



Model Curriculum

QP Name: Transport Coordinator

QP Code: LSC/Q1118

QP Version: 5.0

NSQF Level: 4

Model Curriculum Version: 5.0

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Training Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2004/1226.20
Minimum Educational Qualification and Experience	11th grade pass + No Experience required or Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma + No Experience required or 10th grade pass plus 1-year NTC/ NAC + No Experience required or 8th grade pass plus 2-year NTC + 1 Year NAC or 8th pass plus 1-year NTC + 1-Year NAC plus CITS + No Experience required or 10th grade pass and pursuing continuous schooling + No Experience required or 10th Grade Pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.0 with minimum education as 5th Grade pass + 2 year relevant experience or Previous relevant Qualification of NSQF Level 3.5 + 1 year relevant experience
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	25/11/2021
Next Review Date	25/11/2024
NSQC Approval Date	25/11/2021
QP Version	5.0
Model Curriculum Creation Date	14/07/2021
Model Curriculum Valid Up to Date	25/11/2024
Model Curriculum Version	5.0



Minimum Duration of the Course	450 hrs.
Maximum Duration of the Course	450 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 should have acquired the listed knowledge and skills.

- Describe the basic structure and function of supply chain.
- List the tasks to be performed while planning operations of the day.
- Perform coordination with trucking companies.
- Detail the list of steps to be performed while closing deliveries with client.
- Prepare necessary reports and documentation.
- Detail the list of tasks to be performed for shift handover.
- Demonstrate safety and security measures in coordinating transportation routes.

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
Bridge Module	20	10	0	0	30
Module 1: Introduction to Transport Coordinator	20	10	0	0	30
LSC/N1110: Setup systems, update information and plan the operations for the day NOS Version 1.0 NSQF Level 4	20	40	0	0	60
Module 2: Planning for Operations of the day	20	40	0	0	60
LSC/N1111: Monitor status of consignments that are under way NOS Version 1.0 NSQF Level 4	20	30	10	0	60

Module 3: Monitoring status of consignments	20	30	10	0	60
LSC/N1112: Confirm delivery is completed with client and report NOS Version 1.0 NSQF Level 4	30	50	10	0	90
Module 4: Reporting	30	50	10	0	90
LSC/N1113: Prepare for shift handover NOS Version 1.0 NSQF Level 4	30	50	10	0	90
Module 5: Shift handover Activities	30	50	10	0	90
LSC/N1126: Maintain Health, Safety and security measures in coordinating transportation routes. NOS Version 1.0 NSQF Level 4	20	40	0	0	60
Module 6: Compliance to health and safety measures	20	40	0	0	60
Employability Skill Module	30	30	0	0	60
Total Duration	170	250	30	0	450

Module Details

Module 1: Introduction to Transport Coordinator

Mapped to Bridge Module

Terminal Outcomes:

- Describe the basic structure and function of supply chain
- Detail the various functions in transportation activities

Duration: 20:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Classify the components of supply chain and logistics sector • Detail the various sub-sectors and the opportunities in them • Explain job roles in land Transportation • Detail your job role as transport coordinator and its interface with other job roles • Explain various activities in a transport yard • Describe the various MHEs and equipment used in warehouse • Discuss the documentation requirements for goods transport 	<ul style="list-style-type: none"> • Identify various activities in land transportation • Perform your job role as transport coordinator • Prepare important documents related to land transport
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	

Module 2 : Planning operations of the day

Mapped to LSC/N1110, v1.0

Terminal Outcomes:

- Demonstrate setting up of system for operation.
- Perform system update as per requirements and SOP.
- List the tasks to be performed while planning operations of the day.

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain the process of checking readiness of computer and tracking system • List the various information to be updated in the tracking system • Coordinate with data entry operator (DEO) and despatcher for information such as new order data, problems in outgoing assignments etc. • Detail the list of tasks to be performed before starting operations • Determine the amount of consignment which can be expedited in case of special needs 	<ul style="list-style-type: none"> • Demonstrate setting of computer and tracking system • List the various information to be updated in the tracking system. • Coordinate with data entry operator (DEO) and despatcher for information such as new order data, problems in outgoing assignments etc. • Detail the list of tasks to be performed before starting operations • Calculate optimum utilization of vehicles • Examine the transport time for consignments to reach the customer • Determine the amount of consignment which can be expedited in case of special needs • Coordinate with loading team for various tasks • Estimate the time for consignment delivery to customer as per SOP
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer, tracking system, sample documents	

Module 3: Monitoring status of consignments

Mapped to LSC/N1111, v1.0

Terminal Outcomes:

- Perform coordination with trucking companies.
- Detail the list of steps to be taken for following up on consignments underway.

Duration: 20:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the process of coordinating with trucking companies. • List the various tasks to be done while following on consignments. 	<ul style="list-style-type: none"> • Detail the various tasks to be performed while coordinating with trucking companies • Track current status of each outgoing assignments and coordinate with drivers. • Assess if the situation requires rerouting of vehicles. • Report all deviations as per escalation matrix.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer, tracking system, sample documents	

Module 4: Reporting

Mapped to LSC/N1112, v1.0

Terminal Outcomes:

- Detail the list of steps to be performed while closing deliveries with client.
- Prepare necessary reports and documentation.

Duration: 30:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail the list of steps to be performed while closing deliveries with client. • Discuss the documentation and reporting requirements • Discuss the escalation matrix for reporting deviations. 	<ul style="list-style-type: none"> • Demonstrate the list of steps to be taken while closing deliveries with client. • Demonstrate usage of tracking system to verify the arrival of trucks at destination. • Perform all necessary closing formalities. • Report deviation as per escalation matrix • Prepare important reports such as vendor rating report, daily reports etc. • Identify various activities in land transportation. • Perform your job role as transport coordinator • Prepare important documents related to land transport
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer, sample documents, tracking system	

Module 5: Shift Handover Activities

Mapped to LSC/N1113, v1.0

Terminal Outcomes:

- Detail the list of tasks to be performed for shift handover.

Duration: 30:00	Duration: 50:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Demonstrate setting up of computer and tracking system for operations • Detail the list of information to be collected such as departure times, consignment underway, consignment with special priority etc. • List the necessary documentation to be prepared 	<ul style="list-style-type: none"> • Record important information such as departure times, consignment underway, consignment with special priority etc. • Perform system update with estimated arrival times for consignments. • Perform cleaning of work areas as per SOP. • Perform necessary documentation. • Make note of important events and areas which require monitoring.
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
Computer, tracking system, sample documents, cleaning supplies	

Module 6: Compliance to health and safety measures

Mapped to LSC/N1126, v1.0

Terminal Outcomes:

- Demonstrate safety and security measures in coordinating transportation routes.

Duration: 20:00	Duration: 40:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Detail health, safety and security procedures in warehousing, land transport etc. • Explain the concept of 5S at workplace • Detail the standard operating procedure for handling dangerous and hazardous goods • Discuss the standard protocol in case of emergency situations, accidents, and breach of safety • Explain escalation matrix for reporting deviation 	<ul style="list-style-type: none"> • Demonstrate the safety precautions while coordinating transportation routes • Implement 5S at workplace • Inspect the activity area and equipment, for appropriate and safe conditions • Identify unsafe working conditions • Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods • Implement standard protocol in case of emergency situations, accidents, and breach of safety • Document all health, safety and security violations
Classroom Aids:	
Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser	
Tools, Equipment and Other Requirements	
PPEs, scanner, packaging devices, packing material, markers and stationery, etc.	

Module 7: Employability Skills

Mapped to DGT/VSQ/N0102, v1.0

Terminal Outcomes:

- Discuss the Employability Skills required for jobs in various industries
- Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen
- Discuss how to identify opportunities for potential business, sources of funding and associated financial and legal risks with its mitigation plan

Duration: 30:00	Duration: 30:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the Employability Skills required for jobs in various industries • List different learning and employability related GOI and private portals and their usage • Explain the constitutional values, including civic rights and duties, citizenship, responsibility towards society and personal values and ethics such as honesty, integrity, caring and respecting others that are required to become a responsible citizen • Discuss importance of relevant 21st century skills. • Describe the benefits of continuous learning. • Explain the importance of active listening for effective communication • Discuss the significance of working collaboratively with others in a team • Discuss the significance of escalating sexual harassment issues as per POSH act. • List the common components of salary and compute income, expenditure, taxes, investments etc. • Discuss the legal rights, laws, and aids • Describe the role of digital technology in today's life • Discuss the significance of displaying responsible online behaviour while browsing, using various social media platforms, e-mails, etc., safely and securely • Explain the types of entrepreneurship and enterprises • Discuss how to identify opportunities for potential business, sources of funding and 	<ul style="list-style-type: none"> • Practice different environmentally sustainable practices. • Exhibit 21st century skills like Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn etc. in personal or professional life. • Demonstrate to use basic English sentences for everyday conversation in different contexts, in person and over the telephone • Read and interpret text written in basic English • Write a short note/paragraph / letter/e - mail using basic English • Create a career development plan with well-defined short- and long-term goals • Communicate effectively using verbal and nonverbal communication etiquette. • Demonstrate how to behave, communicate, and conduct oneself appropriately with all genders and PwD • Outline the importance of selecting the right financial institution, product, and service • Demonstrate how to carry out offline and online financial transactions, safely and securely • Operate digital devices and use the associated applications and features, safely and securely • Create sample word documents, excel sheets and presentations using basic features

<p>associated financial and legal risks with its mitigation plan</p> <ul style="list-style-type: none"> • Describe the 4Ps of Marketing-Product, Price, Place and Promotion and apply them as per requirement • Detail the significance of analyzing different types and needs of customers • Explain the significance of identifying customer needs and responding to them in a professional manner. • Discuss the significance of maintaining hygiene and dressing appropriately • Explain the significance of maintaining hygiene and confidence during an interview • List the steps for searching and registering for apprenticeship opportunities 	<ul style="list-style-type: none"> • Utilize virtual collaboration tools to work effectively • Devise a sample business plan, for the selected business opportunity • Create a professional Curriculum Vitae (CV) • Use various offline and online job search sources such as employment exchanges, recruitment agencies, and job portals respectively • Perform a mock interview
<p>Classroom Aids</p>	
<p>Charts, Models, Video presentation, Flip Chart, Whiteboard/Smart Board, Marker, Board eraser, UPS, LCD Projector, Computer Tables & chairs</p>	
<p>Tools, Equipment and Other Requirements</p>	
<p>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</p>	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th pass		2		1		Specializing in land transport

Trainer Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Transport Coordinator" mapped to QP: "LSC/Q1118, v5.0". Minimum accepted score is 80%	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "MEP/Q2601". Minimum accepted score is 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training/Assessment Experience		Remarks
		Years	Specialization	Years	Specialization	
12 th pass	N/A	2		1		Specializing in land transportation

Assessor Certification	
Domain Certification	Platform Certification
Certified for Job Role: "Transport Coordinator" mapped to QP: "LSC/Q1118 v5.0" with minimum score of 80%.	Recommended that the Trainer is certified for the Job Role: "Assessor", mapped to the Qualification Pack: "MEP/Q2701" 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
Key Learning Outcome	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).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	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