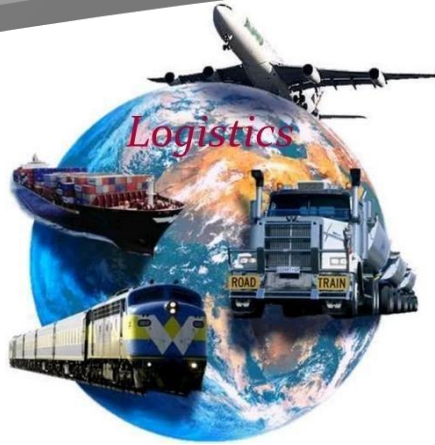


QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

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 – Consignment Tracking Executive

SECTOR: LOGISTICS

SUB-SECTOR: Land Transportation

OCCUPATION: Consignment Tracking Executive

REFERENCE ID: LSC/Q1121

ALIGNED TO: NCO-2004/4133.90

Brief Job Description: Consignment Tracking Executives are also known as Consignment Trackers or Consignment Tracking Clerks. Individuals in this role are responsible for tracking each consignment at regular intervals as it moves from origin to its destination along the suggested route. They coordinate with the truck driver, transport companies and transport authorities to update real time information on the system.

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/Q1121		
Job Role	Consignment Tracking Executive		
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	Consignment Tracking Executive	Next review date	02/08/2016

Job Role	Consignment Tracking Executive (Consignment Tracker, Consignment Tracking Clerk)
Role Description	Follow up on the location of consignments in real time.
NSQF level	3
Minimum Educational Qualifications*	Middle School (Class VIII)
Maximum Educational Qualifications*	Diploma/Degree (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	Training in coordinating with drivers and intermediaries.
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> LSC/N1123 (Prepare For Tracking) LSC/N1124 (Track Consignments) LSC/N1125 (Perform Post Tracking Activities) LSC/N1130 (Maintain Health, Safety and Security measures while tracking consignments) Optional: Not Applicable
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 consignment tracking.

Unit Code	LSC/N1123
Unit Title (Task)	Prepare for Tracking
Description	This unit is about preparing for tracking.
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Obtain all the necessary information Prepare computer and tracking systems
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. Obtain the work schedule, the list of trucks to be tracked for the day from the transport manager.</p> <p>PC2. Obtain the Lorry Receipts (LRs) from the consignment booking assistant and understand the details pertaining to each consignment.</p> <p>PC3. Find out if there is any trouble/natural disaster along any of the routes.</p> <p>PC4. Understand the status and priorities or special conditions (if any) among the consignments from the consignment tracking executive of the previous shift.</p>
Prepare computer and tracking systems	<p>PC5. Switch on the computer and login using using company credentials.</p> <p>PC6. Check and ensure that the telephone, computer and tracking systems like GPS are working well without any issues.</p> <p>PC7. Ensure that any stationery required like paper, pens, etc. are available to quickly note down information if required.</p> <p>PC8. Have the list with the contact details of the trucking companies, checkposts, local authorities, etc. ready for easy reference.</p> <p>PC9. Make sure any issues/problems are 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. Types of documentation used in organization and importance of the same</p> <p>KA2. Risk and impact of not following defined work, safety and security procedures</p> <p>KA3. Records to be maintained and the importance of the same</p> <p>KA4. Security procedures to be followed</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Chain of command for reporting problems</p> <p>KA7. Knowledge of how the company deals with issues while transporting consignments</p>

LSC/N1123

Prepare For Tracking

	<p>KA8. Knowledge of transit rules and regulations. KA9. Knowledge of various clients and their requirements KA10. Implications of poor performance such as delayed pick-up, improper documentation and high error rate KA11. An end to end understanding of all activities that will be done. KA12. Nature of the products transported and the variances in their characteristics</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Detailed understanding of the tracking systems KB2. Ability to accurately estimate travel time required KB3. Understanding of common problems and solutions for the same KB4. Basic computer and system skills to operate and perform minor fixes KB5. Knowledge of processes and differences in processes across clients/products KB6. Knowledge of routes and ability to reroute if required. KB7. Knowledge of controls and processes for operating computer terminal KB8. Ability to anticipate problems.</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. Ability to make note of instructions for the relieving consignment tracking executive. SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Good reading skills, ability to comprehend written instructions, standard operating procedures SA4. Read and understand documents required for all operational activities SA5. Read and understand instructions on how to use the tracking systems.</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 well with people of all levels SA7. Communicate with client/warehouse coordinators/internal staff effectively SA8. Share experiences and provide guidance to juniors and peers</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>

LSC/N1123

Prepare For Tracking

	SB2. Ability to make a judgment as to whether an issue is too serious enough to be escalated or not.
	Plan and organize
	The user/individual on the job needs to know and understand how to:
	SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB4. Prioritize and execute tasks within the scheduled time limits
	SB5. Maintain schedules and punctuality. Avoid absenteeism.
	SB6. Be a team player and achieve joint goals
	SB7. 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:
SB8. Understand the customer timelines and ensure that they are met.	
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB9. Identify trends/common causes for errors and suggest possible solutions to the transport manager.	
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 tracking process.	
SB12. Ability to keep track of the progress of each truck in real time.	
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/N1123		
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	Consignment Tracking Executive	Next review date	02/08/2016



National Occupational Standard



Overview

This unit is about tracking consignments.

Unit Code	LSC/N1124
Unit Title (Task)	Track Consignments
Description	This OS unit is about tracking consignments.
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • Monitor status of each consignment • Check in with driver, authorities and report issues
Performance Criteria (PC)	
Element	Performance Criteria
Monitor status of each consignment	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Use the details provided in the LR and check on each consignment using the system.</p> <p>PC2. Check whether the truck is on the right route as specified in the system.</p> <p>PC3. Determine whether the truck has covered sufficient distance and would reach the destination on time.</p> <p>PC4. Find out if there has been any route changes or any other changes in paperwork for any consignment in the system and note it down to inform the driver. Identify and note down any truck that has reported any issues/problems/delays in the system.</p> <p>PC5. Identify and note down any truck that has reported any issues/problems/delays in the system and accordingly inform the supervisor for any other alternate arrangements.</p>
Check in with driver, authorities and report issues	<p>PC6. Call up the drivers of the trucks that have not reported any information.</p> <p>PC7. If the driver is not reachable, determine where the truck should be at the moment. Backtrack journey based on any previous information.</p> <p>PC8. Check with check post officials and transport authorities whether the truck passed through the check post and when.</p> <p>PC9. Note down any information obtained.</p> <p>PC10. For trucks that had reported delays or problems, call up the driver and understand the cause.</p> <p>PC11. 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.</p> <p>PC12. 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.</p>

Track Consignments

	<p>PC13. If there are any other reasons like documentation problems or accidents, escalate it to the transport coordinator or the transport manager.</p> <p>PC14. Remind drivers of route changes/special weather conditions if any and make sure that they are aware of it.</p> <p>PC15. Update Transport Manager / Outbound team / Customer in case of any delays.</p>
Knowledge and Understanding (K)	
<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. Types of documentation used in organization and importance of the same</p> <p>KA2. Risk and impact of not following defined work, safety and security procedures</p> <p>KA3. Records to be maintained and the importance of the same</p> <p>KA4. Security procedures to be followed</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Chain of command for reporting problems</p> <p>KA7. Knowledge of how the company deals with issues while transporting consignments</p> <p>KA8. Knowledge of transit rules and regulations.</p> <p>KA9. Knowledge of various clients and their requirements</p> <p>KA10. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</p> <p>KA11. An end to end understanding of all activities that will be done.</p> <p>KA12. Nature of the products transported and the variances in their characteristics</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Detailed understanding of the tracking systems</p> <p>KB2. Ability to accurately estimate travel time required</p> <p>KB3. Understanding of common problems and solutions for the same</p> <p>KB4. Basic computer and system skills to operate and perform minor fixes</p> <p>KB5. Knowledge of processes and differences in processes across clients/products</p> <p>KB6. Knowledge of routes and ability to reroute if required.</p> <p>KB7. Knowledge of controls and processes for operating computer terminal</p> <p>KB8. Ability to anticipate problems.</p>
Skills (S)	
<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. Ability to make note of instructions for the relieving consignment tracking executive.</p> <p>SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p>

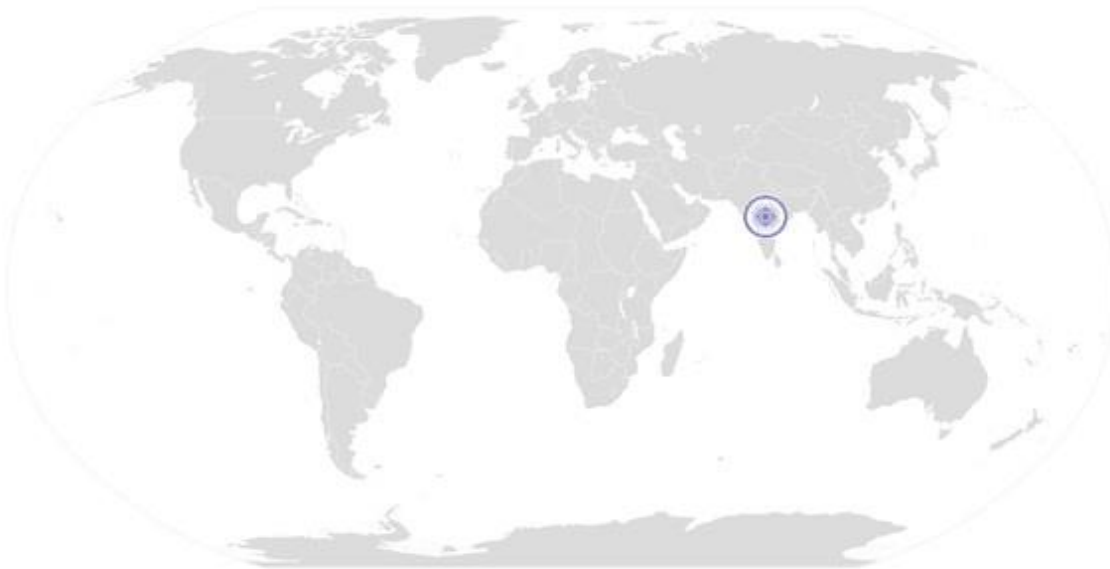
Track Consignments

	Reading Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Good reading skills, ability to comprehend written instructions, standard operating procedures</p> <p>SA4. Read and understand documents required for all operational activities</p> <p>SA5. Read and understand instructions on how to use the tracking systems.</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 well with people of all levels</p> <p>SA7. Communicate with client/warehouse coordinators/internal staff effectively</p> <p>SA8. Share experiences and provide guidance to juniors and peers</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> <p>SB2. Ability to make a judgment as to whether an issue is too serious enough to be escalated or not.</p>
	Plan and organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB4. Prioritize and execute tasks within the scheduled time limits</p> <p>SB5. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB6. Be a team player and achieve joint goals</p> <p>SB7. 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>SB8. Understand the customer timelines and ensure that they are met.</p>	
	Problem Solving
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Identify trends/common causes for errors and suggest possible solutions to the transport manager.</p> <p>SB10. Handle day to day problems like delays, staffing shortage, etc.</p>

LSC/N1124

Track Consignments

	Analytical Skills
	The user/individual on the job needs to know and understand how to: SB11. Suggest methods to streamline the tracking process. SB12. Ability to keep track of the progress of each truck in real time.
	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/N1124		
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	Consignment Tracking Executive	Next review date	02/08/2016



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National Occupational Standard



Overview

This unit is about performing post tracking activities.

National Occupational Standard	Unit Code	LSC/N1125
	Unit Title (Task)	Perform Post Tracking Activities
	Description	This unit is about performing post tracking activities
	Scope	<p>The OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Update consignment information in the system • Report to management • Log off computer, clean up and handover shift
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Update consignment information in the system	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Input the location of each consignment, reasons for delays if any and other issues.</p> <p>PC2. Based on progress, update the expected arrival time.</p> <p>PC3. Coordinate with the technical support providers to ensure that they reach the truck and provide service.</p> <p>PC4. Check with drivers at regular intervals to find out if the problems have been resolved and that the journey has resumed.</p> <p>PC5. Update the information in the system at regular intervals.</p> <p>PC6. Make sure all the flagged consignments which had not reported progress have been followed up on.</p> <p>PC7. If any consignment could not be tracked through call or by the authorities, escalate it to the transport manager as priority.</p> <p>PC8. Close the order in the system if it has reached its destination.</p>
	Report to management	<p>PC9. Inform the transport manager about any delays, issues with authorities, etc.</p> <p>PC10. Report any issues faced in contacting drivers or inability to track a particular consignment during the shift.</p> <p>PC11. Prepare reports on the troublesome routes, reasons for delays, etc.</p>
	Log off computer, clean up and handover shift	<p>PC12. Save all data, safely log off and switch off the computer.</p> <p>PC13. Dispose any unnecessary documents or papers.</p> <p>PC14. Clean up the work area for shift handover.</p>

LSC/N1125

Perform Post Tracking Activities

	<p>PC15. Brief the relieving consignment tracking executive about the important happening of the shift and the work to be done in the next shift.</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> <ul style="list-style-type: none"> KA1. Types of documentation used in organization and importance of the same KA2. Risk and impact of not following defined work, safety and security procedures KA3. Records to be maintained and the importance of the same KA4. Security procedures to be followed KA5. Escalation matrix for reporting identified problems KA6. Chain of command for reporting problems KA7. Knowledge of how the company deals with issues while transporting consignments KA8. Knowledge of transit rules and regulations. KA9. Knowledge of various clients and their requirements KA10. Implications of poor performance such as delayed pick-up, improper documentation and high error rate KA11. An end to end understanding of all activities that will be done. KA12. Nature of the products transported and the variances in their characteristics
<p>B. Technical Knowledge</p>	<ul style="list-style-type: none"> KB1. Detailed understanding of the tracking systems KB2. Ability to accurately estimate travel time required KB3. Understanding of common problems and solutions for the same KB4. Basic computer and system skills to operate and perform minor fixes KB5. Knowledge of processes and differences in processes across clients/products KB6. Knowledge of routes and ability to reroute if required. KB7. Knowledge of controls and processes for operating computer terminal KB8. Ability to anticipate problems.
<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> <ul style="list-style-type: none"> SA1. Ability to make note of instructions for the relieving consignment tracking executive.

LSC/N1125

Perform Post Tracking Activities

	SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA3. Good reading skills, ability to comprehend written instructions, standard operating procedures SA4. Read and understand documents required for all operational activities SA5. Read and understand instructions on how to use the tracking systems.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Communicate well with people of all levels SA7. Communicate with client/warehouse coordinators/internal staff effectively SA8. Share experiences and provide guidance to juniors and peers
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB2. Ability to make a judgment as to whether an issue is too serious enough to be escalated or not.
	Plan and organize
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals SB7. 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: SB8. Understand the customer timelines and ensure that they are met.
	Problem Solving
The user/individual on the job needs to know and understand how to: SB9. Identify trends/common causes for errors and suggest possible solutions to the transport manager.	

LSC/N1125

Perform Post Tracking Activities

	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 tracking process. SB12. Ability to keep track of the progress of each truck in real time.
	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/N1125		
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	Consignment Tracking Executive	Next review date	02/08/2016



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National Occupational Standard



Overview

This unit is about maintaining health and safety measures while tracking consignments

Unit Code	LSC/N1130
Unit Title (Task)	Maintain Health, Safety and Security Measures while tracking consignments
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. Follow all security procedures as per company policy.</p> <p>PC2. Follow all precautionary data handling procedures</p> <p>PC3. Maintain clean work table area.</p> <p>PC4. Ensure data privacy and independence in all dealings.</p> <p>PC5. Recognize and report unsafe conditions and practices.</p> <p>PC6. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action</p> <p>PC7. Identify reasons for occurrence of incident</p> <p>PC8. Capture reasons and response/action taken into incident report/note to manager</p> <p>PC9. Report any deviations from standard protocol along with reasons (if any)</p> <p>PC10. 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. Types of documentation used in organization and importance of the same</p> <p>KA2. Risk and impact of not following defined work, safety and security procedures</p> <p>KA3. Records to be maintained and the importance of the same</p> <p>KA4. Security procedures to be followed</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Chain of command for reporting problems</p>

LSC/N1130

Maintain Health, Safety and Security Measures while tracking consignments

	<p>KA7. Knowledge of how the company deals with issues while transporting consignments</p> <p>KA8. Knowledge of transit rules and regulations.</p> <p>KA9. Knowledge of various clients and their requirements</p> <p>KA10. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</p> <p>KA11. An end to end understanding of all activities that will be done.</p> <p>KA12. Nature of the products transported and the variances in their characteristics</p>
<p>B. Technical Knowledge</p>	<p>KB1. Detailed understanding of the tracking systems</p> <p>KB2. Ability to accurately estimate travel time required</p> <p>KB3. Understanding of common problems and solutions for the same</p> <p>KB4. Basic computer and system skills to operate and perform minor fixes</p> <p>KB5. Knowledge of processes and differences in processes across clients/products</p> <p>KB6. Knowledge of routes and ability to reroute if required.</p> <p>KB7. Knowledge of controls and processes for operating computer terminal</p> <p>KB8. Ability to anticipate problems.</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. Ability to make note of instructions for the relieving consignment tracking executive.</p> <p>SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Good reading skills, ability to comprehend written instructions, standard operating procedures</p> <p>SA4. Read and understand documents required for all operational activities</p> <p>SA5. Read and understand instructions on how to use the tracking systems.</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 well with people of all levels</p> <p>SA7. Communicate with client/warehouse coordinators/internal staff effectively</p> <p>SA8. Share experiences and provide guidance to juniors and peers</p>

LSC/N1130

Maintain Health, Safety and Security Measures while tracking consignments

B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB2. Ability to make a judgment as to whether an issue is to serious enough to be escalated or not.
	Plan and organize
	The user/individual on the job needs to know and understand how to: SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB4. Prioritize and execute tasks within the scheduled time limits SB5. Maintain schedules and punctuality. Avoid absenteeism. SB6. Be a team player and achieve joint goals SB7. 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: SB8. Understand the customer timelines and ensure that they are met.
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB9. Identify trends/common causes for errors and suggest possible solutions to the transport manager. 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 tracking process. SB12. Ability to keep track of the progress of each truck in real time.
	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/N1130		
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	Consignment Tracking Executive	Next review date	25/08/2016

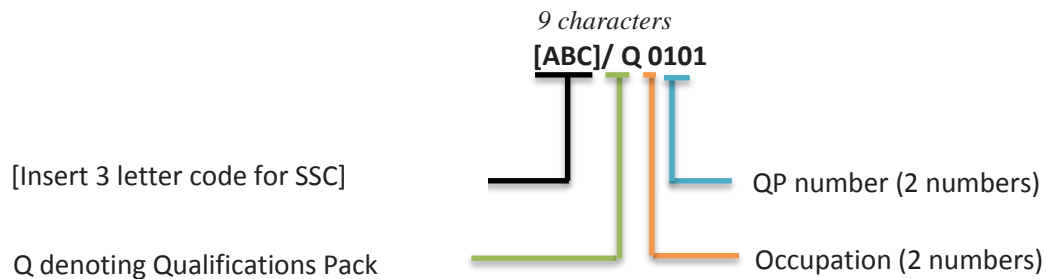


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Annexure

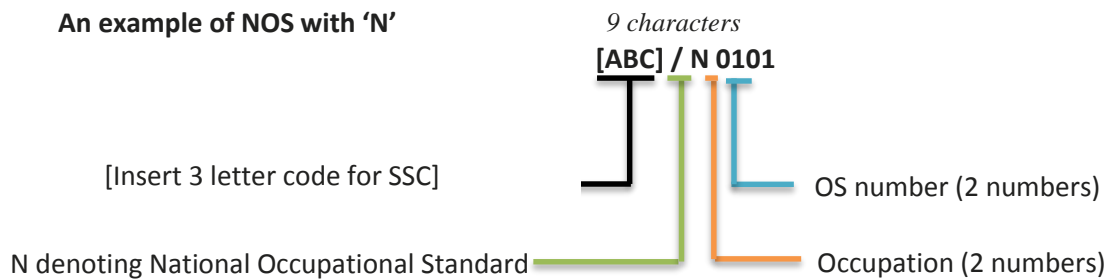
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Consignment Tracking Executive

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 Consignment Tracking Executive

PERFORMANCE CRITERIA

Job Role: Consignment Tracking Executive

Qualification Pack: LSC/Q1121

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/N1123 (Prepare for Tracking)	PC1. Obtain the work schedule, the list of trucks to be tracked for the day from the transport manager.	100	13	2	11
	PC2. Obtain the Lorry Receipts (LRs) from the consignment booking assistant and understand the details pertaining to each consignment.		12	3	9
	PC3. Find out if there is any trouble/natural disaster along any of the routes.		9	2	7
	PC4. Understand the status and priorities or special conditions (if any) among the consignments from the consignment tracking executive of the previous shift.		8	2	6
	PC5. Switch on the computer and login using using company credentials.		12	2	10
	PC6. Check and ensure that the telephone, computer and tracking systems like GPS are working well without any issues.		15	3	12
	PC7. Ensure that any stationery required like paper, pens, etc. are available to quickly note down information if required.		10	2	8

Qualifications Pack For Consignment Tracking Executive

		Marks Allocation			
Total Marks	Out of	Theory	Skills Practical		
	PC8. Have the list with the contact details of the trucking companies, checkpoints, 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	80
2.LSC/N1124 (Perform Consignment Tracking)	PC1. Use the details provided in the LR and check on each consignment using the system.	100	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
	PC8. If the driver is not reachable, determine where the truck should be at the moment. Backtrack journey based on any previous information.		8	2	6
	PC9. Check with check post officials and transport authorities whether the truck passed through the check post and when.		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

Qualifications Pack For Consignment Tracking Executive

		Marks Allocation			
Total Marks	Out of	Theory	Skills Practical		
	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	2	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	5	
	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	70
3. 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
	PC10. Report any issues faced in contacting drivers or inability to track a particular consignment during the shift.		7	1	6

Qualifications Pack For Consignment Tracking Executive

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	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
4. 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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SSC	QPCod e	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/Descri ption of the Equipment/ ANY OTHER REMARK
Logistics	LSC/Q1 121	Consignment Tracking Executive	3	Computers	15	Pieces	Yes	Consignment tracking ERP software/internet connectivity/email software is a must
Logistics	LSC/Q1 121	Consignment Tracking Executive	3	Service Directory	10	Pieces	Yes	
Logistics	LSC/Q1 121	Consignment Tracking Executive	3	Dummy Way Bill Numbers	20	Pieces	Yes	