CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Logistics Sector Skill Council

No. 480 A, 7th floor Khivraj Complex 2, Anna Salai, Nandanam, Chennai – 600 035

Name and contact details of individual dealing with the submission

Name	: Ms. Reena Murray
Position in the Organization	: Head – Standards & Quality Assurance
Address if different from above	: Same as above
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List of documents submitted in support of the Qualifications File

1. Model Curriculum having indicative list of equipment, lesson plan with training duration and trainer qualification.
2. Letter from the Ministry supporting the need of the qualification.
3. Industry validations

Model Curriculum to be added which will include the following:
• Indicative list of tools/equipment to conduct the training
• Trainers' qualification
• Lesson Plan
• Distribution of training duration into theory/practical/OJT component

SUMMARY

1	**Qualification Title**	Consignment Tracking Executive
2	**Qualification Code, if any**	LSC/Q1121
3	**NCO code and occupation**	NCO-2004/4133.90
4	**Nature and purpose of the qualification (Please specify whether qualification is short term or long term)**	**Nature:** Certificate course of Consignment Tracking Executive Long term **Purpose:** Learners who attain this qualification are competent in land transportation operation and can get a job as Consignment Tracking Executive to prepare for Tracking, Track Consignment, Perform Post Tracking Activities, Maintain Health, Safety and Security measures while tracking consignments
5	**Body/bodies which will award the qualification**	Logistics Sector Skill Council
6	**Body which will accredit providers to offer courses leading to the qualification**	Logistics Sector Skill Council
7	**Whether accreditation/affiliation norms are already in place or not , if applicable (if yes, attach a copy)**	Yes Both accreditation and affiliation are done by LSC based on due diligence report via SIP
8	**Occupation(s) to which the qualification gives access**	to track each consignment at regular intervals as it moves from origin to its destination along the suggested route.
9	**Job description of the occupation**	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.
10	**Licensing requirements**	Not applicable
11	**Statutory and Regulatory requirement of the relevant sector (documentary evidence to be provided)**	Not applicable
12	**Level of the qualification in the NSQF**	3

13	Anticipated volume of training/learning required to complete the qualification	360 hours
14	Indicative list of training tools required to deliver this qualification	For a class of 30 candidates Teaching board – 1 Projector – 1 White board - 1 Video player or TV – 1 Printer – 1 Tracker - 1 Computer – 30 Stationaries – 30 Marker - 2 Fire extinguisher - 1 First Aid kit - 1 Safety signs - 1 SOP Charts on safety norms and drills – 1 Sample reports & documents – 5 Reporting forms - 5 Charts of Do's and Don'ts - 1 MS Office – 1 MHE – 1 GPS tracker – 1 PPEs – 10
15	Entry requirements and/or recommendations and minimum age	Grade 9 or Grade 8 with one year of (NTC/ NAC) after 8th or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject or 8th grade pass + 1 year relevant experience or 5th grade pass + 4 year relevant experience or Ability to read and write + 5 year relevant experience or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience with minimum age of 18 years completed.
16	Progression from the qualification (Please show Professional and academic progression)	Relationship Manager Technical Support Manager Head of Customer Support
17	Arrangements for the Recognition of Prior learning (RPL)	LSC currently undertakes RPL through the following modes – 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct

	assessment and provide certification for the same		
	2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification		
	3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification.		
	4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.		

18	**International comparability where known (research evidence to be provided)**	Under Study	
19	**Date of planned review of the qualification.**	25th November 2024	
20	**Formal structure of the qualification**		

	Title of unit or other component	**Mandatory/ Optional**	**Estimated size (learning hours)**	**Level**
A	**Mandatory components**			
	Introduction	Mandatory	30	3
	LSC/N1123: Prepare for Tracking	Mandatory	60	3
	LSC/N1124: Track Consignment	Mandatory	90	3
	LSC/N1125: Perform Post Tracking Activities	Mandatory	90	3
	LSC/N1130: Maintain Health, Safety and Security measures while tracking consignments	Mandatory	60	3
	Employability Skills	Mandatory	30	3
	Sub Total (A)		**360 Hrs**	
B	**Optional/ elective component**			
	NA			
	Subtotal B			
	Total (A+B)		**360 Hrs**	

SECTION 1
ASSESSMENT

21	**Body/Bodies which will carry out assessment:** All the empanelled assessment agency will do the assessment
22	**How will RPL assessment be managed and who will carry it out?** RPL courses would be conducted based on the demand and requirement of industry as and when they approach LSC. There are four ways of conducting RPL assessments - 1. The companies outreach to LSC regarding their requirement for RPL. LSC arranges for a trainer or a training agency to conduct the RPL programme post which, LSC will conduct assessment and provide certification for the same 2. The training centres run RPL courses in coordination with industry and companies and post the course, LSC will conduct assessment and certification 3. The companies reach out to LSC regarding RPL requirements. They conduct their own training as per the RPL requirements and post training LSC reviews the program, assessing the trained candidates and provides certification 4. LSC has developed an online RPL assessment application which will be MCQ based test and VIVA video submission.
23	**Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.** LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria. **Assessment policy of LSC** 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs. 2) Qualification and experience have to be set for the assessors. 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC. 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments. 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC. 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines. 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner

8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC

9) Assessment tools should be designed to test both practical skills and theoretical knowledge.

10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.

11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.

12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple-choice questions, yes/no or True / False types based on blue print.

13) Questions framed as per blueprint and without ambiguity by SMEs.

14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.

15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

1) Logistics Sector Skill Council to inform the assessment body on assessment details at least 2 weeks in advance

2) Assessment body to appoint an assessor for the assessment details shared by Logistics Sector Skill Council and inform the assessor details to Logistics Sector Skill Council at least 1 week in advance from the date of assessment.

3) Assessment bodies to design the question paper for theory, practical & viva as per blueprint and submit to logistics sector skill council while empanelment of AA.

4) Logistics Sector Skill Council to approve the Question banks within 7 days from submission.

5) Assessment bodies to ensure that the assessor reaches the assessment location at least before 1 hour in advance from the time of assessment.

6) Assessor to start the assessment exactly on the time instructed by Logistics Sector Skill Council.

7) Assessor to verify the candidates with any valid Govt. id preferably Aadhar and also collect a copy of ID proof produced by the candidate.

8) Assessor to record all the evidence as per assessment protocol of Logistics Sector Skill Council

9) Assessment bodies to submit the result to logistics sector skill council within 3 days of time from the date of assessment through LSC MIS portal.

10) Assessment bodies to submit the result in Skill India Portal within 2 days of time from the date of LSC approval in LSC MIS portal.

11) Assessment body to maintain hard and soft copies of assessment sheets and produce to Logistics Skills Council on demand.

12) To pass the Qualification Pack, every trainee should score a minimum of 70% for NSQF level 4 & above job roles and 50% for NSQF level 1 to 3 job roles.

13) In case of unsuccessful completion, the trainee may seek Re-assessment on the QP.

2. ASSESSORS – Eligible assessors will get certification through TOA programme with 2 years validity

The eligibility of assessors for "Job role – Consignment Tracking Executive" are as follows:

- **Any degree**
- **2 years of industrial experience**

3. ELIGIBILITY TO APPEAR IN THE EXAM:

Minimum Educational Qualification:

Grade 9
or Grade 8 with one year of (NTC/ NAC) after 8th
or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject
or 8th grade pass + 1 year relevant experience
or 5th grade pass + 4 year relevant experience
or Ability to read and write + 5 year relevant experience
or Previous relevant Qualification of NSQF Level 2 + 1 year relevant experience
or Previous relevant Qualification of NSQF Level 2.5 + 6 months relevant experience with minimum age of 18 years completed.

4. MARKING SCHEME:

Sr. No.	Method of Assessments	Weightage (Max. marks)
1	Theory	30%
2	Practical	70%
	Total	**100**

5. PASSING MARKS: Every trainee should score minimum 50%

6. RESULTS AND CERTIFICATION: Logistics Sector Skill Council

Please attach most relevant and recent documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

ASSESSMENT EVIDENCE

Complete a grid for each component as listed in "Formal structure of the qualification" in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – ie Learning Outcomes to be assessed, assessment criteria and the means of assessment.

24. Assessment evidences

1. LSC have created 16 points check list to collect on the day of assessment.

2. Assessment agencies must ensure to collect all the evidence without fail.

3. Training Partner must cooperate on collecting assessment evidence.

4. Candidates must present with their original Aadhaar's and alternative id proof which is having clear face picture on the day of assessment.

5. Assessment agency must submit all the collected evidence through LSC MIS portal.

Title of Component:

Outcomes to be assessed/NOSs to be assesed	Assessment criteria for the outcome
1. LSC/N1123: Prepare for Tracking	To be competent, the user/ individual on the job must be able to: 1.1 obtain the work schedule, the list of trucks to be tracked for the day from the transport manager. 1.2 obtain the lorry receipts (LRs) from the consignment booking assistant and understand the details pertaining to each consignment. 1.3 find out if there is any trouble/natural disaster along any of the routes. 1.4 understand the status and priorities or special conditions (if any) among the consignments from the consignment tracking executive of the previous shift. 1.5 switch on the computer and login using company credentials. 1.6 check and ensure that the telephone, computer and tracking systems like GPS are working well without any issues.

	1. 7 ensure that any stationery required like paper, pens, etc. are available to quickly note down information if required. 1. 8 have the list with the contact details of the trucking companies, checkposts, local authorities, etc. ready for easy reference 1. 9 make sure any issues/problems are solved before starting work
2. LSC/N1124: Track Consignments	To be competent, the user/ individual on the job must be able to: 2. 1 use the details provided in the LR and check on each consignment using the system 2. 2 check whether the truck is on the right route as specified in the system. 2. 3 determine whether the truck has covered sufficient distance and would reach the destination on time 2. 4 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 2. 5 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. 2. 6 call up the drivers of the trucks that have not reported any information 2. 7 if the driver is not reachable, determine where the truck should be at the moment. backtrack journey based on any previous information 2. 8 check with check post officials and transport authorities whether the truck passed through the check post and when. 2. 9 note down any information obtained 2. 10 for trucks that had reported delays or problems, call up the driver and understand the cause 2. 11 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 2. 12 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 2. 13 if there are any other reasons like documentation problems or accidents, escalate it to the transport coordinator or the transport manager

NSQC Approved

	2. 14 remind drivers of route changes/special weather conditions if any and make sure that they are aware of it.
	2. 15 update transport manager / outbound team / customer in case of any delays.
	2. 16 note down any trucks that have not reported any information and raise flags in the system to follow up on.
3. LSC/N1125: Perform Post Tracking Activities	To be competent, the user/ individual on the job must be able to:
	3.1 input the location of each consignment, reasons for delays if any and other issues.
	3.2 based on progress, update the expected arrival time
	3.3 coordinate with the technical support providers to ensure that they reach the truck and provide service.
	3.4 check with drivers at regular intervals to find out if the problems have been resolved and that the journey has resumed.
	3.5 update the information in the system at regular intervals
	3.6 make sure all the flagged consignments which had not reported progress have been followed up on.
	3.7 if any consignment could not be tracked through call or by the authorities, escalate it to the transport manager as priority.
	3.8 close the order in the system if it has reached its destination
	3.9 inform the transport manager about any delays, issues with authorities, etc.
	3.10 report any issues faced in contacting drivers or inability to track a particular consignment during the shift.
	3.11 prepare reports on the troublesome routes, reasons for delays, etc.
	3.12 save all data, safely log off and switch off the computer
	3.13 dispose any unnecessary documents or papers.
	3.14 clean up the work area for shift handover.
	3.15 brief the relieving consignment tracking executive about the important happening of the shift and the work to be done in the next shift.
4. LSC/N1130: Maintain Health, Safety and Security measures while tracking consignments	To be competent, the user/ individual on the job must be able to:
	4.1 follow all security procedures as per company policy
	4.2 follow all precautionary data handling procedures
	4.3 maintain clean work table area

	4.4	ensure data privacy and independence in all dealings
	4.5	recognize and report unsafe conditions and practices
	4.6	in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action
	4.7	identify reasons for occurrence of incident
	4.8	capture reasons and response/action taken into incident report/note to manager
	4.9	report any deviations from standard protocol along with reasons (if any)
	4.10	visually inspect the activity area and equipment for appropriate and safe condition.

Employability Skills (30 hours)

S. No	Module Name	Duration (hours)	Assessment Marks
1.	Introduction to Employability Skills	1	2
2.	Constitutional values - Citizenship	1	2
3.	Becoming a Professional in the 21st Century	1	4
4.	Basic English Skills	2	5
5.	Communication Skills	4	2
6.	Diversity & Inclusion	1	2
7.	Financial and Legal Literacy	4	7
8.	Essential Digital Skills	3	10
9.	Entrepreneurship	7	8
10.	Customer Service	4	4
11.	Getting ready for apprenticeship & Jobs	2	4
	Total	**30**	50

SECTION 2
25. EVIDENCE OF LEVEL
OPTION A

Title/Name of qualification/component: Enter the title here number		Level: Add level	
NSQF Domain	**Outcomes of the Qualification/Component**	**How the outcomes relates to the NSQF level descriptors**	**NSQF Level**
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

Option B:

Title/Name of qualification/component: Consignment Tracking Executive (NSQF – 3)			
NSQF Domain	**Outcomes of the Qualification/Component**	**How the job role relates to the NSQF level descriptors**	**NSQF Level**
Process	The individual in the job is required to: • Prepare for tracking • Perform tracking of consignment as per SOP • Perform post tracking activities	The process is based on work schedule, the list of trucks to be tracked for the day from the transport manager Lorry Receipts (LRs) from the consignment booking assistant and understand the details pertaining to each consignment and status and priorities or special conditions (if any) among the consignments from the consignment tracking executive of the previous shift. Monitor status of each consignment with the details provided in the Lorry Receipt which is routine and predictable within the limited range. 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. Check in with driver, authorities and report issues and Update consignment information in the system. Report any issues faced in contacting drivers or inability to track a particular consignment during the shift.	3

Professional knowledge	S/he would have knowledge of • Nature of products being transported • Documents, transit rules, regulations, tracking systems • Basic safety, security procedures	The job holder knows and understands the nature of the products transported and the variances in their characteristics, types of documentation used in organization, company procedures to deal with issues while transporting consignments, transit rules and regulations, various clients and their requirements. S/he has to be aware on implications of poor performance such as delayed pickup, improper documentation and high error rate. S/he has to possess detailed understanding of the tracking systems, knowledge on controls and processes for operating computer terminal. S/he has to be aware of safety, visually inspect the activity area and equipment for appropriate and safe condition, security procedures and housekeeping activities followed in the organization.	3
Professional skill	Recall and demonstrate the ability to • Prioritize work to meet targets • Identify common errors • Check whether the truck is on the right route as per the system	The job holder has to be able to prioritize and execute daily target within the scheduled timeline. S/he has to check whether the truck is on the right route as specified in the system which is routine and repetitive in narrow range of application. S/he has to be able to arrange to have the nearest technical service providers provide assistance if there is any technical issue which the driver would not be able to handle. S/he can identify trends/common causes for errors and suggest possible solutions to the transport manager. S/he has to be flexible to re-assess schedule in case of delays/additional orders. S/he has the ability to keep track of the progress of each truck in real time.	3

Core skill	• Communicate effectively with manager, peers, employees • Skill of basic arithmetic • Read, understand, and Prepare reports, documents	The job holder communicates clearly with manager to take instructions, with peers and other employees to track the consignment. S/he has to identify and note down any truck that has reported any issues/problems/delay s in the system and accordingly inform the supervisor for any other alternate arrangements. S/he has to read and understand consignment documents required for all tracking operational activities, instructions to use the tracking systems and to comprehend written instructions, standard operating procedures. S/he has to capture reasons and response/action taken into incident report/note to manager. S/he has to have the basic understanding on arithmetic while preparing the reports to the management on number of hours in delay, breakdown time, etc	3
Responsibility	The individual is responsible for: • Track consignments at regular intervals • Check each consignment based on the details in the lorry receipt	The job holder has the responsibility to track each consignment at regular intervals as it moves from origin to its destination along the suggested route coordinate with the truck driver, transport companies and transport authorities to update real time information on the system. S/he has to obtain the required information such as list of trucks to be tracked and Lorry Receipts (LRs) from the consignment booking assistant. S/he has to use the details provided in the Lorry Receipt and check on each consignment using the system and check with drivers for any difficulties during the transit and report issues to the management under close supervision.	3

SECTION 3
EVIDENCE OF NEED

26	Estimated uptake of Qualification? Basis	What evidence is there that the qualification is needed? What is this qualification and what is the basis of this? (Applicable for SSCs)
	Need for the qualification	While collecting data from the companies for the occupational map, we also took feedback from industry players regarding the skill gap that they foresee and select areas where the requirement is immediate and or expected to come in near future for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same. The same are also indicated in various skill studies conducted for the logistic sector – 1. Skill requirement in logistics sector https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view?usp=sharing
	Industry Relevance	As part of the exercise for development of qualification pack and Q-file, LSC interacted with industry bodies, select companies and collected validation from industry players employing people for this job role in the sub-sector. The details of the industry interaction and validation collected have been shared as a separate folder along with the Q file.
	Usage of the qualification	The information related to past uptake performance of previous QPs related to land transportation sector at level 3 and level 4 job roles is not available in the public domain. Hence, the uptake for this qualification cannot be assessed from their uptake. Also, the QPs have been in the system for only about a year.
	Estimated uptake	Skills Gap Analysis Reports for industry demand and secondary research data, though these do not lead to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is https://drive.google.com/file/d/0B5rqF9xqytDIUlF4WEtyWXJBblE/view?usp=sharing

27	**Recommendation from the concerned Line Ministry of the Government/Regulatory body. To be supported by documentary evidence** Approval has been given by Line ministry on 3rd August 2021.
28	**What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF? Give justification for presenting a duplicate qualification** NCVET list of Approved and Under-Development QPs was checked prior to commissioning the work
29	**What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated? Specify the review process here** • Qualification that has been developed would be valid for 3 years from the date of upload in NQR. • Periodical interaction with the training partners to gather feedback in implementation. • Employer feedback will be sought post-placement on performance and training standards

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.
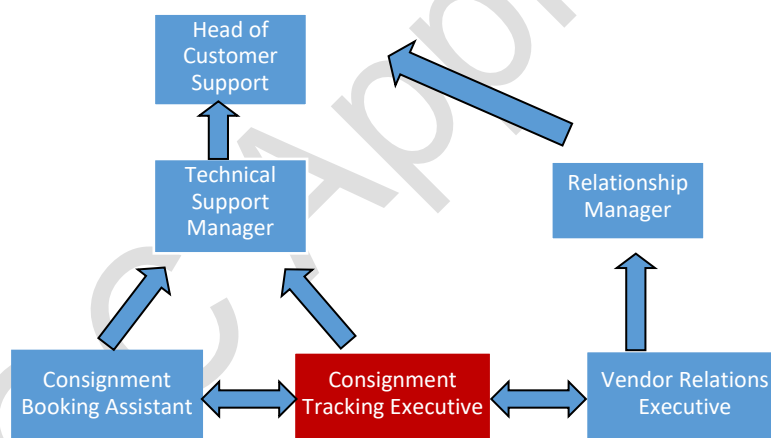
SECTION 4
EVIDENCE OF PROGRESSION

30	What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector? *Show the career map here to reflect the clear progression* Occupational and career maps indicating horizontal and vertical mobility have been created and are being used. Occupational Map: Refer annexure - LSC_Occupational Mapping and Career Progression chart (given as supporting document) Career Progression:

Please attach most relevant and recent documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.