# Consignment Tracking Executive

QP Code: LSC/Q1121

Version: 3.0

NSQF Level: 3

Logistics Skill Council || No.476, Temple Tower, Ground Floor, Anna Salai, Nandhanam Chennai - 600035 || email:ravikanth.yamarthy@lsc-india.com

# Contents

# LSC/Q1121: Consignment Tracking Executive

## 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.

## Applicable National Occupational Standards (NOS)

### Compulsory NOS:

1. LSC/N1123: Prepare for Tracking

2. LSC/N1124: Track Consignments

3. LSC/N1125: Perform Post Tracking activities

4. LSC/N1130: Maintain Health, Safety and Security measures while tracking consignments

5. DGT/VSQ/N0101: Employability Skills (30 Hours)

## Qualification Pack (QP) Parameters

| Sector | Logistics |
|---|---|
| Sub-Sector | Land Transportation |
| Occupation | Customer Support/Relations (Consignment Booking) |
| Country | India |
| NSQF Level | 3 |
| Credits | 12 |

| Aligned to NCO/ISCO/ISIC Code | NCO-2004/4133.90 |
|---|---|
| Minimum Educational Qualification & Experience | 9th Class<br>OR<br>8th Class (with one year of (NTC/ NAC) after 8th)<br>OR<br>8th Class (and pursuing continuous schooling in regular school with vocational subject)<br>OR<br>8th Class with 1 Year of experience relevant experience<br>OR<br>5th Class with 4 Years of experience relevant experience<br>OR<br>Ability to read and write with 5 Years of experience relevant experience<br>OR<br>Certificate-NSQF (Loader/ Unloader - Level 2) with 1 Year of experience relevant experience |
| Minimum Level of Education for Training in School | |
| Pre-Requisite License or Training | Training in coordinating with drivers and intermediaries. |
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | NA |
| Next Review Date | 25/11/2024 |
| NSQC Approval Date | 25/11/2021 |
| Version | 3.0 |
| Reference code on NQR | 2022/TLW/LSC/06858 |
| NQR Version | 1.0 |

# LSC/N1123: Prepare for Tracking

## Description

This unit is about preparing for tracking.

## Scope

The scope covers the following :

- Obtain all the necessary information
- Prepare computer and tracking systems

## Elements and Performance Criteria

### *Obtain all the necessary information*

To be competent, the user/individual on the job must be able to:

**PC1.** obtain the work schedule, the list of trucks to be tracked for the day from the transport manager.

**PC2.** obtain the lorry receipts (lrs) from the consignment booking assistant and understand the details pertaining to each consignment.

**PC3.** find out if there is any trouble/natural disaster along any of the routes.

**PC4.** understand the status and priorities or special conditions (if any) among the consignments from the consignment tracking executive of the previous shift.

### *Prepare computer and tracking systems*

To be competent, the user/individual on the job must be able to:

**PC5.** switch on the computer and login using using company credentials.

**PC6.** check and ensure that the telephone, computer and tracking systems like gps are working well without any issues.

**PC7.** ensure that any stationery required like paper, pens, etc. are available to quickly note down information if required.

**PC8.** have the list with the contact details of the trucking companies, checkposts, local authorities, etc. ready for easy reference

**PC9.** make sure any issues/problems are solved before starting work.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** types of documentation used in organization and importance of the same

**KU2.** risk and impact of not following defined work, safety and security procedures

**KU3.** records to be maintained and the importance of the same

**KU4.** security procedures to be followed

**KU5.** escalation matrix for reporting identified problems

**KU6.** chain of command for reporting problems

**KU7.** knowledge of how the company deals with issues while transporting consignments

**KU8.** knowledge of transit rules and regulations.

**KU9.** knowledge of various clients and their requirements

**KU10.** implications of poor performance such as delayed pick-up, improper documentation and high error rate

**KU11.** an end to end understanding of all activities that will be done.

**KU12.** nature of the products transported and the variances in their characteristics

**KU13.** detailed understanding of the tracking systems

**KU14.** ability to accurately estimate travel time required

**KU15.** understanding of common problems and solutions for the same

**KU16.** basic computer and system skills to operate and perform minor fixes

**KU17.** knowledge of processes and differences in processes across clients/products

**KU18.** knowledge of routes and ability to reroute if required

**KU19.** knowledge of controls and processes for operating computer terminal

**KU20.** ability to anticipate problems.

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** ability to make note of instructions for the relieving consignment tracking executive

**GS2.** ability to develop operating procedures, improvements and create documents for internal understanding/use

**GS3.** good reading skills, ability to comprehend written instructions, standard operating procedures

**GS4.** read and understand documents required for all operational activities

**GS5.** read and understand instructions on how to use the tracking systems.

**GS6.** communicate well with people of all levels

**GS7.** communicate with client/warehouse coordinators/internal staff effectively

**GS8.** share experiences and provide guidance to juniors and peers

**GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

**GS10.** ability to make a judgment as to whether an issue is to serious enough to be escalated or not.

**GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours

**GS12.** prioritize and execute tasks within the scheduled time limits

**GS13.** maintain schedules and punctuality. avoid absenteeism.

**GS14.** be a team player and achieve joint goals

**GS15.** flexibility to re-assess schedule in case of delays/additional orders

**GS16.** understand the customer timelines and ensure that they are met.

**GS17.** identify trends/common causes for errors and suggest possible solutions to the transport manager

**GS18.** handle day to day problems like delays, staffing shortage, etc

**GS19.** suggest methods to streamline the tracking process.

**GS20.** ability to keep track of the progress of each truck in real time

**GS21.** ability to concentrate on task at hand and complete it without errors

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Obtain all the necessary information* | **9** | **33** | - | - |
| **PC1.** obtain the work schedule, the list of trucks to be tracked for the day from the transport manager. | 2 | 11 | - | - |
| **PC2.** obtain the lorry receipts (lrs) from the consignment booking assistant and understand the details pertaining to each consignment. | 3 | 9 | - | - |
| **PC3.** find out if there is any trouble/natural disaster along any of the routes. | 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. | 2 | 6 | - | - |
| *Prepare computer and tracking systems* | **11** | **47** | - | - |
| **PC5.** switch on the computer and login using using company credentials. | 2 | 10 | - | - |
| **PC6.** check and ensure that the telephone, computer and tracking systems like gps are working well without any issues. | 3 | 12 | - | - |
| **PC7.** ensure that any stationery required like paper, pens, etc. are available to quickly note down information if required. | 2 | 8 | - | - |
| **PC8.** have the list with the contact details of the trucking companies, checkposts, local authorities, etc. ready for easy reference | 2 | 9 | - | - |
| **PC9.** make sure any issues/problems are solved before starting work. | 2 | 8 | - | - |
| **NOS Total** | **20** | **80** | **-** | **-** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | LSC/N1123 |
| **NOS Name** | Prepare for Tracking |
| **Sector** | Logistics |
| **Sub-Sector** | Land Transportation |
| **Occupation** | Customer Support/Relations (Consignment Booking) |
| **NSQF Level** | 3 |
| **Credits** | 2 |
| **Version** | 2.0 |
| **Last Reviewed Date** | NA |
| **Next Review Date** | 25/11/2024 |
| **NSQC Clearance Date** | 25/11/2021 |

# LSC/N1124: Track Consignments

## Description

This OS unit is about tracking consignments

## Scope

The scope covers the following :

- Monitor status of each consignment
- Check in with driver, authorities and report issues

## Elements and Performance Criteria

### Monitor status of each consignement

To be competent, the user/individual on the job must be able to:

**PC1.** use the details provided in the lr and check on each consignment using the system

**PC2.** check whether the truck is on the right route as specified in the system.

**PC3.** determine whether the truck has covered sufficient distance and would reach the destination on time

**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.

**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.

### Check in with driver, authorities and report issues

To be competent, the user/individual on the job must be able to:

**PC6.** call up the drivers of the trucks that have not reported any information

**PC7 .** if the driver is not reachable, determine where the truck should be at the moment. backtrack journey based on any previous information

**PC8.** check with check post officials and transport authorities whether the truck passed through the check post and when.

**PC9.** note down any information obtained

**PC10.** for trucks that had reported delays or problems, call up the driver and understand the cause

**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.

**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

**PC13.** if there are any other reasons like documentation problems or accidents, escalate it to the transport coordinator or the transport manager

**PC14.** remind drivers of route changes/special weather conditions if any and make sure that they are aware of it.

**PC15.** update transport manager / outbound team / customer in case of any delays.

**PC16.** note down any trucks that have not reported any information and raise flags in the system to follow up on.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** types of documentation used in organization and importance of the same

**KU2.** risk and impact of not following defined work, safety and security procedures

**KU3.** records to be maintained and the importance of the same

**KU4.** security procedures to be followed

**KU5.** escalation matrix for reporting identified problems

**KU6.** chain of command for reporting problems

**KU7.** knowledge of how the company deals with issues while transporting consignments

**KU8.** knowledge of transit rules and regulations.

**KU9.** nowledge of various clients and their requirements

**KU10.** implications of poor performance such as delayed pick-up, improper documentation and high error rate

**KU11.** an end to end understanding of all activities that will be done.

**KU12.** nature of the products transported and the variances in their characteristics

**KU13.** detailed understanding of the tracking systems

**KU14.** ability to accurately estimate travel time required

**KU15.** understanding of common problems and solutions for the same

**KU16.** basic computer and system skills to operate and perform minor fixes

**KU17.** knowledge of processes and differences in processes across clients/products

**KU18.** knowledge of routes and ability to reroute if required.

**KU19.** knowledge of controls and processes for operating computer terminal

**KU20.** ability to anticipate problems

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** ability to make note of instructions for the relieving consignment tracking executive

**GS2.** ability to develop operating procedures, improvements and create documents for internal understanding/use

**GS3.** good reading skills, ability to comprehend written instructions, standard operating procedures

**GS4.** read and understand documents required for all operational activities

**GS5.** read and understand instructions on how to use the tracking systems.

**GS6.** communicate well with people of all levels

**GS7.** communicate with client/warehouse coordinators/internal staff effectively

**GS8.** share experiences and provide guidance to juniors and peers

**GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

**GS10.** ability to make a judgment as to whether an issue is to serious enough to be escalated or not

**GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours

**GS12.** prioritize and execute tasks within the scheduled time limits

**GS13.** maintain schedules and punctuality. avoid absenteeism.

**GS14.** be a team player and achieve joint goals

**GS15.** flexibility to re-assess schedule in case of delays/additional orders

**GS16.** understand the customer timelines and ensure that they are met.

**GS17.** identify trends/common causes for errors and suggest possible solutions to the transport manager.

**GS18.** handle day to day problems like delays, staffing shortage, etc.

**GS19.** suggest methods to streamline the tracking process.

**GS20.** ability to keep track of the progress of each truck in real time.

**GS21.** ability to concentrate on task at hand and complete it without errors

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Monitor status of each consignement* | **10** | **21** | **-** | **-** |
| **PC1.** use the details provided in the lr and check on each consignment using the system | 3 | 6 | - | - |
| **PC2.** check whether the truck is on the right route as specified in the system. | 2 | 6 | - | - |
| **PC3.** determine whether the truck has covered sufficient distance and would reach the destination on time | 2 | 3 | - | - |
| **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. | 1 | 3 | - | - |
| **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. | 2 | 3 | - | - |
| *Check in with driver, authorities and report issues* | **20** | **49** | **-** | **-** |
| **PC6.** call up the drivers of the trucks that have not reported any information | 2 | 9 | - | - |
| **PC7 .** if the driver is not reachable, determine where the truck should be at the moment. backtrack journey based on any previous information | 2 | 6 | - | - |
| **PC8.** check with check post officials and transport authorities whether the truck passed through the check post and when. | 2 | 6 | - | - |
| **PC9.** note down any information obtained | 2 | 4 | - | - |
| **PC10.** for trucks that had reported delays or problems, call up the driver and understand the cause | 2 | 4 | - | - |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| **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. | 2 | 4 | - | - |
| **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 | 2 | 4 | - | - |
| **PC13.** if there are any other reasons like documentation problems or accidents, escalate it to the transport coordinator or the transport manager | 1 | 4 | - | - |
| **PC14.** remind drivers of route changes/special weather conditions if any and make sure that they are aware of it. | 2 | 4 | - | - |
| **PC15.** update transport manager / outbound team / customer in case of any delays. | 2 | 3 | - | - |
| **PC16.** note down any trucks that have not reported any information and raise flags in the system to follow up on. | 1 | 1 | - | - |
| **NOS Total** | **30** | **70** | **-** | **-** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | LSC/N1124 |
| **NOS Name** | Track Consignments |
| **Sector** | Logistics |
| **Sub-Sector** | Land Transportation |
| **Occupation** | Customer Support/Relations (Consignment Booking) |
| **NSQF Level** | 3 |
| **Credits** | 3 |
| **Version** | 2.0 |
| **Last Reviewed Date** | NA |
| **Next Review Date** | 25/11/2024 |
| **NSQC Clearance Date** | 25/11/2021 |

# LSC/N1125: Perform Post Tracking activities

## Description

This unit is about performing post tracking activities

## Scope

The scope covers the following :

- Update consignment information in the system
- Report to management
- Log off computer, clean up and handover shift

## Elements and Performance Criteria

### Update consignment information in the system

To be competent, the user/individual on the job must be able to:

**PC1.** input the location of each consignment, reasons for delays if any and other issues.

**PC2.** based on progress, update the expected arrival time

**PC3.** coordinate with the technical support providers to ensure that they reach the truck and provide service.

**PC4.** check with drivers at regular intervals to find out if the problems have been resolved and that the journey has resumed.

**PC5.** update the information in the system at regular intervals

**PC6.** make sure all the flagged consignments which had not reported progress have been followed up on.

**PC7.** if any consignment could not be tracked through call or by the authorities, escalate it to the transport manager as priority.

**PC8.** close the order in the system if it has reached its destination

### Report to management

To be competent, the user/individual on the job must be able to:

**PC9.** inform the transport manager about any delays, issues with authorities, etc.

**PC10.** report any issues faced in contacting drivers or inability to track a particular consignment during the shift.

**PC11.** prepare reports on the troublesome routes, reasons for delays, etc.

### Log off computer, clean up and handover shift

To be competent, the user/individual on the job must be able to:

**PC12.** save all data, safely log off and switch off the computer

**PC13.** dispose any unnecessary documents or papers.

**PC14.** clean up the work area for shift handover.

**PC15.** brief the relieving consignment tracking executive about the important happening of the shift and the work to be done in the next shift.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** types of documentation used in organization and importance of the same
**KU2.** risk and impact of not following defined work, safety and security procedures
**KU3.** records to be maintained and the importance of the same
**KU4.** security procedures to be followed
**KU5.** escalation matrix for reporting identified problems
**KU6.** chain of command for reporting problems
**KU7.** knowledge of how the company deals with issues while transporting consignments
**KU8.** knowledge of transit rules and regulations
**KU9.** knowledge of various clients and their requirements
**KU10.** implications of poor performance such as delayed pick-up, improper documentation and high error rate
**KU11.** an end to end understanding of all activities that will be done.
**KU12.** nature of the products transported and the variances in their characteristics
**KU13.** detailed understanding of the tracking systems
**KU14.** ability to accurately estimate travel time required
**KU15.** understanding of common problems and solutions for the same
**KU16.** basic computer and system skills to operate and perform minor fixes
**KU17.** knowledge of processes and differences in processes across clients/products
**KU18.** knowledge of routes and ability to reroute if required
**KU19.** knowledge of controls and processes for operating computer terminal
**KU20.** ability to anticipate problems.

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** ability to make note of instructions for the relieving consignment tracking executive.
**GS2.** ability to develop operating procedures, improvements and create documents for internal understanding/use
**GS3.** good reading skills, ability to comprehend written instructions, standard operating procedures
**GS4.** read and understand documents required for all operational activities
**GS5.** read and understand instructions on how to use the tracking systems
**GS6.** communicate well with people of all levels
**GS7.** communicate with client/warehouse coordinators/internal staff effectively
**GS8.** share experiences and provide guidance to juniors and peers
**GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

**GS10.** ability to make a judgment as to whether an issue is to serious enough to be escalated or not

**GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours

**GS12.** prioritize and execute tasks within the scheduled time limits

**GS13.** maintain schedules and punctuality. avoid absenteeism.

**GS14.** be a team player and achieve joint goals

**GS15.** flexibility to re-assess schedule in case of delays/additional orders

**GS16.** understand the customer timelines and ensure that they are met.

**GS17.** identify trends/common causes for errors and suggest possible solutions to the transport manager

**GS18.** handle day to day problems like delays, staffing shortage, etc.

**GS19.** suggest methods to streamline the tracking process

**GS20.** ability to keep track of the progress of each truck in real time.

**GS21.** ability to concentrate on task at hand and complete it without errors

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Update consignment information in the system* | **12** | **44** | **-** | **-** |
| **PC1.** input the location of each consignment, reasons for delays if any and other issues. | 2 | 4 | - | - |
| **PC2.** based on progress, update the expected arrival time | 2 | 6 | - | - |
| **PC3.** coordinate with the technical support providers to ensure that they reach the truck and provide service. | 1 | 7 | - | - |
| **PC4.** check with drivers at regular intervals to find out if the problems have been resolved and that the journey has resumed. | 2 | 5 | - | - |
| **PC5.** update the information in the system at regular intervals | 1 | 5 | - | - |
| **PC6.** make sure all the flagged consignments which had not reported progress have been followed up on. | 1 | 6 | - | - |
| **PC7.** if any consignment could not be tracked through call or by the authorities, escalate it to the transport manager as priority. | 1 | 6 | - | - |
| **PC8.** close the order in the system if it has reached its destination | 2 | 5 | - | - |
| *Report to management* | **3** | **18** | **-** | **-** |
| **PC9.** inform the transport manager about any delays, issues with authorities, etc. | 1 | 6 | - | - |
| **PC10.** report any issues faced in contacting drivers or inability to track a particular consignment during the shift. | 1 | 6 | - | - |
| **PC11.** prepare reports on the troublesome routes, reasons for delays, etc. | 1 | 6 | - | - |
| *Log off computer, clean up and handover shift* | **5** | **18** | **-** | **-** |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| **PC12.** save all data, safely log off and switch off the computer | 2 | 4 | - | - |
| **PC13.** dispose any unnecessary documents or papers. | 1 | 5 | - | - |
| **PC14.** clean up the work area for shift handover. | 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. | 1 | 6 | - | - |
| **NOS Total** | **20** | **80** | **-** | **-** |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | LSC/N1125 |
| **NOS Name** | Perform Post Tracking activities |
| **Sector** | Logistics |
| **Sub-Sector** | Land Transportation |
| **Occupation** | Customer Support/Relations (Consignment Booking) |
| **NSQF Level** | 3 |
| **Credits** | 3 |
| **Version** | 2.0 |
| **Last Reviewed Date** | NA |
| **Next Review Date** | 25/11/2024 |
| **NSQC Clearance Date** | 25/11/2021 |

# LSC/N1130: Maintain Health, Safety and Security measures while tracking consignments

## Description

This unit is about health and safety measures

## Scope

The scope covers the following :

- Maintain health, safety and security measures during all activities

## Elements and Performance Criteria

### Maintain health, safety and security measures during all activities

To be competent, the user/individual on the job must be able to:

**PC1.**    follow all security procedures as per company policy

**PC2.**    follow all precautionary data handling procedures

**PC3.**    maintain clean work table area.

**PC4.**    ensure data privacy and independence in all dealings

**PC5.**    recognize and report unsafe conditions and practices

**PC6.**    in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action

**PC7.**    identify reasons for occurrence of incident

**PC8.**    capture reasons and response/action taken into incident report/note to manager

**PC9.**    report any deviations from standard protocol along with reasons (if any)

**PC10.**  visually inspect the activity area and equipment for appropriate and safe condition.

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.**    types of documentation used in organization and importance of the same

**KU2.**    risk and impact of not following defined work, safety and security procedures

**KU3.**    records to be maintained and the importance of the same

**KU4.**    security procedures to be followed

**KU5.**    escalation matrix for reporting identified problems

**KU6.**    chain of command for reporting problems

**KU7.**    knowledge of how the company deals with issues while transporting consignments

**KU8.**    knowledge of transit rules and regulations.

**KU9.**    knowledge of various clients and their requirements

**KU10.** implications of poor performance such as delayed pick-up, improper documentation and high error rate

**KU11.** an end to end understanding of all activities that will be done.

**KU12.** nature of the products transported and the variances in their characteristics

**KU13.** detailed understanding of the tracking systems

**KU14.** ability to accurately estimate travel time required

**KU15.** understanding of common problems and solutions for the same

**KU16.** basic computer and system skills to operate and perform minor fixes

**KU17.** knowledge of processes and differences in processes across clients/products

**KU18.** knowledge of routes and ability to reroute if required.

**KU19.** knowledge of controls and processes for operating computer terminal

**KU20.** ability to anticipate problems.

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** ability to make note of instructions for the relieving consignment tracking executive.

**GS2.** ability to develop operating procedures, improvements and create documents for internal understanding/use

**GS3.** good reading skills, ability to comprehend written instructions, standard operating procedures

**GS4.** read and understand documents required for all operational activities

**GS5.** read and understand instructions on how to use the tracking systems.

**GS6.** communicate well with people of all levels

**GS7.** communicate with client/warehouse coordinators/internal staff effectively

**GS8.** share experiences and provide guidance to juniors and peers

**GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations

**GS10.** ability to make a judgment as to whether an issue is to serious enough to be escalated or not.

**GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours

**GS12.** prioritize and execute tasks within the scheduled time limits

**GS13.** maintain schedules and punctuality. avoid absenteeism.

**GS14.** be a team player and achieve joint goals

**GS15.** flexibility to re-assess schedule in case of delays/additional orders

**GS16.** understand the customer timelines and ensure that they are met.

**GS17.** identify trends/common causes for errors and suggest possible solutions to the transport manager

**GS18.** handle day to day problems like delays, staffing shortage, etc

**GS19.** suggest methods to streamline the tracking process.

**GS20.** ability to keep track of the progress of each truck in real time

**GS21.** ability to concentrate on task at hand and complete it without errors

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Maintain health, safety and security measures during all activities* | **30** | **70** | - | - |
| **PC1.** follow all security procedures as per company policy | 3 | 7 | - | - |
| **PC2.** follow all precautionary data handling procedures | 3 | 7 | - | - |
| **PC3.** maintain clean work table area. | 3 | 7 | - | - |
| **PC4.** ensure data privacy and independence in all dealings | 3 | 7 | - | - |
| **PC5.** recognize and report unsafe conditions and practices | 3 | 7 | - | - |
| **PC6.** in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action | 3 | 7 | - | - |
| **PC7.** identify reasons for occurrence of incident | 3 | 7 | - | - |
| **PC8.** capture reasons and response/action taken into incident report/note to manager | 3 | 7 | - | - |
| **PC9.** report any deviations from standard protocol along with reasons (if any) | 3 | 7 | - | - |
| **PC10.** visually inspect the activity area and equipment for appropriate and safe condition. | 3 | 7 | - | - |
| **NOS Total** | **30** | **70** | - | - |

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | LSC/N1130 |
| **NOS Name** | Maintain Health, Safety and Security measures while tracking consignments |
| **Sector** | Logistics |
| **Sub-Sector** | Land Transportation |
| **Occupation** | Customer Support/Relations (Consignment Booking) |
| **NSQF Level** | 3 |
| **Credits** | 2 |
| **Version** | 2.0 |
| **Last Reviewed Date** | NA |
| **Next Review Date** | 25/11/2024 |
| **NSQC Clearance Date** | 25/11/2021 |

# DGT/VSQ/N0101: Employability Skills (30 Hours)

## Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

## Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

## Elements and Performance Criteria

### Introduction to Employability Skills

To be competent, the user/individual on the job must be able to:

**PC1.**     understand the significance of employability skills in meeting the job requirements

### Constitutional values – Citizenship

To be competent, the user/individual on the job must be able to:

**PC2.**     identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

### Becoming a Professional in the 21st Century

To be competent, the user/individual on the job must be able to:

**PC3.**     explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

### Basic English Skills

To be competent, the user/individual on the job must be able to:

**PC4.**     speak with others using some basic English phrases or sentences

### Communication Skills

To be competent, the user/individual on the job must be able to:

**PC5.**     follow good manners while communicating with others
**PC6.**     work with others in a team

*Diversity & Inclusion*

To be competent, the user/individual on the job must be able to:

**PC7.** communicate and behave appropriately with all genders and PwD

**PC8.** report any issues related to sexual harassment

*Financial and Legal Literacy*

To be competent, the user/individual on the job must be able to:

**PC9.** use various financial products and services safely and securely

**PC10.** calculate income, expenses, savings etc.

**PC11.** approach the concerned authorities for any exploitation as per legal rights and laws

*Essential Digital Skills*

To be competent, the user/individual on the job must be able to:

**PC12.** operate digital devices and use its features and applications securely and safely

**PC13.** use internet and social media platforms securely and safely

*Entrepreneurship*

To be competent, the user/individual on the job must be able to:

**PC14.** identify and assess opportunities for potential business

**PC15.** identify sources for arranging money and associated financial and legal challenges

*Customer Service*

To be competent, the user/individual on the job must be able to:

**PC16.** identify different types of customers

**PC17.** identify customer needs and address them appropriately

**PC18.** follow appropriate hygiene and grooming standards

*Getting ready for apprenticeship & Jobs*

To be competent, the user/individual on the job must be able to:

**PC19.** create a basic biodata

**PC20.** search for suitable jobs and apply

**PC21.** identify and register apprenticeship opportunities as per requirement

## Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

**KU1.** need for employability skills

**KU2.** various constitutional and personal values

**KU3.** different environmentally sustainable practices and their importance

**KU4.** Twenty first (21st) century skills and their importance

**KU5.** how to use basic spoken English language

**KU6.** Do and dont of effective communication

**KU7.** inclusivity and its importance

**KU8.** different types of disabilities and appropriate communication and behaviour towards PwD

**KU9.** different types of financial products and services

**KU10.** how to compute income and expenses

**KU11.** importance of maintaining safety and security in financial transactions

**KU12.** different legal rights and laws

**KU13.** how to operate digital devices and applications safely and securely

**KU14.** ways to identify business opportunities

**KU15.** types of customers and their needs

**KU16.** how to apply for a job and prepare for an interview

**KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

## Generic Skills (GS)

User/individual on the job needs to know how to:

**GS1.** communicate effectively using appropriate language

**GS2.** behave politely and appropriately with all

**GS3.** perform basic calculations

**GS4.** solve problems effectively

**GS5.** be careful and attentive at work

**GS6.** use time effectively

**GS7.** maintain hygiene and sanitisation to avoid infection

## Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| *Introduction to Employability Skills* | 1 | 1 | - | - |
| **PC1.** understand the significance of employability skills in meeting the job requirements | - | - | - | - |
| *Constitutional values – Citizenship* | 1 | 1 | - | - |
| **PC2.** identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices | - | - | - | - |
| *Becoming a Professional in the 21st Century* | 1 | 3 | - | - |
| **PC3.** explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc. | - | - | - | - |
| *Basic English Skills* | 2 | 3 | - | - |
| **PC4.** speak with others using some basic English phrases or sentences | - | - | - | - |
| *Communication Skills* | 1 | 1 | - | - |
| **PC5.** follow good manners while communicating with others | - | - | - | - |
| **PC6.** work with others in a team | - | - | - | - |
| *Diversity & Inclusion* | 1 | 1 | - | - |
| **PC7.** communicate and behave appropriately with all genders and PwD | - | - | - | - |
| **PC8.** report any issues related to sexual harassment | - | - | - | - |
| *Financial and Legal Literacy* | 3 | 4 | - | - |
| **PC9.** use various financial products and services safely and securely | - | - | - | - |

![LSC Logistics Skill Council logo]

सत्यमेव जयते
**GOVERNMENT OF INDIA
MINISTRY OF SKILL DEVELOPMENT
& ENTREPRENEURSHIP**
**Qualification Pack**

NSDC National Skill Development Corporation
Transforming the skill landscape

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|---|---|---|---|
| **PC10.** calculate income, expenses, savings etc. | - | - | - | - |
| **PC11.** approach the concerned authorities for any exploitation as per legal rights and laws | - | - | - | - |
| *Essential Digital Skills* | **4** | **6** | **-** | **-** |
| **PC12.** operate digital devices and use its features and applications securely and safely | - | - | - | - |
| **PC13.** use internet and social media platforms securely and safely | - | - | - | - |
| *Entrepreneurship* | **3** | **5** | **-** | **-** |
| **PC14.** identify and assess opportunities for potential business | - | - | - | - |
| **PC15.** identify sources for arranging money and associated financial and legal challenges | - | - | - | - |
| *Customer Service* | **2** | **2** | **-** | **-** |
| **PC16.** identify different types of customers | - | - | - | - |
| **PC17.** identify customer needs and address them appropriately | - | - | - | - |
| **PC18.** follow appropriate hygiene and grooming standards | - | - | - | - |
| *Getting ready for apprenticeship & Jobs* | **1** | **3** | **-** | **-** |
| **PC19.** create a basic biodata | - | - | - | - |
| **PC20.** search for suitable jobs and apply | - | - | - | - |
| **PC21.** identify and register apprenticeship opportunities as per requirement | - | - | - | - |
| **NOS Total** | **20** | **30** | **-** | **-** |

NSQC Approved || Logistics Skill Council

## National Occupational Standards (NOS) Parameters

| | |
|---|---|
| **NOS Code** | DGT/VSQ/N0101 |
| **NOS Name** | Employability Skills (30 Hours) |
| **Sector** | Cross Sectoral |
| **Sub-Sector** | Professional Skills |
| **Occupation** | Employability |
| **NSQF Level** | 2 |
| **Credits** | 1 |
| **Version** | 1.0 |
| **Last Reviewed Date** | NA |
| **Next Review Date** | 25/06/2023 |
| **NSQC Clearance Date** | 25/06/2020 |

## Assessment Guidelines and Assessment Weightage

**Assessment Guidelines**

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ 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 Element/ PC.

2. The assessment for the theory part will be based on knowledge bank of questions validated and approved 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 these criteria.

5. 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.

6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

**Minimum Aggregate Passing % at QP Level : 50**

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

## Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|---|---|---|---|---|---|---|
| LSC/N1123.Prepare for Tracking | 20 | 80 | - | - | 100 | 20 |
| LSC/N1124.Track Consignments | 30 | 70 | - | - | 100 | 20 |
| LSC/N1125.Perform Post Tracking activities | 20 | 80 | - | - | 100 | 20 |
| LSC/N1130.Maintain Health, Safety and Security measures while tracking consignments | 30 | 70 | - | - | 100 | 20 |
| DGT/VSQ/N0101.Employability Skills (30 Hours) | 20 | 30 | - | - | 50 | 20 |
| **Total** | **120** | **330** | **-** | **-** | **450** | **100** |

## Acronyms

| NOS | National Occupational Standard(s) |
|------|-----------------------------------|
| NSQF | National Skills Qualifications Framework |
| QP | Qualifications Pack |
| TVET | Technical and Vocational Education and Training |

## Glossary

| | |
|---|---|
| **Sector** | Sector is a conglomeration of different business operations having similar business 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. |
| **Job role** | Job role defines a unique set of functions that together form a unique employment opportunity in an organisation. |
| **Occupational Standards (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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts. |
| **Performance Criteria (PC)** | Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task. |
| **National Occupational Standards (NOS)** | NOS are occupational standards which apply uniquely in the Indian context. |
| **Qualifications Pack (QP)** | QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications 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. |
| **Scope** | Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required. |

| | |
|---|---|
| **Knowledge and Understanding (KU)** | Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard. |
| **Organisational Context** | Organisational context includes the way the organisation 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. |
| **Core Skills/ Generic Skills (GS)** | Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles. |
| **Electives** | Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives. |
| **Options** | Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options. |