

Model Curriculum

4. Consignment Tracking Executive

SECTOR : LOGISTICS
SUB-SECTOR : LAND TRANSPORTATION
OCCUPATION : CONSIGNMENT TRACKING EXECUTIVE
REF.ID : LSC/ Q1121, VERSION 1.0
NSQF LEVEL : 3



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: **'Consignment Tracking Executive'** QP No. **'LSC/ Q1121 NSQF Level 3'**

Date of Issuance: May 1st, 2016

Valid up to: April 30th, 2017

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


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

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Consignment Tracking Executive

Curriculum / Syllabus

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

Program Name		Consignment Tracking Executive	
Qualification Pack Name & Reference ID. ID		LSC/ Q1121 version 1.0	
Version No.	1.0	Version Update Date	16-04-2016
Pre-requisites to Training		Preferably equivalent to 8th (Normal literacy of reading, writing and understanding) or any graduate, diploma holders can be considered. No experience is required.	
Training Outcomes		<p>After completing this Programme, participants will be able to:</p> <p>Understand general concepts and procedures in Consignment tracking: General introduction to consignment tracking, tracking devices and technology used, knowledge and understanding of company’s polices and procedure in consignment tracking</p> <p>Know the cognitive and skills pertaining to various operating tasks in consignment tracking: Pre-Operational checks, Operational checks, transit rules and regulations, inspection procedures, various documents related to tracking, standard work instructions, Transported product nature, Know how to prevent and respond in emergency circumstances</p> <p>Demonstrate the importance of monitoring consignment status: Document details, Route planning, Transit challenges like technical issues, breakdown etc., documentation challenges, escalation procedures, reporting and recording procedures</p> <p>Understand the roles and responsibilities of colleague: Build on effective communication with inter departments, sub-ordinates and super-ordinates for smooth tracking operations and safety procedures.</p> <p>Acquaint with Environmental/ Occupational Health & Safety: Get well versed with health and safety measures practiced in consignment tracking, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety and general maintenance.</p>	

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

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	Introduction Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 10:00 Corresponding NOS Code Bridge Module	At the end of the module the learner will be able to: <ul style="list-style-type: none"> • Discuss Supply Chain and Logistic Management • Explain the different types of Inventory and its importance • Discuss Warehousing industry and job opportunities in it • Define your job roles and responsibilities as a Consignment Tracking Executive • Understand the various operations in warehouse and their importance in the effective logistics systems • Understand the Expectations from a Consignment Tracking Executive in his/her job role • Apprehend the various functions / operations of the warehouse • Define the inbound and outbound activities • Understand the major activities that are performed inside a warehouse • To get a clarity on the main roles of a Consignment Tracking Executive 	Teaching board Computer Projector Video player or TV System Barcode and Scanner - for Demo
2	Prepare for Tracking Theory Duration (hh:mm) 20:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N 1123	At the end of the module the learner will be able to: <ul style="list-style-type: none"> • Understand the importance of consignment tracking • Get clarified about the different types of goods and their classification • Define the importance of documents in the consignment tracking • Get to know the various challenges related to transportation • Categorize the importance of status checking in tracking a Consignment • Get to know about the various tracking systems available • Recognize the different types of documents used in consignment tracking • Understand the various risks involved when deviated from the procedure • Get details on the reporting structure and the various channels of communication • Explore about the infrastructure challenges related to freight movement by Road • Understand the regulations behind the movement of hazardous materials 	Teaching board Computer Projector Sample documents related to tracking consignments

Sr. No.	Module	Key Learning Outcomes	Equipment Required
3	Track Consignments Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 50:00 Corresponding NOS Code LSC/N 1124	At the end of the module the learner will be able to: <ul style="list-style-type: none"> • Describe the role of consignment tracking executive in verifying the route plan of the truck • Understand the importance of truck routing and reporting • Distinguish various uncontrollable reasons that causes delay in reporting at the destination • Get to know about the various threats like accidents that causes serious damage. • Explain the importance of updating any information to the management • Brief about the importance of interpersonal skills in enhancing performance 	Teaching board Computer Projector Caution Boards Do's and Don'ts charts Forklifts, Dummy Load Test drive track with various simulation Dummy Pallet and Shelf Shop floor training facility Warehouse training facility
4	Perform post-tracking activities Theory Duration (hh:mm) 15:00 Practical Duration (hh:mm) 40:00 Corresponding NOS Code LSC/N 1125	At the end of the module the learner will be able to: <ul style="list-style-type: none"> • Perform the update the information system • Understand the escalation procedure to be followed in case of Non-responsiveness from the truck • Explain the closing procedures to be followed in tracking • Know the importance of using Transport management system • Recognize the reporting structures and procedures for delayed delivery • Get knowledge about generating Post-delivery report. • Describe various duties to be performed at the end of the day • Understand the consequences in case of non-compliance in handing-over reports 	Teaching board Computer Projector Sample documents related to tracking consignments

Sr. No.	Module	Key Learning Outcomes	Equipment Required
5	Maintain Health, Safety and Security measures while tracking consignments Theory Duration (hh:mm) 10:00 Practical Duration (hh:mm) 40:00 Corresponding NOS Code LSC/N 1130	At the end of this module the learner will be able to: <ul style="list-style-type: none"> Understand the importance of information security Explain the various procedures to be followed for information security Brief about the necessity for personal information security Apprehend the various types of personal information Recognize the consequences that may happen due to unsafe information security conditions Understand the reporting structure in breach of protocols Know the data breach and ways of overcoming it Describe the security measures to overcome data breach 	Teaching board Computer Projector Workshop Safety: Fire extinguishers First Aid kits Safety signs SOP Charts on safety norms and drills. Charts of dos and Don'ts in work area
	Total Duration Theory Duration : 80:00 Practical Duration: 190:00	Unique Equipment Required: • Sample tracking documents like LR, Delivery challan, Check post details • Tracking devices sample • GPS system • Workshop Safety: Fire extinguishers • First Aid kits • Safety signs	

Grand Total Course Duration: 270: 00 Hours

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

Trainer Prerequisites for Job role: “Consignment Tracking Executive” mapped to Qualification Pack: “LSC/Q1121”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “LSC/Q 1121”.
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 Warehousing vertical.
3	Minimum Educational Qualifications	Class 8 th or equivalent, Preferably Diploma / Degree (Any, Engineering, Arts, Commerce) or equivalent
4a	Domain Certification	Certified for Job Role: “Consignment Tracking Executive” mapped to QP: “LSC/Q 1121”. Minimum accepted score of 70%.
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 85%.
5	Experience	Minimum 1 years’ Experience with Certification of Consignment Tracking Executive

Annexure: Assessment Criteria

Assessment Criteria for Courier Delivery Executive	
Job Role	Consignment Tracking Executive
Qualification Pack	LSC/Q1121
Sector Skill Council	Logistic Sector Skill Council of India

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 part for each candidate at each examination/training center (as per assessment criteria below)
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5	To pass the Qualification Pack , every trainee should score a minimum of 40% in every NOS overall 50% pass percentage
6	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.

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
LSC/N1123 (Prepare for Tracking)	PC1. Ensure reception of task schedule from supervisor and pick list from customer/company side/supervisor	100	20	5	15
	PC2. Check the documents for any typos or errors and inform supervisor of any discrepancies		20	5	15
	PC3. Obtain labels (printed or handwritten) from the supervisor or with the help of administrative staff for the items to be picked if required		15	5	10
	PC4. Verify if all labels received match with the items on the pick list and inform supervisor of any errors/changes		15	5	10
	PC5. Comply with safety regulations and procedures in case of fire hazards, bio-hazards, etc.		10	5	5
	PC6. Wear all safety equipment including protective gear, helmets etc.		5	2	3
	PC7. Ensure that any stationery required like paper, pens, etc. are available to quickly note down information if required.		10	2	8
	PC8. Have the list with the contact details of the trucking companies, check posts, local authorities, etc. ready for easy reference.		11	2	9
	PC9. Make sure any issues/problems are solved before starting work		10	2	8
			Total	100	20
LSC/N1124 (Perform Consignment Tracking))	PC1. Use the details provided in the LR and check on each consignment using the system.		9	3	6
	PC2. Check whether the truck is on the right route as specified in the system.		8	2	6
	PC3. Determine whether the truck has covered sufficient distance and would reach the destination on time.		5	2	3
	PC4. Find out if there has been any route changes for any consignment in the system and note it down to inform the driver.		4	1	3
	PC5. Identify and note down any truck that has reported any issues/problems/delays in the system.		5	2	3
	PC6. Note down any trucks that have not reported any information and raise flags in the system to follow up on.		6	2	4
	PC7. Call up the drivers of the trucks that have not reported any information		11	2	9

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC9. Check with check post officials and transport authorities whether the truck passed through the check post and when.	100	8	2	6
	PC10. Note down any information obtained.		6	2	4
	PC11. For trucks that had reported delays or problems, call up the driver and understand the cause.		6	2	4
	PC12. If it is a normal reason (like flat tyre, fuels stop, etc.), find out from the driver when the journey would resume and note it down.		6	2	4
	PC13. If there is any technical issue which the driver would not be able to handle, arrange to have the nearest technical service providers provide assistance.		5	1	4
	PC14. If there are any other reasons like documentation problems or accidents, escalate it to the transport coordinator or the transport manager.		6	2	4
	PC15. Remind drivers of route changes/special weather conditions if any and make sure that they are aware of it.		5	2	3
	PC16. Update Transport Manager / Outbound team / Customer in case of any delays.		2	1	1
			Total	100	30
LSC/N1125 (Post Tracking Activities)	PC1. Input the location of each consignment, reasons for delays if any and other issues.	100	6	2	4
	PC2. Based on progress, update the expected arrival time.		8	2	6
	PC3. Coordinate with the technical support providers to ensure that they reach the truck and provide service.		8	1	7
	PC4. Check with drivers at regular intervals to find out if the problems have been resolved and that the journey has resumed.		7	2	5
	PC5. Update the information in the system at regular intervals.		6	1	5
	PC6. Make sure all the flagged consignments which had not reported progress have been followed up on.		7	1	6
	PC7. If any consignment could not be tracked through call or by the authorities, escalate it to the transport manager as priority.		7	1	6
	PC8. Close the order in the system if it has reached its destination.		7	2	5
	PC9. Inform the transport manager about any delays, issues with authorities, etc.		7	1	6

NOS	Performance Criteria	Total marks	Marks Allocation		
			Out of	Theory	Skills
	PC10. Report any issues faced in contacting drivers or inability to track a particular consignment during the shift.		7	1	6
	PC11. Prepare reports on the troublesome routes, reasons for delays, etc.		7	1	6
	PC12. Save all data, safely log off and switch off the computer.		6	2	4
	PC13. Dispose any unnecessary documents or papers.		6	1	5
	PC14. Clean up the work area for shift handover.		4	1	3
	PC15. Brief the relieving consignment tracking executive about the important happening of the shift and the work to be done in the next shift.		7	1	6
		Total	100	20	80
LSC/N1130 Maintain Health, Safety and Security Measures while tracking consignments)	PC1. Follow all security procedures as per company policy.	100	10	3	7
	PC2. Follow all precautionary data handling procedures		10	3	7
	PC3. Maintain clean work table area.		10	3	7
	PC4. Ensure data privacy and independence in all dealings.		10	3	7
	PC5. Recognize and report unsafe conditions and practices.		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
	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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