist, Reporting forms, Incident reports etc<br>Caution boards<br>Do’s and Don’ts charts  |

| Sr. No. | Module  | Key Learning Outcomes  | Equipment Required   |
|---------|---|--|--|
|         |   | <ul style="list-style-type: none"> <li>Educate in identifying the right type of documents required</li> <li>Understand the steps in inbound and outbound transportation movement</li> <li>Inspect the documents and documents to be produced as acknowledgment</li> </ul>  |  |
| 4       | <b>Complete post documentation activities</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>42:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>08:00<br><br><b>Corresponding NOS Code</b><br>LSC/N 1122                       | <b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>Identify as how to handle situations during vehicle inspection</li> <li>Understanding the reporting procedures</li> <li>Knowledge on tracking the consignment</li> <li>Evaluate the procedure in handling risk situations</li> <li>Understand the kind of support required during vehicle inspection at the check post</li> <li>Distinguish between the main documents and auxiliary documents required during the vehicle movement</li> <li>Understand the situations when the driver requires assistance</li> <li>Understand as how to perform on-line tracking and off-line tracking of vehicle</li> <li>Understand the reporting situations and situations of escalations</li> <li>Explain the various risk factors involved during vehicle movement</li> </ul> | Teaching board<br>Computer<br>Projector<br>Sample reports & documents like Invoice, ARE-1, Octroi, Duty form, Reporting forms, Incident reports etc<br>Do's and Don'ts charts  |
| 5       | <b>Maintain Health, Safety and Security measures during the job</b><br><br><b>Theory Duration</b><br>(hh:mm)<br>42:00<br><br><b>Practical Duration</b><br>(hh:mm)<br>08:00<br><br><b>Corresponding NOS Code</b><br>LSC/N 1129 | <b>At the end of this module the learner will be able to:</b> <ul style="list-style-type: none"> <li>Identify the safety procedure's</li> <li>Understand the driver safety</li> <li>Gain knowledge on skills to be developed</li> <li>Learn the procedures for Evacuation in work environment</li> <li>Understand the safety requirements in the work environment</li> <li>Gain knowledge on vehicle parking procedure's</li> <li>Evaluate the safety requirements</li> <li>Understand the skills that are to be developed for safe operations</li> <li>Discover the importance of road signs and rules</li> </ul>   | Personal Protection Equipment: Gloves, Safety Shoes, goggles, ear plugs, boiler suit<br>Workshop Safety: Fire extinguishers<br>First Aid kits<br>Safety signs<br>SOP Charts on safety norms and drills.<br>Charts of dos and Don'ts in work area |

| Sr. No. | Module   | Key Learning Outcomes  | Equipment Required |
|---------|--|--|--------------------|
|         | <b>Total Duration</b><br><b>Theory Duration :</b><br><b>236:00</b><br><br><b>Practical Duration:</b><br><b>56:00</b> | <b>Unique Equipment Required:</b> • Barcode scanner • Corrugated cardboard boxes<br>• Storage Bags • Sample list • Hand held device palmtops • Labels & Signage's<br>• Printers & Scanners • Packaging symbols & standards • Sample reports & documents<br>• Reporting forms, Incident reports, Air way Bills, etc<br>• Caution boards, Driving Signs & Signals • Do's and Don'ts charts • Sample reports & documents like Pick-up / Delivery Schedule sheet, Reporting forms, Incident reports etc<br><b>Personal Protection Equipment:</b> • Gloves • Safety • Shoes • goggles • ear plugs<br>• boiler suit<br><b>Workshop Safety:</b> • Fire extinguishers • First Aid kits<br>• Safety signs • SOP Charts on safety norms and drills. • Charts of Do's and Don'ts in work area |                    |

**Grand Total Course Duration: 292: 00 Hours**

**(This syllabus/ curriculum has been approved by SSC: Logistics Skill Council)**



## Trainer Prerequisites for Job role: “Documentation Assistant” mapped to Qualification Pack: “LSC/Q1122”

| Sr. No. | Area                               | Details  |
|---------|------------------------------------|--|
| 1       | Description                        | To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “LSC/Q1122”.   |
| 2       | Personal Attributes                | Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training. Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused, eager to learn and keep oneself updated with the latest in the Transportation Documents preparation vertical. |
| 3       | Minimum Educational Qualifications | Preferably Class X, Diploma / Degree (Any, Engineering, Arts, Commerce) or equivalent  |
| 4a      | Domain Certification               | Certified for Job Role: “Documentation Assistant” mapped to QP: “LSC/Q 1122”. Minimum accepted score of 40%.   |
| 4b      | Platform Certification             | Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “SSC/ Q 1402”. Minimum accepted score of 60%.   |
| 5       | Experience                         | Minimum 2 years’ Experience with certification of Documentation Assistant<br>or<br>Minimum 3 years’ experience without certification from Sector   |

## Annexure: Assessment Criteria

|  |   |
|--|---|
| <b>Assessment Criteria for Documentation Assistant</b> |   |
| <b>Job Role</b>  | <b>Documentation Assistant</b>                |
| <b>Qualification Pack</b>                              | <b>LSC/Q1122</b>                              |
| <b>Sector Skill Council</b>                            | <b>Logistic Sector Skill Council of India</b> |

| Sr. No. | Guidelines for Assessment   |
|---------|---|
| 1       | Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC. |
| 2       | The assessment for the theory part will be based on knowledge bank of questions created by the SSC.   |
| 3       | Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.   |
| 4       | 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 Outcome  | Performance Criteria   | Total marks | Marks Allocation |            |           |
|---|--|-------------|------------------|------------|-----------|
|   |  |             | Out of           | Theory     | Skills    |
| LSC/N1120<br>(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        |
|   |  |             | <b>Total</b>     | <b>100</b> | <b>20</b> |
| LSC/N1121<br>(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. |             | 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         |

| Assessment Outcome | Performance Criteria  | Total marks  | Marks Allocation |           |           |
|--------------------|---|--------------|------------------|-----------|-----------|
|                    |   |              | Out of           | Theory    | Skills    |
|                    | PC7. Verify that all the required forms have been filled out and tick off the documents as per the outbound documentation checklist.  | 100          | 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         |
|                    | PC13. Receive accounts of the journey from the driver and prepare the cost sheets.  |              | 4                | 1         | 3         |
|                    | PC14. Collect and verify all the documents such as insurance forms, octroi/tax forms from the inbound trucks.   |              | 7                | 2         | 5         |
|                    | PC15. Verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist.  |              | 4                | 1         | 3         |
|                    | PC16. Check that the truck has been unloaded and goods are in good condition.   |              | 4                | 1         | 3         |
|                    | PC17. Prepare the goods received document, get it signed by the concerned authorities and hand it over to the driver.   |              | 5                | 1         | 4         |
|                    | PC18. Get the truck driver's signature on a form (and all other forms as required), confirming that the cash for the return journey and all the documents needed for the journey have been received.            |              | 5                | 1         | 4         |
|                    | PC19. Receive damage claim forms, forms for replacement of goods, etc. from the receiving assistant, verify and send them to the concerned person/company for processing.                                       |              | 8                | 3         | 5         |
|                    | PC20. Using the information entered in the system by the receiving assistant, prepare the invoices and send to accounts payable section.  |              | 8                | 3         | 5         |
|                    |   | <b>Total</b> | <b>100</b>       | <b>30</b> | <b>70</b> |

| Assessment Outcome  | Performance Criteria   | Total marks | Marks Allocation |           |        |
|---|--|-------------|------------------|-----------|--------|
|   |  |             | Out of           | Theory    | Skills |
| LSC/N1122<br>(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.      | 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      |
|   | 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>   | <b>100</b>  | <b>20</b>        | <b>80</b> |        |
| LSC/N1129<br>(Maintain Health, Safety and Security Measures during documentation) | PC1. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.                          |             | 10               | 3         | 7      |
|   | PC2. Wear all safety equipment including protective gear, helmets etc. when checking inbound/outbound consignments.    |             | 10               | 3         | 7      |

| Assessment Outcome | Performance Criteria   | Total marks | Marks Allocation |            |           |           |
|--------------------|--|-------------|------------------|------------|-----------|-----------|
|                    |  |             | Out of           | Theory     | Skills    |           |
|                    | PC3. Follow organization procedures with respect to documentation.   | 100         | 10               | 3          | 7         |           |
|                    | PC4. Recognize and report unsafe conditions and practices.   |             | 20               | 6          | 14        |           |
|                    | PC5. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action |             | 10               | 3          | 7         |           |
|                    | PC6. Identify reasons for occurrence of incident   |             | 10               | 3          | 7         |           |
|                    | PC7. Capture reasons and response/action taken into incident report/note to manager  |             | 10               | 3          | 7         |           |
|                    | PC8. Report any deviations from standard protocol along with reasons (if any)  |             | 10               | 3          | 7         |           |
|                    | PC9. Visually inspect the activity area and equipment for appropriate and safe condition.  |             | 10               | 3          | 7         |           |
|                    |  |             | <b>Total</b>     | <b>100</b> | <b>30</b> | <b>70</b> |





### Logistic Sector Skill Council of India

Unit E, 10th Floor, IIT Madras Research Park, Kanagam Road, Taramani, Chennai, Tamil Nadu- 600 113