



# Model Curriculum

**QP Name: Consignment Tracking Executive**

**QP Code: LSC/Q1121**

**QP Version: 3.0**

**NSQF Level: 3**

**Model Curriculum Version: 3.0**



## Table of Contents

Training Parameters .....	2
Program Overview .....	3
Training Outcomes .....	3
Compulsory Modules .....	3
Module Details .....	5
Module 1: Introduction to Consignment Tracking Executive .....	5
Module 2: Preparation for Tracking .....	6
Module 3: Consignment Tracking.....	7
Module 4: Post Tracking Activities.....	8
Module 5: Compliance to Health, Safety and Security Measures while tracking consignments .	9
Module 6: Employability Skills.....	9
Annexure .....	10
Trainer Requirements.....	10
Assessor Requirements .....	11
Assessment Strategy .....	12
References .....	14
Glossary.....	14
Acronyms and Abbreviations .....	15

## Training Parameters

<b>Sector</b>	Logistics
<b>Sub-Sector</b>	Land Transportation
<b>Occupation</b>	Customer Support/Relations (Consignment Booking)
<b>Country</b>	India
<b>NSQF Level</b>	3
<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/4323.9900
<b>Minimum Educational Qualification and Experience</b>	Grade 9 + No Experience required or Grade 8 with one year of (NTC/ NAC) after 8th + No Experience required or Grade 8 pass and pursuing continuous schooling in regular school with vocational subject + No Experience required 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
<b>Pre-Requisite License or Training</b>	NA
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	25/11/2021
<b>Next Review Date</b>	25/11/2024
<b>NSQC Approval Date</b>	25/11/2021
<b>QP Version</b>	3.0
<b>Model Curriculum Creation Date</b>	15/07/2021
<b>Model Curriculum Valid Up to Date</b>	25/11/2024



<b>Model Curriculum Version</b>	3.0
<b>Minimum Duration of the Course</b>	360 hrs
<b>Maximum Duration of the Course</b>	360 hrs

## Program Overview

This section summarizes the end objectives of the program along with its duration.

### Training Outcomes

At the end of the program, the learner will be able to:

- Describe the basic structure and function of supply chain
- Identify various activities in land transportation
- Detail the various tasks to be performed while preparing for consignment tracking
- Demonstrate consignment tracking as per SOP
- Perform tracking as per standard operating procedure
- Perform the necessary tasks post tracking
- Demonstrate health, safety and security measures while tracking consignments

### Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
<b>Bridge Module</b>	<b>20:00</b>	<b>10:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
Module 1: Introduction to Consignment Tracking Executive	20:00	10:00	00:00	00:00	30:00
<b>LSC/N1123: Prepare for Tracking NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>30:00</b>	<b>10:00</b>	<b>00:00</b>	<b>60:00</b>
Module 2: Preparation for Tracking	20:00	30:00	10:00	00:00	60:00
<b>LSC/N1124: Track Consignments NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>60:00</b>	<b>10:00</b>	<b>00:00</b>	<b>90:00</b>

Module 3: Consignment Tracking	20:00	60:00	10:00	00:00	90:00
<b>LSC/N1125: Perform Post Tracking activities NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>60:00</b>	<b>10:00</b>	<b>00:00</b>	<b>90:00</b>
Module 4: Post Tracking Activities	20:00	60:00	10:00	00:00	90:00
<b>LSC/N1130: Maintain Health, Safety and Security measures while tracking consignments NOS Version 1.0 NSQF Level 3</b>	<b>20:00</b>	<b>40:00</b>	<b>00:00</b>	<b>00:00</b>	<b>60:00</b>
Module 5: Compliance to Health, Safety and Security Measures while tracking consignments	20:00	40:00	00:00	00:00	60:00
<b>Employability Skills</b>	<b>15:00</b>	<b>15:00</b>	<b>00:00</b>	<b>00:00</b>	<b>30:00</b>
<b>Total Duration</b>	<b>115:00</b>	<b>215:00</b>	<b>30:00</b>	<b>00:00</b>	<b>360:00</b>

## Module Details

### Module 1: Introduction to Consignment Tracking Executive

*Mapped to Bridge Module*

#### Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions of Consignment Tracking Executive

<b>Duration: 20:00</b>	<b>Duration: 10:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe Supply Chain and Logistics Management</li> <li>• Detail the various sub-sectors and the opportunities in them</li> <li>• Explain transportation industry and opportunities in it</li> <li>• Detail your job role as Consignment Tracking Executive and its interface with other job roles</li> <li>• Explain the different types of Inventory and its importance</li> <li>• Explain various activities in the warehouse</li> <li>• State the importance of warehouse</li> <li>• Discuss the employment opportunities in the warehouse industry</li> <li>• Define the inbound and outbound activities</li> </ul>	<ul style="list-style-type: none"> <li>• Identify various activities in transportation industry</li> <li>• Identify various sub-sectors and the opportunities in them</li> <li>• Perform your job role as Consignment Tracking Executive</li> <li>• Identify the different types of Inventory and its importance</li> <li>• Identify the employment opportunities in the warehouse industry</li> <li>• Demonstrate the inbound and outbound activities</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Video player or TV, System Barcode and Scanner ,TMS(Learning version)	

## Module 2: Preparation for Tracking

*Mapped to LSC/N1123, v1.0*

### Terminal Outcomes:

- Detail the various tasks to be performed while preparing for tracking

<b>Duration: 20:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Detail the various tasks to be performed before tracking</li> <li>• Explain the importance of tracking a Consignment</li> <li>• Explain the different types of goods and their classification</li> <li>• Define the importance of documents in the consignment tracking</li> <li>• Describe various challenges related to transportation</li> <li>• State the importance of status checking in tracking a Consignment</li> <li>• List the various tracking systems available</li> <li>• Detail the different types of documents used in consignment tracking</li> <li>• Explain the various risks involved when deviated from the procedure</li> <li>• Detail the reporting structure and the various channels of communication</li> <li>• Discover the infrastructure challenges related to freight movement by Road</li> <li>• Discuss the regulations behind the movement of hazardous materials</li> </ul>	<ul style="list-style-type: none"> <li>• Identify the different types of goods and their classification</li> <li>• Demonstrate the importance of documents in the consignment tracking</li> <li>• Identify various challenges related to transportation</li> <li>• Categorize the importance of status checking in tracking a Consignment</li> <li>• Identify the various tracking systems available</li> <li>• Demonstrate the different types of documents used in consignment tracking</li> <li>• Identify the various risks involved when deviated from the procedure</li> <li>• Identify the reporting structure and the various channels of communication</li> <li>• Demonstrate the regulations behind the movement of hazardous materials</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Sample documents related to tracking consignments, TMS(Learning version)	



## Module 3: Consignment Tracking

*Mapped to LSC/N1124, v1.0*

### Terminal Outcomes:

- Demonstrate the process of consignment tracking as per SOP

<b>Duration: 20:00</b>	<b>Duration: 50:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Describe the role of consignment tracking executive in verifying the route plan of the truck</li> <li>• Explain the importance of truck routing and reporting</li> <li>• Discuss various uncontrollable reasons that causes delay in reporting at the destination</li> <li>• List various threats like accidents that causes serious damage.</li> <li>• Explain the importance of updating any information to the management</li> <li>• State the importance of interpersonal skills in enhancing performance</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate the role of consignment tracking executive in verifying the route plan of the truck</li> <li>• Demonstrate the importance of truck routing and reporting</li> <li>• Identify various uncontrollable reasons that causes delay in reporting at the destination</li> <li>• Identify threats like accidents that causes serious damage.</li> <li>• Demonstrate the importance of updating any information to the management</li> <li>• Interpret the importance of interpersonal skills in enhancing performance</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Caution Boards, Do's and Don'ts charts, Forklifts, Dummy Load Test drive track with various simulation, Dummy Pallet and Shelf Shop floor training facility, Warehouse training facility, TMS(Learning version)	

## Module 4: Post Tracking Activities

Mapped to LSC/N1125, v1.0

### Terminal Outcomes:

- Discuss the various tasks to be performed post tracking
- Demonstrate the closing procedures to be followed in tracking

<b>Duration:</b> 20:00	<b>Duration:</b> 40:00
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Discuss the various activities to be performed after tracking consignments</li> <li>• Explain how to update the information in the system</li> <li>• Explain the escalation procedure to be followed in case of Non-responsiveness from the truck</li> <li>• Describe the closing procedures to be followed in tracking</li> <li>• State the importance of using Transport management system</li> <li>• Discuss the reporting structures and procedures for delayed delivery</li> <li>• Explain the process of generating Post-delivery report.</li> <li>• Describe various duties to be performed at the end of the day</li> <li>• Detail the consequences in case of non-compliance in handing-over report</li> </ul>	<ul style="list-style-type: none"> <li>• Perform the various activities after tracking the consignments</li> <li>• Demonstrate how to update the information in the system</li> <li>• Demonstrate the escalation procedure to be followed in case of Non-responsiveness from the truck</li> <li>• Demonstrate the closing procedures to be followed in tracking</li> <li>• Identify the use of Transport management system</li> <li>• Demonstrate the reporting structures and procedures for delayed delivery</li> <li>• Generate Post-delivery report as per SOP</li> <li>• Perform various duties at the end of the day</li> <li>• Demonstrate the consequences in case of non-compliance in handing-over report</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Sample documents related to tracking consignments ,TMS(Learning version)	

## Module 5: Compliance to Health, Safety and Security Measures while tracking consignments

*Mapped to LSC/N1130, v1.0*

### Terminal Outcomes:

- Demonstrate health, safety and security measures while tracking consignments

<b>Duration: 10:00</b>	<b>Duration: 40:00</b>
<b>Theory – Key Learning Outcomes</b>	<b>Practical – Key Learning Outcomes</b>
<ul style="list-style-type: none"> <li>• Detail health, safety and security procedures while tracking consignments</li> <li>• Explain the importance of information security</li> <li>• Describe the various procedures to be followed for information security</li> <li>• State the necessity for personal information security</li> <li>• Detail the various types of personal information</li> <li>• Explain the consequences that may happen due to unsafe information security conditions</li> <li>• Describe the reporting structure in breach of protocols</li> <li>• Illustrate the data breach and ways of overcoming it</li> <li>• Describe the security measures to overcome data breach</li> </ul>	<ul style="list-style-type: none"> <li>• Demonstrate health and safety procedures while tracking consignments</li> <li>• Demonstrate the various procedures to be followed for information security</li> <li>• Analyze the necessity for personal information security</li> <li>• Identify the various types of personal information</li> <li>• Interpret the consequences that may happen due to unsafe information security conditions</li> <li>• Identify the ways of overcoming data breach</li> <li>• Identify the security measures to overcome data breach</li> </ul>
<b>Classroom Aids:</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
<b>Tools, Equipment and Other Requirements</b>	
Teaching board, Computer, Projector, Workshop Safety: Fire extinguishers, First Aid kits, Safety signs, SOP Charts on safety norms and drills, Charts of Do's and Don'ts in work area ,LLMS(Learning version) ,TMS(Learning version)	

## Module 6: Employability Skills

Mapped to DGT/VSQ/N0101, v1.0

### Terminal Outcomes:

- Appraise the significance of employability skills in meeting the job requirements
- Identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices.
- Illustrate English and communication skills, customer service, entrepreneurship, and getting ready for jobs and apprenticeship.

Duration: 15:00	Duration: 15:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> <li>• Detail the importance of Employability Skills in meeting the job requirements</li> <li>• Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen.</li> <li>• Describe positive attitude, self - motivation, problem solving, time management skills and continuous learning mindset in different situations.</li> <li>• Discuss the significance of reporting sexual harassment issues in time</li> <li>• Appraise the significance of using financial products and services safely and securely.</li> <li>• Explain the importance of managing expenses, income, and savings.</li> <li>• Detail the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws</li> <li>• Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely</li> <li>• Categorize the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges</li> </ul>	<ul style="list-style-type: none"> <li>• Analyze 21st century skills.</li> <li>• Practice appropriate basic English sentences/phrases while speaking</li> <li>• Demonstrate how to communicate in a well -mannered way with others.</li> <li>• Illustrate working with others in a team</li> <li>• Demonstrate how to conduct oneself appropriately with all genders and PwD</li> <li>• Operate digital devices and use the associated applications and features, safely and securely</li> <li>• Differentiate between types of customers</li> <li>• Create a biodata</li> <li>• Experiment with various sources to search and apply for jobs</li> <li>• Identify customer needs and address them</li> <li>• Compose the significance of dressing up neatly and maintaining hygiene for an interview</li> </ul>

<ul style="list-style-type: none"> <li>• Discuss the significance of maintaining hygiene and dressing appropriately</li> <li>• Discuss how to search and register for apprenticeship opportunities</li> </ul>	
<b>Classroom Aids</b>	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs	
<b>Tools, Equipment and Other Requirements</b>	
Computer (PC) with latest configurations – and Internet connection with standard operating system and standard word processor and worksheet software (Licensed) (all software should either be latest version or one/two version below), Scanner cum Printer, LLMS(Learning version), TMS(Learning version)	

## Annexure

### Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th pass		2		1		Specialized in Land Transportation

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Consignment Tracking Executive” mapped to QP: “LSC/Q1121, v3.0” with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: “Trainer (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2601, V2.0” with minimum score of 80%

## Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12th pass		2		1		Specialized in Land Transportation

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: “Consignment Tracking Executive” mapped to QP: “LSC/Q1121, v3.0” with minimum score of 80%.	Recommended that the Assessor is certified for the Job Role: “Assessor (VET and Skills)”, mapped to the Qualification Pack: “MEP/Q2701, V2.0” with minimum score of 80%

## Assessment Strategy

The emphasis is on 'learning-by-doing' and practical demonstration of skills and knowledge based on the performance criteria. Accordingly, assessment criteria for each job role is set and made available in qualification pack.

The assessment papers for both theory and practical would be developed by Subject Matter Experts (SME) hired by Logistics Sector Skill Council or with the LSC accredited Assessment Agency as per the assessment criteria mentioned in the Qualification Pack. The assessments papers would also be checked for the various outcome-based parameters such as quality, time taken, precision, tools & equipment requirement etc.

Each NOS in the Qualification Pack (QP) is assigned a relative weightage for assessment based on the criticality of the NOS. Therein each Element/Performance Criteria in the NOS is assigned marks on relative importance, criticality of function and training infrastructure.

The following tools would be used for final assessment:

**1. Practical Assessment:** This comprises of a creation of mock environment in the skill lab which is equipped with all equipment required for the qualification pack.

Candidate's soft skills, communication, aptitude, safety consciousness, quality consciousness etc. is ascertained by observation and marked in observation checklist. The outcome is measured against the specified dimensions and standards to gauge the level of their skill achievements.

**2. Viva/Structured Interview:** This tool is used to assess the conceptual understanding and the behavioral aspects with regard to the job role and the specific task at hand. It also includes questions on safety, quality, environment and equipment etc.

**3. On-Job Training:** OJT would be evaluated based on standard log book capturing departments worked on, key observations of learner, feedback and remarks of supervisor or mentor.

**4. Written Test:** Question paper consisting of 100 MCQs (Hard:40, Medium:30 and Easy: 30) with questions from each element of each NOS. The written assessment paper is comprised of following types of questions:

- i. True / False Statements
- ii. Multiple Choice Questions



- iii. Matching Type Questions
- iv. Fill in the blanks
- v. Scenario based Questions
- vi. Identification Questions

#### **QA Regarding Assessors:**

Assessors are selected as per the “eligibility criteria” laid down by LSC for assessing each job role. The assessors selected by Assessment Agencies are scrutinized and made to undergo training and introduction to LSC Assessment Framework, competency based assessments, assessors guide etc. LSC conducts “Training of Assessors” program from time to time for each job role and sensitize assessors regarding assessment process and strategy which is outlined on following mandatory parameters:

- 1) Guidance regarding NSQF
- 2) Qualification Pack Structure
- 3) Guidance for the assessor to conduct theory, practical and viva assessments
- 4) Guidance for trainees to be given by assessor before the start of the assessments.
- 5) Guidance on assessments process, practical brief with steps of operations practical observation checklist and mark sheet
- 6) Viva guidance for uniformity and consistency across the batch.
- 7) Mock assessments
- 8) Sample question paper and practical demonstration



## References

## Glossary

Term	Description
<b>Key Learning Outcome</b>	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
<b>Training Outcome</b>	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
<b>Terminal Outcome</b>	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.



## Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards