Qualification Pack

Land Transportation Executive

Electives: Conduct feasibility assessment and route optimisation/ Use telematics to support fleet operations

Options: Risk Management in Transportation/ Supervise fleet maintenance

QP Code: LSC/Q1002

Version: 3.0

NSQF Level: 4

Logistics Sector Skill Council || No. 480 A, 7th Floor, Khivraj Complex II, Anna Salai, Nandanam

Contents

LSC/Q1002: Land Transportation Executive

Brief Job Description

The individual will collect order information, analyse past trends, follow up with trucking companies, coordinate with clients, consolidate orders according to destination, and monitor all consignments in real time.

Personal Attributes

The individual must be able to prioritize and execute tasks within scheduled time limits, good eyesight, work for long hours in sitting and standing position, communication skills, logical thinking and attention to detail. The individual should have good interpersonal skills and ability to work with various stakeholders.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. LSC/N1002: Analyse transport data and generate reports

2. LSC/N1003: Coordinate with internal team and external stakeholders

3. LSC/N0302: Perform inbound and outbound documentation

4. LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

5. DGT/VSQ/N0102: Employability Skills (60 Hours)

Electives(mandatory to select at least one):

Elective 1: Conduct feasibility assessment and route optimisation

This unit is about conducting a feasibility assessment of route planning and route optimisation to leverage logistical efficiencies

1. LSC/N1006: Conduct feasibility assessment and route optimisation

Elective 2: Use telematics to support fleet operations

This unit is about using telematics to track systems and streamline operations and coordination.

1. LSC/N1138: Use telematics to support fleet operations

Options(Not mandatory):

Option 1: Risk Management in Transportation

This OS explains how to perform freight spend & risk analysis and risk management.

1. LSC/N6506: Risk Management in transportation

Option 2: Supervise fleet maintenance

This unit is about performing supervision of fleet maintenance, documentation and reporting

1. LSC/N1110: Supervise fleet maintenance

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations, Vehicle Operations, Documentation and Reporting
Country	India
NSQF Level	4
Credits	20
Aligned to NCO/ISCO/ISIC Code	NCO-2015/4221/4323 and ISCO-08/4323
Minimum Educational Qualification & Experience	12th grade Pass (Or Equivalent) with 1 Year of experience Relevant experience in transportation OR 10th grade pass (Or Equivalent) with 3 Years of experience Relevant experience in transportation OR Previous relevant Qualification of NSQF Level (3.5) with 1.5 years of experience Relevant experience in transportation OR Previous relevant Qualification of NSQF Level (3) with 3 Years of experience Relevant experience in transportation
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA

Minimum Job Entry Age	18 Years
Last Reviewed On	NA
Next Review Date	07/10/2028
NSQC Approval Date	07/10/2025
Version	3.0
Reference code on NQR	QG-04-TW-046132025-V2-LSC
NQR Version	2.0

LSC/N1002: Analyse transport data and generate reports

Description

This unit is about consolidating data, conducting analysis and generating reports.

Scope

The scope covers the following :

- Analyse transport data and report
- Conduct trends analysis

Elements and Performance Criteria

Analyse transport data and generate reports

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

PC1. Collect all the necessary information from sources such as ERP, fleet management software, GPS trackers, order management systems, and driver logs.

PC2. Organise the collected data by type e.g. Operational data, financial data, customer data, and traffic-related data. Check for data accuracy and consistency.

PC3. Analyse the transportation performance based on delivery times, routes, the use of vehicles, consignment type, geography of movement, in-house or outsourced vehicle, client-wise performance, etc.

PC4. Identify patterns, such as frequent delays on certain routes, underutilized trucks, or high costs associated with specific trips.

PC5. Prepare vehicle capacity utilisation rates for different types of vehicles and geographies and identify the root cause of under-utilisation, if any

PC6. Compute workforce capacity utilisation and productivity rates and identify reasons for under-utilisation, if any

PC7. Check route variations during trips and report the impact on cost, delivery timeline and reasons

PC8. Review the financial data—fuel consumption, tolls, maintenance costs, and driver wages to calculate cost-per-mile or cost-per-delivery.

PC9. Check the repair and maintenance of vehicles and report vehicles which are incurring maintenance costs beyond acceptable limits

PC10. Identify trends and insights from the data, such as consistent delays during peak hours, recurring maintenance issues with certain vehicles, or negative customer feedback.

PC11. Prepare the report structure and include key findings and recommendations, along with a data overview, analysis, costs, trends, recommendations and suggestions for improvements, such as route optimisation, cost-cutting measures, or technological investments.

PC12. Generate the report using clear tables, charts, or graphs to present the data findings visually and share them with management.

Conduct trend analysis

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

PC13. Define the Objective of Trend Analysis e.g. delivery times over the past six months to identify peak delays.

PC14. Identify which metrics or variables to track for trends such as delivery timelines, dispatch delays, product damages, insurance claims, vehicle utilisation, workforce utilisation, fuel consumption, vehicle maintenance, etc.

PC15. Visualise data trends by using time series graphs, moving averages, and bar/line charts to illustrate changes over time and highlight long-term patterns, such as delivery times or fuel costs across months or routes.

PC16. Review the visualisations to identify trends, patterns, or anomalies and Compare trends across different segments.

PC17. Apply statistical methods to quantify trends and Interpret the Results.

PC18. Summarise the findings in a report, highlighting key insights, areas of concern, non-compliance and submit to management.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organisational procedures: fee, charges structure and types of documentation.

KU2. Company customer accounts, suppliers and their requirements.

KU3. Organisation policy of data maintenance, recording and handling

KU4. Reporting structure and escalation matrix for reporting identified problems

KU5. Types of goods being handled and the company's material movement policy

KU6. Relevant data safety and security procedures

KU7. Different transport companies the organisation works with and their processes

KU8. The procedure followed while booking trucks to pick up and transport consignments.

KU9. The geographical spread of states and cities, details of different routes, and estimated travel time required

KU10. Federal and state laws pertaining to transportation

KU11. Route optimisation software

KU12. Loading/unloading and transports that can be used for different types of shipments

KU13. Usage of Enterprise Resource Planning (ERP), Global Positioning System (GPS), tracking software and tracking devices and extracting information from them

KU14. Different cargo arrangements to maximise space utilisation

KU15. Procedures for dealing with loss or damage to goods

KU16. Details of transport companies the organisation works with and their processes

KU17. The procedure followed while booking trucks and processes involved in inbound and outbound transport

KU18. Legal requirements, rules and regulations to be followed while preparing forms and documents for inbound/outbound transport

KU19. Records and logbooks to be maintained and the importance of the same

KU20. Different types of truckloads

KU21. Details required while consolidating orders

KU22. How to maintain communication and control through all phases of the cargo transit

KU23. Dangerous goods and their handling and movement procedures

KU24. Methods for consolidating orders based on type, size, destination, etc. and possible common challenges and errors in consolidation

KU25. Prepare the necessary documentation for processing damage claims

Generic Skills (GS)

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

GS1. Planning w.r.t routes and network

GS2. Identify if there is an aberration in the data and decide on possible reasons

GS3. Prepare written delivery schedule, chart, fill out forms, and inspection checklists pertaining to the customer consignments

GS4. Damage reports and daily status reports

GS5. Communicate clearly in local language or English with supervisors, co-workers, vendors, drivers and stakeholders.

GS6. Identify activities or orders that need to be prioritised as per instructions

GS7. Plan and estimate the time for each activity

GS8. Maintain punctuality and avoid absenteeism

GS9. Identify trends/common causes for delays and resolve the same with the supervisor and manager

GS10. Review analysis and data processes to minimise errors and enhance accuracy

GS11. Write e-mails, notes and letters as a follow-up to the trucking supervisor and consignor/consignee

GS12. Decide if a certain document would suffice the requirement of permits, agreements, or any additional document would be required

GS13. Decide on alternate routes and transports in case a shipment is stuck

GS14. Identify and correct errors in consignment documents and resolve any documentation issues faced by the truck drivers en route

GS15. Suggest methods to streamline the documentation process

GS16. Make a judgment as to how to utilise the space while consolidating

GS17. Decide the estimated time required for consolidation and making schedules

GS18. Make a judgment as to whether a route change is required or not

GS19. Prioritise and execute tasks within the scheduled time limits

GS20. Adjust resources according to volume and capacity needs during peak and non-peak hours

GS21. Maintain schedules, punctuality and re-assess schedules in case of delays/additional orders

GS22. Prepare schedules and consolidation plans, keeping in mind customer timelines and any special instructions from the head office.

GS23. Handle day-to-day problems like delays, staffing shortages, etc.

GS24. Analyse costs to determine optimum costing for final deliveries

GS25. Assess the type of truck required and whether FTL or LTL is to be used

GS26. Keep track of the progress of each truck in real time

GS27. Suggest methods to streamline the consolidation of orders

GS28. Identify strengths and weaknesses of alternative routes for transportation

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Analyse transport data and generate reports	**19**	**39**	**-**	**6**
PC1. Collect all the necessary information from sources such as ERP, fleet management software, GPS trackers, order management systems, and driver logs.	2	3	-	1
PC2. Organise the collected data by type e.g. Operational data, financial data, customer data, and traffic-related data. Check for data accuracy and consistency.	1	3	-	1
PC3. Analyse the transportation performance based on delivery times, routes, the use of vehicles, consignment type, geography of movement, in-house or outsourced vehicle, client-wise performance, etc.	1	3	-	1
PC4. Identify patterns, such as frequent delays on certain routes, underutilized trucks, or high costs associated with specific trips.	2	3	-	1
PC5. Prepare vehicle capacity utilisation rates for different types of vehicles and geographies and identify the root cause of under-utilisation, if any	1	4	-	-
PC6. Compute workforce capacity utilisation and productivity rates and identify reasons for under-utilisation, if any	2	3	-	-
PC7. Check route variations during trips and report the impact on cost, delivery timeline and reasons	2	3	-	1
PC8. Review the financial data—fuel consumption, tolls, maintenance costs, and driver wages to calculate cost-per-mile or cost-per-delivery.	2	4	-	-
PC9. Check the repair and maintenance of vehicles and report vehicles which are incurring maintenance costs beyond acceptable limits	1	3	-	1
PC10. Identify trends and insights from the data, such as consistent delays during peak hours, recurring maintenance issues with certain vehicles, or negative customer feedback.	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Prepare the report structure and include key findings and recommendations, along with a data overview, analysis, costs, trends, recommendations and suggestions for improvements, such as route optimisation, cost-cutting measures, or technological investments.	2	4	-	-
PC12. Generate the report using clear tables, charts, or graphs to present the data findings visually and share them with management.	1	3	-	-
Conduct trend analysis	**11**	**21**	**-**	**4**
PC13. Define the Objective of Trend Analysis e.g. delivery times over the past six months to identify peak delays.	2	3	-	1
PC14. Identify which metrics or variables to track for trends such as delivery timelines, dispatch delays, product damages, insurance claims, vehicle utilisation, workforce utilisation, fuel consumption, vehicle maintenance, etc.	2	3	-	1
PC15. Visualise data trends by using time series graphs, moving averages, and bar/line charts to illustrate changes over time and highlight long-term patterns, such as delivery times or fuel costs across months or routes.	1	4	-	1
PC16. Review the visualisations to identify trends, patterns, or anomalies and Compare trends across different segments.	2	4	-	-
PC17. Apply statistical methods to quantify trends and Interpret the Results.	2	3	-	1
PC18. Summarise the findings in a report, highlighting key insights, areas of concern, non-compliance and submit to management.	2	4	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1002
NOS Name	Analyse transport data and generate reports
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	4
Credits	3
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N1003: Coordinate with internal team and external stakeholders

Description

This unit is about coordinating and conducting follow-ups with transport agents and clients to ensure smooth transportation.

Scope

The scope covers the following :

- Follow-up with internal team and external vendors
- Coordinate with the client/shipper

Elements and Performance Criteria

Follow-up with internal team and external stakeholders

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

PC1. Provide internal teams (e.g., warehouse, customer service) with timely, accurate shipment details, including delivery schedules, special handling requirements, and tracking information.

PC2. Communicate precise instructions to external vendors (e.g., drivers or third-party logistics providers) about delivery locations, timelines, and any specific client needs.

PC3. Stay in close contact with internal teams to monitor daily operations, resolve any issues, and ensure everyone is aligned with the transportation plan.

PC4. Track vendor performance in real-time to ensure deliveries are on schedule. If there are delays or issues, communicate with the vendors quickly to find solutions.

PC5. Share performance reports, delivery statistics, and any updates regarding transportation challenges or improvements with relevant stakeholders.

PC6. Build strong, professional relationships with vendors by offering regular feedback, discussing expectations, and negotiating terms to ensure a long-term, mutually beneficial partnership.

PC7. Liaise with external vendors to address any delivery problems, such as missed pickups, route issues, or damaged goods, and work together to resolve these challenges efficiently.

PC8. Ensure external vendors are compliant with any legal or regulatory requirements (e.g., delivery hours, vehicle maintenance), and follow up to ensure these standards are met.

PC9. Provide stakeholders with timely updates on any shifts in delivery schedules, changes in customer requirements, or other logistical changes.

Coordinate with the client

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

PC10. Coordinate with the customer right from the pickup, transit and till delivery of consignment as per plan

PC11. Keep clients informed of delivery timelines, any potential delays, or changes to the agreed schedule.

PC12. Communicate to the point of contact from the customer side in case of any mismatch/ deficiency in documentation & any other update regarding shipments

PC13. Liaise with customers for damaged goods during handling/ transit for claims processing and replacement

PC14. Escalate to the customer in case the transporter is nominated from the customer side for delayed pickups, lack of coordination, etc.

PC15. Resolve client complaints or issues promptly and implement improvements to ensure higher satisfaction in future deliveries.

PC16. Make a note of any special cargo movement/packaging requirement

PC17. Provide delivery status notification to consignor/ consignee and submit the invoice

PC18. Foster strong relationships with clients by providing exceptional service, handling complaints efficiently, and always following up to ensure satisfaction.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisational procedures

KU2. companys customers, suppliers and their requirements

KU3. organization fee and charges structure

KU4. reporting structure

KU5. escalation matrix for reporting identified problems

KU6. how to maintain communication and control through all phases of the cargo transit

KU7. usage of computer for electronic documentation of information

KU8. usage of Enterprise Resource Planning (ERP), Global Positioning System (GPS) and tracking software

KU9. details of different routes and estimate travel time required

KU10. types of goods being handled

KU11. federal and state laws pertaining to transportation

KU12. route optimization software

KU13. loading/unloading and transports that can be used for different types of shipments

KU14. different cargo arrangements to maximize space utilization

Generic Skills (GS)

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

GS1. instructions and customer requirement

GS2. regulatory requirement associated with land transport

GS3. text contained in notes, letters, memos, e-mails, specifications, books, reports, charts, tables and graphs, etc.

GS4. prepare daily status report

GS5. write e-mail, notes and letters as follow-up to trucking supervisor and consignor/ consignee

GS6. maintain records as per companys policies

GS7. listen to the requirements of the consignee

GS8. communicate effectively with the drivers to ensure smooth shipment

GS9. decide on actions to be taken on escalation raised by the shipper

GS10. liaison with trucking agents to ensure smooth clearance process

GS11. monitor smooth functioning of all transportation activities

GS12. escalate client concerns that are beyond the scope of handling

GS13. communicate with customers and share all relevant information

GS14. respond to customer and subordinates complaints

GS15. address the queries of the driver in a calm and collected manner

GS16. provide the best possible solution to client queries

GS17. analyse communication patterns with colleagues and customers to improve outcomes and deal with situations

GS18. follow-up with external stakeholders to avoid delays or any breach in agreement

GS19. act upon constructively on any problems as pointed by customers or superiors

GS20. improve work processes by interacting with others and adopting best practices

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow-up with internal team and external stakeholders	**18**	**30**	**-**	**7**
PC1. Provide internal teams (e.g., warehouse, customer service) with timely, accurate shipment details, including delivery schedules, special handling requirements, and tracking information.	2	3	-	1
PC2. Communicate precise instructions to external vendors (e.g., drivers or third-party logistics providers) about delivery locations, timelines, and any specific client needs.	2	4	-	1
PC3. Stay in close contact with internal teams to monitor daily operations, resolve any issues, and ensure everyone is aligned with the transportation plan.	2	3	-	1
PC4. Track vendor performance in real-time to ensure deliveries are on schedule. If there are delays or issues, communicate with the vendors quickly to find solutions.	2	4	-	2
PC5. Share performance reports, delivery statistics, and any updates regarding transportation challenges or improvements with relevant stakeholders.	2	3	-	-
PC6. Build strong, professional relationships with vendors by offering regular feedback, discussing expectations, and negotiating terms to ensure a long-term, mutually beneficial partnership.	2	3	-	2
PC7. Liaise with external vendors to address any delivery problems, such as missed pickups, route issues, or damaged goods, and work together to resolve these challenges efficiently.	2	4	-	-
PC8. Ensure external vendors are compliant with any legal or regulatory requirements (e.g., delivery hours, vehicle maintenance), and follow up to ensure these standards are met.	2	3	-	-
PC9. Provide stakeholders with timely updates on any shifts in delivery schedules, changes in customer requirements, or other logistical changes.	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Coordinate with the client	**12**	**30**	**-**	**3**
PC10. Coordinate with the customer right from the pickup, transit and till delivery of consignment as per plan	2	3	-	-
PC11. Keep clients informed of delivery timelines, any potential delays, or changes to the agreed schedule.	2	4	-	-
PC12. Communicate to the point of contact from the customer side in case of any mismatch/ deficiency in documentation & any other update regarding shipments	2	3	-	-
PC13. Liaise with customers for damaged goods during handling/ transit for claims processing and replacement	1	3	-	-
PC14. Escalate to the customer in case the transporter is nominated from the customer side for delayed pickups, lack of coordination, etc.	1	3	-	1
PC15. Resolve client complaints or issues promptly and implement improvements to ensure higher satisfaction in future deliveries.	1	4	-	-
PC16. Make a note of any special cargo movement/packaging requirement	1	4	-	1
PC17. Provide delivery status notification to consignor/ consignee and submit the invoice	1	3	-	-
PC18. Foster strong relationships with clients by providing exceptional service, handling complaints efficiently, and always following up to ensure satisfaction.	1	3	-	1
NOS Total	**30**	**60**	**-**	**10**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1003
NOS Name	Coordinate with internal team and external stakeholders
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N0302: Perform inbound and outbound documentation

Description

This unit is about performing documentation of inbound and outbound consignments

Scope

The scope covers the following :

- Receive and verify documents for inbound consignments
- Prepare documents for outbound consignments

Elements and Performance Criteria

Receive and verify documents for inbound consignments

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

PC1. Receive the signed agreement sheet for the inbound consignment and prepare an arrival report based on it.

PC2. Receive accounts of the journey from the driver and prepare the cost sheets

PC3. Review and verify all the documents such as insurance forms, Goods and Services Tax (GST) forms from the inbound trucks

PC4. Verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist

PC5. Work with external carriers, freight forwarders, and vendors to prepare accurate freight invoices, as well as other shipping documents.

PC6. Prepare the goods received document and hand it over to the driver

PC7. Receive damage claim forms, forms for replacement of goods, etc., from the receiving assistant, verify and send them to the concerned person/company for processing

PC8. Prepare the invoices and send them to the accounts payable section based on the information entered in the system

Prepare documents for outbound consignments

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

PC9. Check and approve the Lorry Receipt (LR) or Goods Consignment Note prepared by the associate

PC10. Update details regarding the load and the destination into the computer based on the information contained in the LR

PC11. Prepare an agreement sheet to be given at the destination along with the consignment

PC12. Check and verify that all the transit insurance forms, road permits and tax permits for each truck are filled correctly and are valid for the identified route of the truck

PC13. Verify that all the required forms have been filled out and approve the documents as per the outbound documentation checklist

PC14. Confirm with the dispatcher that the truck's destination and goods loaded have been verified

PC15. Brief the truck driver on the end customer, destination, proposed route, transport regulations, and formalities at check posts and hand over the cash and required documents

PC16. Get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received

PC17. Ensure that Proof of Delivery (POD) is completed and signed for each consignment and that any discrepancies or damages are reported immediately.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures

KU2. companys customers, suppliers and their requirements

KU3. types of documentation in organization

KU4. organization policy of data maintenance, recording and handling

KU5. relevant safety and security procedures

KU6. procedures for dealing with loss or damage to goods

KU7. details of transport companies the organization works with and their processes

KU8. procedure followed while booking trucks

KU9. reporting structure

KU10. escalation matrix for reporting identified problems

KU11. processes involved in inbound and outbound transport

KU12. use of computer for electronic documentation of information

KU13. use of GPS and tracking software

KU14. geographical destinations and transport routes

KU15. ERP system and its functioning

KU16. legal requirements, rules and regulations to be followed while preparing forms and documents for transports

KU17. forms required for inbound/outbound transport

KU18. possible difficulties and errors in documentation

Generic Skills (GS)

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

GS1. instructions in the checklists

GS2. inbound agreements, client queries, documents

GS3. details required in the forms

GS4. write details regarding inspection of each inbound consignment

GS5. prepare invoices and agreements

GS6. maintain the record as per companys policies

GS7. fill out forms and inspection checklist

GS8. communicate with all employees to ensure activities are running smoothly

GS9. communicate clearly with customers

GS10. communicate with drivers, trucking agents, other stakeholders as and when required

GS11. decide if a certain document would suffice the requirement of permits, agreements or any additional document would be required

GS12. decide on alternate routes and transports in case a shipment is stuck

GS13. prioritize and execute tasks within the scheduled time limits

GS14. adhere to the customer requirements

GS15. identify and correct errors in consignment documents

GS16. resolve any documentation issues faced by the truck drivers en-route

GS17. check that all the forms required in the checklist have been filled out and are ready

GS18. suggest methods to streamline the documentation process

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Receive and verify documents for inbound consignments	**16**	**32**	**-**	**4**
PC1. Receive the signed agreement sheet for the inbound consignment and prepare an arrival report based on it.	2	4	-	1
PC2. Receive accounts of the journey from the driver and prepare the cost sheets	2	4	-	-
PC3. Review and verify all the documents such as insurance forms, Goods and Services Tax (GST) forms from the inbound trucks	2	4	-	1
PC4. Verify that all the required forms have been received/filled out and documents checked as per the inbound documentation checklist	2	4	-	-
PC5. Work with external carriers, freight forwarders, and vendors to prepare accurate freight invoices, as well as other shipping documents.	2	4	-	1
PC6. Prepare the goods received document and hand it over to the driver	2	4	-	-
PC7. Receive damage claim forms, forms for replacement of goods, etc., from the receiving assistant, verify and send them to the concerned person/company for processing	2	4	-	-
PC8. Prepare the invoices and send them to the accounts payable section based on the information entered in the system	2	4	-	1
Prepare documents for outbound consignments	**14**	**28**	**-**	**6**
PC9. Check and approve the Lorry Receipt (LR) or Goods Consignment Note prepared by the associate	2	3	-	2
PC10. Update details regarding the load and the destination into the computer based on the information contained in the LR	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Prepare an agreement sheet to be given at the destination along with the consignment	2	4	-	2
PC12. Check and verify that all the transit insurance forms, road permits and tax permits for each truck are filled correctly and are valid for the identified route of the truck	2	4	-	-1
PC13. Verify that all the required forms have been filled out and approve the documents as per the outbound documentation checklist	2	4	-	1
PC14. Confirm with the dispatcher that the truck's destination and goods loaded have been verified	1	2	-	-
PC15. Brief the truck driver on the end customer, destination, proposed route, transport regulations, and formalities at check posts and hand over the cash and required documents	1	2	-	-
PC16. Get the truck driver's signature on a form (and all other forms as required), confirming that the goods, cash for the journey and all the documents needed for the journey have been received	1	2	-	1
PC17. Ensure that Proof of Delivery (POD) is completed and signed for each consignment and that any discrepancies or damages are reported immediately.	1	4	-	1
NOS Total	**30**	**60**	**-**	**10**

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N0302
NOS Name	Perform inbound and outbound documentation
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	4
Credits	3
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N9911: Follow health, safety, security procedures and maintain integrity, ethics at workplace

Description

This unit deals in detail with application of health, safety, security procedures at workplace and maintaining integrity, ensuring data security, professional and ethical practice.

Scope

The scope covers the following :

- Follow health, safety and security measures during all activities
- Maintain a healthy and hygienic workplace
- Handle emergency situations
- Maintain integrity and ensure data security
- Professional and ethical practice
- Ensure regulatory compliance

Elements and Performance Criteria

Follow health, safety and security measures during all activities

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

PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.

PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.

PC3. Follow organisation procedures concerning documentation.

PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.

Maintain a healthy and hygienic workplace

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

PC5. Ensure that the work area and supplies are organised and cleaned regularly.

PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.

PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.

PC8. Undertake periodical preventive health check-ups.

PC9. Participate in fire drills and follow 5S at workplace.

Handle emergency situations

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

PC10. Act immediately during emergencies and move to safety.

PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.

PC12. In case of fire, follow fire safety practices taught during fire drills.

PC13. Follow procedures to rescue victims of fire without endangering self.

Maintain integrity and ensure data security

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

PC14. Refrain from indulging in corrupt practices.

PC15. Protect customers' information and ensure acquired information is not used for personal advantage.

PC16. Protect data and information related to business or commercial decisions.

Professional and ethical practice

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

PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.

PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.

PC19. Consult senior management when in an ethical dilemma.

Ensure regulatory compliance

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

PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.

PC21. Coordinate with regulatory authorities and assist in inspections and clearances.

PC22. Report any issues with regulatory compliance.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Company's policies on the use of language, Human Resources policies, code of ethics and business

KU2. Company's whistle-blower policy and rules related to sexual harassment

KU3. Company's reporting structure and documentation policy

KU4. Principles of code of ethics and business ethics

KU5. Different regulations and acts that are applicable for the sub-sector and logistics sector as a whole

KU6. The documentary compliance required for different type of products for Health Safety and Environment (HSE) practices

KU7. Relevant Occupational Health and Safety (OHS) regulations

KU8. Enterprise /site emergency procedures and techniques

KU9. Procedures for recording, reporting and maintenance of workplace safety and hygiene

KU10. Health and safety hazards commonly present in the work environment and related precautions

KU11. Possible causes of risk, hazard or accident in the workplace

KU12. Where to find all the general health and safety equipment in the workplace

KU13. Various dangers associated with the use of electrical equipment

KU14. Preventative and remedial actions to be taken in the case of exposure to toxic materials

KU15. Importance of using protective clothing/equipment while working

KU16. Various causes of fire and precautionary activities to prevent the fire accident

KU17. Different methods of extinguishing fire and techniques of using the different fire extinguishers

KU18. Rescue techniques applied during a fire hazard and safe lifting and carrying practices

KU19. Various types of safety signs and their meaning

KU20. Appropriate basic first aid treatment relevant to the condition e.g., shock, electrical shock, bleeding, breaks to bones, minor burns, resuscitation, poisoning, eye injuries

Generic Skills (GS)

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

GS1. Read policy documents, work-related documents, various acts and regulations

GS2. Write instructions, communications to internal staff, emails and letters, and reports

GS3. Interact with internal and external stakeholders

GS4. Communicate with peers and subordinates

GS5. Take appropriate action in a vulnerable situation

GS6. Identify breaches and take necessary actions

GS7. Identify the documentary requirement for a specific product or regulation and take necessary action

GS8. Plan and organise steps/ actions as per the company's guidelines, if any violation of the code of ethics is noticed in the company

GS9. Plan and organise training sessions and sensitisation sessions for workforce

GS10. Plan review meetings to monitor compliance with ethics and regulations

GS11. Prevent company and customer information leakage

GS12. Provide proper advice or guidance to colleagues to deal with sensitive issues

GS13. Suggest solutions to managers and workers when in an ethical dilemma

GS14. Identify conflict of interests and take necessary actions

GS15. Review reports to identify common trends of defaults

GS16. Conduct a review to analyse the reasons for the default

GS17. Check that all regulatory compliances are adhered to

GS18. Check that any unethical behaviour gets captured before damage or negative impact happens

GS19. Write Health and safety compliance report

GS20. Interpret general health and safety guidelines

GS21. Communicate general health and safety guidelines to co-workers

GS22. Decide on the corrective action to be taken in case of any potential hazards

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Follow health, safety and security measures during all activities	**6**	**10**	**-**	**2**
PC1. Comply with safety regulations and procedures to avoid fire hazards, biohazards, etc.	1	2	-	-
PC2. Wear all safety equipment including protective gear, helmets etc., in relevant bay areas.	2	3	-	1
PC3. Follow organisation procedures concerning documentation.	1	2	-	-
PC4. Recognise unsafe workplace conditions and safety practices and report them to concerned authorities.	2	3	-	1
Maintain a healthy and hygienic workplace	**5**	**14**	**-**	**3**
PC5. Ensure that the work area and supplies are organised and cleaned regularly.	1	3	-	1
PC6. Comply with data safety regulations of the organisation and follow clear worktable area policy.	1	3	-	-
PC7. Maintain personal hygiene and wash hands regularly using soap and water or alcohol-based sanitizer.	1	2	-	1
PC8. Undertake periodical preventive health check-ups.	1	3	-	1
PC9. Participate in fire drills and follow 5S at workplace.	1	3	-	-
Handle emergency situations	**6**	**9**	**-**	**2**
PC10. Act immediately during emergencies and move to safety.	2	2	-	1
PC11. Provide first aid to affected victims e.g., in case of bleeding, burns, choking, electric shock, poisoning etc.	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. In case of fire, follow fire safety practices taught during fire drills.	2	3	-	-
PC13. Follow procedures to rescue victims of fire without endangering self.	1	2	-	1
Maintain integrity and ensure data security	**4**	**8**	**-**	**-**
PC14. Refrain from indulging in corrupt practices.	2	3	-	-
PC15. Protect customers' information and ensure acquired information is not used for personal advantage.	1	2	-	-
PC16. Protect data and information related to business or commercial decisions.	1	3	-	-
Professional and ethical practice	**4**	**8**	**-**	**1**
PC17. Sensitize the workforce towards ethical behaviour in the workplace and performing jobs with integrity.	1	2	-	-
PC18. Conduct regular reviews, check reports for unethical behaviour and corrupt practices and promptly report all violations of the code of ethics.	2	4	-	1
PC19. Consult senior management when in an ethical dilemma.	1	2	-	-
Ensure regulatory compliance	**5**	**11**	**-**	**2**
PC20. Check that documentation concerning operations is up to date and in accordance with the regulations.	1	3	-	-
PC21. Coordinate with regulatory authorities and assist in inspections and clearances.	2	4	-	1
PC22. Report any issues with regulatory compliance.	2	4	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N9911
NOS Name	Follow health, safety, security procedures and maintain integrity, ethics at workplace
Sector	Logistics
Sub-Sector	Generic
Occupation	Generic
NSQF Level	6
Credits	1
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

DGT/VSQ/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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. identify employability skills required for jobs in various industries

PC2. identify and explore learning and employability portals

Constitutional values – Citizenship

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

PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.

PC4. follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC5. recognize the significance of 21st Century Skills for employment

PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

PC7. use basic English for everyday conversation in different contexts, in person and over the telephone

PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English

PC9. write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

PC10. understand the difference between job and career

PC11. prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings

PC13. work collaboratively with others in a team

Diversity & Inclusion

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

PC14. communicate and behave appropriately with all genders and PwD

PC15. escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

PC16. select financial institutions, products and services as per requirement

PC17. carry out offline and online financial transactions, safely and securely

PC18. identify common components of salary and compute income, expenses, taxes, investments etc

PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

PC20. operate digital devices and carry out basic internet operations securely and safely

PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively

PC22. use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research

PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion

PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

PC26. identify different types of customers

PC27. identify and respond to customer requests and needs in a professional manner.

PC28. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC29. create a professional Curriculum vitae (Résumé)

PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively

PC31. apply to identified job openings using offline /online methods as per requirement

PC32. answer questions politely, with clarity and confidence, during recruitment and selection

PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. need for employability skills and different learning and employability related portals

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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up

KU6. importance of career development and setting long- and short-term goals

KU7. about effective communication

KU8. POSH Act

KU9. Gender sensitivity and inclusivity

KU10. different types of financial institutes, products, and services

KU11. how to compute income and expenditure

KU12. importance of maintaining safety and security in offline and online financial transactions

KU13. different legal rights and laws

KU14. different types of digital devices and the procedure to operate them safely and securely

KU15. how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.

KU16. how to identify business opportunities

KU17. types and needs of customers

KU18. how to apply for a job and prepare for an interview

KU19. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. read and write different types of documents/instructions/correspondence

GS2. communicate effectively using appropriate language in formal and informal settings

GS3. behave politely and appropriately with all

GS4. how to work in a virtual mode

GS5. perform calculations efficiently

GS6. solve problems effectively

GS7. pay attention to details

GS8. manage time efficiently

GS9. maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	**1**	**1**	**-**	**-**
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
Constitutional values – Citizenship	**1**	**1**	**-**	**-**
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	**2**	**4**	**-**	**-**
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
Basic English Skills	**2**	**3**	**-**	**-**
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
Career Development & Goal Setting	**1**	**2**	**-**	**-**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
Communication Skills	**2**	**2**	**-**	**-**
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
Diversity & Inclusion	**1**	**2**	**-**	**-**
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
Financial and Legal Literacy	**2**	**3**	**-**	**-**
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
Essential Digital Skills	**3**	**4**	**-**	**-**
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Entrepreneurship	**2**	**3**	**-**	**-**
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
Customer Service	**1**	**2**	**-**	**-**
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**2**	**3**	**-**	**-**
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N1006: Conduct feasibility assessment and route optimisation

Description

This unit is about conducting feasibility assessment of route planning and route optimization to leverage logistical efficiencies

Scope

The scope covers the following :

- Perform route optimisation and feasibility assessment
- Implementation and Continuous improvement

Elements and Performance Criteria

Perform route optimisation and feasibility assessment

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

PC1. Define the specific goals and constraints that need to be considered when planning the route, such as Delivery time, Cost optimisation, Cargo type, Vehicle limitations, Safety considerations, etc.

PC2. Collect data about the potential routes that can be used, which may include Road types, Traffic patterns, Road conditions, Weather conditions, Legal or regulatory restrictions, etc.

PC3. Review the data collected on point of origin, point of destination, type of goods, pickup date and time, delivery date and time, volume of goods, vehicle capacity, vehicle traffic constraint and transporter details

PC4. Assess the costs associated with each route by considering factors such as fuel costs, tolls and fees, vehicle wear and tear, etc.

PC5. Evaluate how long each route will take and if the proposed routes can meet the required delivery time.

PC6. Ensure the routes comply with local regulations, like Weight limits, Size limits, Permits, Environmental restrictions, etc.

PC7. Use Route Optimization tools or software such as Google Maps, API or OptimoRoute to automatically calculate the best routes based on objectives (cost, time, fuel efficiency).

PC8. Input all the gathered data (traffic, weather, road conditions) into the software for real-time route adjustments.

PC9. Review multiple route options and analyse the pickup and delivery sequence for the optimal time, allocation of loads, Safety, Risk Factors, and vehicle capacity collected from the route planning software

PC10. Plan optimised routes for multiple depots, ensuring cost efficiency across the whole operation and Evaluating the Impact of Alternative Routes (if needed).

PC11. Perform lane analysis to identify the efficient routing option and to understand the feasibility of the Over Dimensional Cargo (ODC) vehicle to transport the cargo through the identified route

PC12. Finalise the transportation plan, considering all assessments and various factors such as tolls, rest stops, driver shift changes, vehicle relays, vehicle refuelling, etc.

PC13. Approve the plan for daily truck coverage, driver and trip assignment

PC14. Make sequential plans for alternate routes based on the routing analysis for contingency requirements like inclement weather, natural calamities, etc.

Implementation and Continuous improvement.

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

PC15. Communicate with the internal team to finalise the route plan and get it approved by the manager

PC16. Inform all stakeholders (drivers, logistics teams, customers) of the chosen route and any contingencies.

PC17. Brief the transporter on the key areas of concern and the preparedness required during transit

PC18. Implement the route plan and monitor the shipment in real time for any required adjustments.

PC19. Track the actual performance of the route against expectations after the delivery.

PC20. Review actual delivery times versus estimated times and the overall cost of the route and compare it with budgeted costs.

PC21. Gather feedback from drivers about road conditions, delays, and overall route efficiency.

PC22. Regularly identify and analyse bottlenecks or inefficiencies in the route optimisation process.

PC23. Re-evaluate routes periodically based on updated data and conditions

PC24. Conduct a review of the route's performance to determine if there were any deviations from the plan (e.g., delays, unexpected road closures) after each delivery or at regular intervals for continuous improvement.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organisational procedures: fee, charges structure and types of documentation.

KU2. Company customer accounts, suppliers and their requirements.

KU3. Organisation policy of data maintenance, recording and handling

KU4. Reporting structure and escalation matrix for reporting identified problems

KU5. Types of goods being handled and the company's material movement policy

KU6. Relevant data safety and security procedures

KU7. Different transport companies the organisation works with and their processes

KU8. The procedure followed while booking trucks to pick up and transport consignments.

KU9. The geographical spread of states and cities, details of different routes, and estimated travel time required

KU10. Federal and state laws pertaining to transportation

KU11. Route optimisation software

KU12. Loading/unloading and transports that can be used for different types of shipments

KU13. Usage of Enterprise Resource Planning (ERP), Global Positioning System (GPS), tracking software and tracking devices and extracting information from them

KU14. Different cargo arrangements to maximise space utilisation

KU15. Procedures for dealing with loss or damage to goods

KU16. Details of transport companies the organisation works with and their processes

KU17. The procedure followed while booking trucks and processes involved in inbound and outbound transport

KU18. Legal requirements, rules and regulations to be followed while preparing forms and documents for inbound/outbound transports

KU19. Records and log books to be maintained and the importance of the same

KU20. Different types of truckloads

KU21. Details required while consolidating orders

KU22. How to maintain communication and control through all phases of the cargo transit

KU23. Dangerous goods and their handling and movement procedures

KU24. Methods for consolidating orders based on type, size, destination, etc. and possible common challenges and errors in consolidation

Generic Skills (GS)

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

GS1. Planning w.r.t routes and network

GS2. Identify if there is an aberration in the data and decide on possible reasons

GS3. Prepare written delivery schedule, charts, fill out forms, and inspection checklists pertaining to the customer consignments

GS4. Damage reports and daily status reports

GS5. Communicate clearly in local language or English with supervisors, co-workers, vendors, drivers and stakeholders.

GS6. Identify activities or orders that need to be prioritised as per instructions

GS7. Plan and estimate the time for each activity

GS8. Maintain punctuality and avoid absenteeism

GS9. Identify trends/common causes for delays and resolve the same with the supervisor and manager

GS10. Identify trends/common causes for delays and resolve the same with the supervisor and manager

GS11. Write e-mails, notes and letters as a follow-up to the trucking supervisor and consignor/consignee

GS12. Decide if a certain document would suffice the requirement of permits, agreements, or any additional document would be required

GS13. Decide on alternate routes and transports in case a shipment is stuck

GS14. Identify and correct errors in consignment documents and resolve any documentation issues faced by the truck drivers en route

GS15. Suggest methods to streamline the documentation process

GS16. Make a judgment as to how to utilise the space while consolidating

GS17. Decide the estimated time required for consolidation and making schedules

GS18. Decide the estimated time required for consolidation and making schedules

GS19. Prioritise and execute tasks within the scheduled time limits

GS20. Adjust resources according to volume and capacity needs during peak and non-peak hours

GS21. Maintain schedules, punctuality and re-assess schedules in case of delays/additional orders

GS22. Prepare schedules and consolidation plans, keeping in mind customer timelines and any special instructions from the head office.

GS23. Handle day-to-day problems like delays, staffing shortages, etc.

GS24. Analyse costs to determine optimum costing for final deliveries

GS25. Assess the type of truck required and whether FTL or LTL is to be used

GS26. Keep track of the progress of each truck in real time

GS27. Suggest methods to streamline the consolidation of orders

GS28. Identify strengths and weaknesses of alternative routes for transportation

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform route optimisation and feasibility assessment	**17**	**42**	**-**	**5**
PC1. Define the specific goals and constraints that need to be considered when planning the route, such as Delivery time, Cost optimisation, Cargo type, Vehicle limitations, Safety considerations, etc.	2	3	-	1
PC2. Collect data about the potential routes that can be used, which may include Road types, Traffic patterns, Road conditions, Weather conditions, Legal or regulatory restrictions, etc.	2	3	-	-
PC3. Review the data collected on point of origin, point of destination, type of goods, pickup date and time, delivery date and time, volume of goods, vehicle capacity, vehicle traffic constraint and transporter details	2	3	-	1
PC4. Assess the costs associated with each route by considering factors such as fuel costs, tolls and fees, vehicle wear and tear, etc.	1	3	-	-
PC5. Evaluate how long each route will take and if the proposed routes can meet the required delivery time.	1	3	-	-
PC6. Ensure the routes comply with local regulations, like Weight limits, Size limits, Permits, Environmental restrictions, etc.	1	3	-	1
PC7. Use Route Optimization tools or software such as Google Maps, API or OptimoRoute to automatically calculate the best routes based on objectives (cost, time, fuel efficiency).	1	3	-	-
PC8. Input all the gathered data (traffic, weather, road conditions) into the software for real-time route adjustments.	1	3	-	-
PC9. Review multiple route options and analyse the pickup and delivery sequence for the optimal time, allocation of loads, Safety, Risk Factors, and vehicle capacity collected from the route planning software	1	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. Plan optimised routes for multiple depots, ensuring cost efficiency across the whole operation and Evaluating the Impact of Alternative Routes (if needed).	1	3	-	-
PC11. Perform lane analysis to identify the efficient routing option and to understand the feasibility of the Over Dimensional Cargo (ODC) vehicle to transport the cargo through the identified route	1	3	-	-
PC12. Finalise the transportation plan, considering all assessments and various factors such as tolls, rest stops, driver shift changes, vehicle relays, vehicle refuelling, etc.	1	3	-	-
PC13. Approve the plan for daily truck coverage, driver and trip assignment	1	3	-	-
PC14. Make sequential plans for alternate routes based on the routing analysis for contingency requirements like inclement weather, natural calamities, etc.	1	3	-	1
Implementation and Continuous improvement.	**13**	**18**	**-**	**5**
PC15. Communicate with the internal team to finalise the route plan and get it approved by the manager	2	3	-	1
PC16. Inform all stakeholders (drivers, logistics teams, customers) of the chosen route and any contingencies.	1	2	-	-
PC17. Brief the transporter on the key areas of concern and the preparedness required during transit	1	3	-	1
PC18. Implement the route plan and monitor the shipment in real time for any required adjustments.	1	3	-	1
PC19. Track the actual performance of the route against expectations after the delivery.	2	2	-	-
PC20. Review actual delivery times versus estimated times and the overall cost of the route and compare it with budgeted costs.	1	1	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. Gather feedback from drivers about road conditions, delays, and overall route efficiency.	2	1	-	1
PC22. Regularly identify and analyse bottlenecks or inefficiencies in the route optimisation process.	1	1	-	-
PC23. Re-evaluate routes periodically based on updated data and conditions	1	1	-	1
PC24. Conduct a review of the route's performance to determine if there were any deviations from the plan (e.g., delays, unexpected road closures) after each delivery or at regular intervals for continuous improvement.	1	1	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1006
NOS Name	Conduct feasibility assessment and route optimisation
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N1138: Use telematics to support fleet operations

Description

This unit is about using telematics to track system, streamline operations and coordination

Scope

The scope covers the following :

- Use telematics to support fleet operations
- Track and report progress in real time

Elements and Performance Criteria

Track and report progress in real time

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

PC1. Use GPS and telematics systems to track the location, movement and status of each vehicle in real-time.

PC2. Send alerts about potential hazards on the road, weather conditions, and real-time traffic patterns to prevent theft, avoid shipment delays, and minimise revenue loss for drivers.

PC3. Render relevant, comprehensive, accurate, and real-time information to the stakeholders and drivers using the Telematics Control Unit (TCU), including vehicle routes, performance data, speed limits, engine idle time, and any customer requests.

PC4. Monitor driving behaviours such as overspeeding, excessive braking, fuel efficiency, rapid acceleration and excessive idling.

PC5. Track and report key metrics for drivers, such as speed, braking patterns, acceleration, and cornering.

PC6. Take note of the temperature in the reefer vehicle, trigger the alarm and alert the driver in case the temperature falls below the required level

PC7. Check on the weather and traffic of the area next to be crossed and Re-plan the route or reschedule the delivery in case of any anomalies

PC8. Monitor where each vehicle is and make route adjustments to avoid delays or traffic congestion.

PC9. Assign deliveries to the closest available vehicle, improving response time.

PC10. Use telematics data to monitor and mitigate risks associated with fleet operations, including accidents, theft, and unsafe driving.

Use telematics to support fleet operations

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

PC11. Collect real-time data from vehicle fleets using a cloud-based server connected to installed telematics systems and generate daily reports on vehicle and cargo information.

PC12. Collect and analyse performance data from Telematics systems to identify trends and areas for improvement.

PC13. Populate reports with details of the vehicle carrying the cargo, such as vehicle type, vehicle number, driver name and contact details, license and permit details, details of the cleaner, etc.

PC14. Track the health of vehicles, identify potential issues, and schedule preventive maintenance through a service reminder forecasting dashboard.

PC15. Monitor fuel consumption through telematics systems to identify fuel usage inefficiencies.

PC16. Use telematics to monitor compliance with driving hours regulations, speed limits, and other legal requirements.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Organisational procedures: fee, charges structure and types of documentation.

KU2. Company customer accounts, suppliers and their requirements.

KU3. Organisation policy of data maintenance, recording and handling

KU4. Reporting structure and escalation matrix for reporting identified problems

KU5. Types of goods being handled and the company's material movement policy

KU6. Relevant data safety and security procedures

KU7. Different transport companies the organisation works with and their processes

KU8. The procedure followed while booking trucks to pick up and transport consignments.

KU9. The geographical spread of states and cities, details of different routes, and estimated travel time required

KU10. Federal and state laws pertaining to transportation

KU11. Route optimisation software

KU12. Loading/unloading and transport that can be used for different types of shipments

KU13. Usage of Enterprise Resource Planning (ERP), Global Positioning System (GPS), tracking software and tracking devices and extracting information from them

KU14. Different cargo arrangements to maximise space utilisation

KU15. Procedures for dealing with loss or damage to goods

KU16. Details of transport companies the organisation works with and their processes

KU17. The procedure followed while booking trucks and processes involved in inbound and outbound transport

KU18. Legal requirements, rules and regulations to be followed while preparing forms and documents for inbound/outbound transports

KU19. Records and log books to be maintained and the importance of the same

KU20. Different types of truckloads

KU21. Details required while consolidating orders

KU22. How to maintain communication and control through all phases of the cargo transit

KU23. Dangerous goods and their handling and movement procedures

KU24. Methods for consolidating orders based on type, size, destination, etc. and possible common challenges and errors in consolidation

Generic Skills (GS)

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

GS1. Planning w.r.t routes and network

GS2. Identify if there is an aberration in the data and decide on possible reasons

GS3. Prepare written delivery schedule, chart, fill out forms, and inspection checklists pertaining to the customer consignments

GS4. Damage reports and daily status reports

GS5. Communicate clearly in local language or English with supervisors, co-workers, vendors, drivers and stakeholders.

GS6. Identify activities or orders that need to be prioritised as per instructions

GS7. Plan and estimate the time for each activity

GS8. Maintain punctuality and avoid absenteeism

GS9. Identify trends/common causes for delays and resolve the same with the supervisor and manager

GS10. Review analysis and data processes to minimise errors and enhance accuracy

GS11. Write e-mails, notes and letters as a follow-up to the trucking supervisor and consignor/consignee

GS12. Decide if a certain document would suffice the requirement of permits, agreements, or any additional document would be required

GS13. Decide on alternate routes and transports in case a shipment is stuck

GS14. Identify and correct errors in consignment documents and resolve any documentation issues faced by the truck drivers en route

GS15. Suggest methods to streamline the documentation process

GS16. Make a judgment as to how to utilise the space while consolidating

GS17. Decide the estimated time required for consolidation and making schedules

GS18. Make a judgment as to whether a route change is required or not

GS19. Prioritise and execute tasks within the scheduled time limits

GS20. Adjust resources according to volume and capacity needs during peak and non-peak hours

GS21. Maintain schedules, punctuality and re-assess schedules in case of delays/additional orders

GS22. Prepare schedules and consolidation plans, keeping in mind customer timelines and any special instructions from the head office.

GS23. Handle day-to-day problems like delays, staffing shortages, etc.

GS24. Analyse cost to determine optimum costing for final deliveries

GS25. Assess the type of truck required and whether FTL or LTL is to be used

GS26. Keep track of the progress of each truck in real time

GS27. Suggest methods to streamline the consolidation of orders

GS28. Identify strengths and weaknesses of alternative routes for transportation

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Track and report progress in real time	**20**	**36**	**-**	**6**
PC1. Use GPS and telematics systems to track the location, movement and status of each vehicle in real-time.	2	4	-	1
PC2. Send alerts about potential hazards on the road, weather conditions, and real-time traffic patterns to prevent theft, avoid shipment delays, and minimise revenue loss for drivers.	2	4	-	-
PC3. Render relevant, comprehensive, accurate, and real-time information to the stakeholders and drivers using the Telematics Control Unit (TCU), including vehicle routes, performance data, speed limits, engine idle time, and any customer requests.	2	3	-	1
PC4. Monitor driving behaviours such as overspeeding, excessive braking, fuel efficiency, rapid acceleration and excessive idling.	2	3	-	1
PC5. Track and report key metrics for drivers, such as speed, braking patterns, acceleration, and cornering.	2	4	-	-
PC6. Take note of the temperature in the reefer vehicle, trigger the alarm and alert the driver in case the temperature falls below the required level	2	4	-	1
PC7. Check on the weather and traffic of the area next to be crossed and Re-plan the route or reschedule the delivery in case of any anomalies	2	4	-	1
PC8. Monitor where each vehicle is and make route adjustments to avoid delays or traffic congestion.	2	3	-	-
PC9. Assign deliveries to the closest available vehicle, improving response time.	2	4	-	-
PC10. Use telematics data to monitor and mitigate risks associated with fleet operations, including accidents, theft, and unsafe driving.	2	3	-	1
Use telematics to support fleet operations	**10**	**24**	**-**	**4**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. Collect real-time data from vehicle fleets using a cloud-based server connected to installed telematics systems and generate daily reports on vehicle and cargo information.	2	4	-	-
PC12. Collect and analyse performance data from Telematics systems to identify trends and areas for improvement.	2	4	-	1
PC13. Populate reports with details of the vehicle carrying the cargo, such as vehicle type, vehicle number, driver name and contact details, license and permit details, details of the cleaner, etc.	2	4	-	-
PC14. Track the health of vehicles, identify potential issues, and schedule preventive maintenance through a service reminder forecasting dashboard.	2	4	-	1
PC15. Monitor fuel consumption through telematics systems to identify fuel usage inefficiencies.	1	4	-	1
PC16. Use telematics to monitor compliance with driving hours regulations, speed limits, and other legal requirements.	1	4	-	1
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1138
NOS Name	Use telematics to support fleet operations
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N6506: Risk Management in transportation

Description

This OS explains how to perform freight spend & risk analysis and risk management.

Scope

The scope covers the following :

- Perform freight spend & risk analysis.
- Risk management

Elements and Performance Criteria

Perform freight spend & risk analysis

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

PC1. Perform spending analysis with all forward and reverse costs considered.

PC2. Populate data from different software like TMS, fuel purchasing systems, truckload carrier accounting systems, customs, bill of lading data, and any others.

PC3. Collect trucking spot freight rates, contracted freight trends, current truck equipment orders, and outbound and inbound data.

PC4. Compare findings to industry trends.

PC5. Prepare a scorecard and use the same for easy comparison of carrier performances based on different factors.

PC6. Substantiate findings using facts-based analysis and quantification of exposures.

PC7. Assess the effectiveness of business monitoring procedures and processes.

PC8. Shift from stagnant or point-in-time reviews to focused implementation of ongoing monitoring.

PC9. Analyse company stock and location data for optimal routing.

PC10. Identify ways to optimise "less than truckload" shipments. Inefficient truck utilisation leads to revenue leaks.

PC11. The capacity of freight vessels and trains should be utilised at least at a rate of over 70% per trip in order to maintain profitability.

PC12. Identify high-risk business areas, products, freight carriers, business lines, and geographies to focus efforts.

PC13. Analyse overall freight expenses to identify anomalies.

PC14. Utilise available infrastructure to the maximum.

PC15. Collate data from tracing and analyse the same for patterns on transit time, delays and service failures.

Risk Management

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

PC16. Allocate full capacities to orders, and plan transportation itineraries and frequency.

PC17. Provide insights to the management by developing a deeper understanding of freight expenses to identify opportunities for improvement with (efficiency and control environment).

PC18. Use a route optimisation solution to optimise delivery routes around changing traffic conditions.

PC19. Use a transportation planning solution that integrates supply chain planning and shipping execution to assess real-time risk across the supply chain.

PC20. Integrate a shipment planning window with TMS that covers projection for several days forward and order management, procurement, and supply chain optimisation solutions.

PC21. Use technologies like weatheroptics to forecast and enhance the solutions for risks related to weather conditions. This allows rerouting of vehicles to minimize the impact of weather hazards.

PC22. Choose carriers with better vehicle maintenance and safety records, which reduces the risk of transit delays due to vehicle breakdowns.

PC23. Integrate digital freight markets and brokerages into TMS, which will help optimise cost and analyse the quotes.

PC24. Choose vendors with APIs for posting loads, booking, tendering, and tracking. Carriers using digital fleet management and TMS solutions with highly automated material handling reduce the risk of lost shipments.

PC25. Identify alternate ports and CFS/ ICDs, which decrease the risk of delay. Build agility into processes so that switch ports are available if needed.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. Tracking technology and methods used by the carriers.

KU2. Real-time tracking devices and methods used.

KU3. The importance of tracing in increasing efficiency.

KU4. Knowledge of Intermodal and Combined Transport, Split bulk cargo and general cargo transport.

KU5. Unaccompanied combined transport (UCT).

KU6. Transshipment process and regulations.

KU7. Various equipment/ MHE used for loading/ unloading.

KU8. Advantages and Disadvantages of using Multimodal Transport.

KU9. Challenges and factors that affect the flow of shipment.

KU10. Rules and regulations involved in all types of transport.

KU11. Documentation for types of goods and transportation method.

KU12. Geographical knowledge and usage of maps and route plotting.

KU13. Records to be maintained and the importance of the same.

KU14. Security procedures to be followed and escalation matrix for reporting identified problems.

KU15. Chain of command for reporting problems.

KU16. Knowledge of how the company deals with issues while transporting consignments.

KU17. Knowledge of transit rules and regulations.

KU18. Implications of poor performance such as delayed pick-up, improper documentation and high error rate.

KU19. End-to-end understanding of all activities that will be done.

KU20. Nature of the products transported and the variances in their characteristics.

KU21. Detailed understanding of the tracking systems.

KU22. Ability to accurately estimate travel time required.

KU23. Understanding of common problems and solutions for the same.

Generic Skills (GS)

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

GS1. How to register in transporter portals.

GS2. Create contracts with service providers.

GS3. Negotiating for cost and time optimisation.

GS4. Vendor coordination and follow-up.

GS5. Restrictions for transporting dangerous goods.

GS6. Customs regulations for import and export.

GS7. Cross-check the data at various master data levels and ensure sanity.

GS8. Draw inferences and conclusions based on the analysis.

GS9. Identify common trends as per analysis and implement the same.

GS10. Perform work-related calculations.

GS11. Plan and prioritise tasks to ensure timely completion.

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Perform freight spend & risk analysis	**17**	**34**	**-**	**6**
PC1. Perform spending analysis with all forward and reverse costs considered.	1	2	-	-
PC2. Populate data from different software like TMS, fuel purchasing systems, truckload carrier accounting systems, customs, bill of lading data, and any others.	1	3	-	-
PC3. Collect trucking spot freight rates, contracted freight trends, current truck equipment orders, and outbound and inbound data.	2	2	-	1
PC4. Compare findings to industry trends.	1	2	-	-
PC5. Prepare a scorecard and use the same for easy comparison of carrier performances based on different factors.	1	3	-	-
PC6. Substantiate findings using facts-based analysis and quantification of exposures.	1	2	-	-
PC7. Assess the effectiveness of business monitoring procedures and processes.	1	2	-	-
PC8. Shift from stagnant or point-in-time reviews to focused implementation of ongoing monitoring.	1	2	-	1
PC9. Analyse company stock and location data for optimal routing.	1	3	-	1
PC10. Identify ways to optimise "less than truckload" shipments. Inefficient truck utilisation leads to revenue leaks.	1	2	-	1
PC11. The capacity of freight vessels and trains should be utilised at least at a rate of over 70% per trip in order to maintain profitability.	1	2	-	-
PC12. Identify high-risk business areas, products, freight carriers, business lines, and geographies to focus efforts.	2	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. Analyse overall freight expenses to identify anomalies.	1	2	-	-
PC14. Utilise available infrastructure to the maximum.	1	2	-	-
PC15. Collate data from tracing and analyse the same for patterns on transit time, delays and service failures.	1	2	-	1
Risk Management	**13**	**26**	**-**	**4**
PC16. Allocate full capacities to orders, and plan transportation itineraries and frequency.	1	2	-	1
PC17. Provide insights to the management by developing a deeper understanding of freight expenses to identify opportunities for improvement with (efficiency and control environment).	1	2	-	1
PC18. Use a route optimisation solution to optimise delivery routes around changing traffic conditions.	1	3	-	-
PC19. Use a transportation planning solution that integrates supply chain planning and shipping execution to assess real-time risk across the supply chain.	1	2	-	1
PC20. Integrate a shipment planning window with TMS that covers projection for several days forward and order management, procurement, and supply chain optimisation solutions.	1	3	-	1
PC21. Use technologies like weatheroptics to forecast and enhance the solutions for risks related to weather conditions. This allows rerouting of vehicles to minimize the impact of weather hazards.	2	3	-	-
PC22. Choose carriers with better vehicle maintenance and safety records, which reduces the risk of transit delays due to vehicle breakdowns.	1	2	-	-
PC23. Integrate digital freight markets and brokerages into TMS, which will help optimise cost and analyse the quotes.	2	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC24. Choose vendors with APIs for posting loads, booking, tendering, and tracking. Carriers using digital fleet management and TMS solutions with highly automated material handling reduce the risk of lost shipments.	1	3	-	-
PC25. Identify alternate ports and CFS/ ICDs, which decrease the risk of delay. Build agility into processes so that switch ports are available if needed.	2	4	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N6506
NOS Name	Risk Management in transportation
Sector	Logistics
Sub-Sector	Supply Chain
Occupation	Transport Management
NSQF Level	5.5
Credits	2
Version	1.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

LSC/N1110: Supervise fleet maintenance

Description

This unit is about performing supervision of fleet maintenance, documentation and reporting

Scope

The scope covers the following :

- Supervise fleet service
- Maintain documentation of fleet
- Management Information Systems (MIS) reporting

Elements and Performance Criteria

Supervise fleet service

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

PC1. Assist in the acquisition of new vehicles and registration

PC2. Coordinate emission testing inspection for trucks

PC3. Organise ordering/ purchasing of fuel, parts and supplies and maintain accurate inventory of equipment and spares

PC4. Track fleet usage and maintain an accurate inventory of equipment and spares

PC5. Create a comprehensive preventive maintenance plan for all vehicles based on manufacturer recommendations, vehicle age, usage, and operating conditions.

PC6. Ensure all vehicles undergo regular inspections and maintenance to avoid unexpected breakdowns.

PC7. Check past maintenance, repairs, and inspections for each vehicle in the fleet and maintenance records are up-to-date.

PC8. Monitor vehicle performance data such as engine diagnostics, fuel efficiency, and brake condition in real-time.

PC9. Ensure all vehicles are compliant with service requirements and can be assessed for any recurring issues.

PC10. Negotiate service agreements with vendors to ensure cost efficiency and Ensure that maintenance and repairs are done using quality materials

PC11. Evaluate vehicle inspection reports by Conducting routine checks on vehicles, including visual inspections and functional tests, to catch potential issues.

Maintain documentation of fleet service

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

PC12. Document details of vehicle repair performed in the vehicle maintenance software program

PC13. Maintain daily purchase log and oil analysis book

PC14. Conduct price comparison research and maintain historical comparisons

PC15. Maintain record of fleet repairs, repair costs, parts procurement and vehicle warranties

PC16. Monitor maintenance expenses and track costs associated with repairs, parts, and labour.

PC17. Maintain trucks' out-of-service reports and inform operations staff and administration department of the status

PC18. Verify that all maintenance activities align with safety standards and legal requirements, such as emissions tests and vehicle inspections.

MIS reporting

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

PC19. Prepare various reports (trucks out of service, fuel use, parts inventory, etc.) according to organisation guidelines and procedure

PC20. Analyse maintenance costs and provide recommendations on fleet utilisation and replacement

PC21. Regularly review fleet performance data to identify trends, such as higher-than-average maintenance costs or recurring mechanical problems.

PC22. Assist in the development of the fleet services budgets

PC23. Communicate maintenance requirements to the manager for budgetary approvals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organizational procedures

KU2. companys customer accounts

KU3. organization fee and charges structure

KU4. types of documentation in organization

KU5. organization policy of data maintenance, recording and handling

KU6. relevant safety and security procedures

KU7. different transport companies the organization works with and their processes

KU8. procedure followed while booking trucks to pick up and transport consignments

KU9. use of a computer and associated equipment

KU10. basic trouble shooting regarding material handling equipment

KU11. scheduling, planning, etc.

KU12. geographical locations and route maps

KU13. transit rules and regulations

KU14. types of goods being handled

KU15. federal and state laws pertaining to transportation

KU16. route optimization software

KU17. loading/unloading and transports that can be used for different types of shipments

KU18. Global Positioning System (GPS) and tracking devices

KU19. different cargo arrangements to maximize space utilization

KU20. special characteristics and handling requirements of goods, if any

Generic Skills (GS)

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

GS1. work instructions and customer requirement

GS2. schedule and plan for shipment

GS3. information from ERP reports and computer generated reports

GS4. legal documents of the shipment/ goods

GS5. checklists and daily reports

GS6. write work-orders and instructions for resources

GS7. prepare list of activities, delays, etc

GS8. write end of the day reports

GS9. maintain records as per companys policy

GS10. listen and understand the requirements of the client or the manager

GS11. communicate clearly in local language to transporter

GS12. communicate effectively with operational staff at all levels

GS13. when to escalate an issue

GS14. which shipments to prioritse

GS15. whether alternate route is to be planned or alternate transport to be sent in case a delivery/ pickup vehcile is stuck

GS16. plan and estimate the co-ordination required considering customer requirement

GS17. develop plan based on customer specification

GS18. plan for transportation and packaging of cargo

GS19. plan for resource requirement and utilization during peak and non-peak hours

GS20. importance of customer and internal timelines

GS21. the urgency of certain tasks as escalated by different department

GS22. how to take prompt action on queries raised by the customer

GS23. identify trends/common causes for delays, issue in tracking, etc. and resolve the same over call with the client

GS24. identify small bottlenecks and operational problems and provide alternate solutions for the same

GS25. keep contingent plan ready in case of delays or any issue

GS26. assess the resource requirement for a particular task at hand

GS27. assess and prepare for backup transport in case of continous delays

GS28. discover more efficient and productive ways to streamline the process

GS29. identify possible obstacles in the vehicle route

GS30. interpret and act upon complex situation in transit issues

GS31. priortise the work flow based on urgent requirements

GS32. think tactically to handle adverse situations, with attention to details

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Supervise fleet service	**15**	**32**	**-**	**4**
PC1. Assist in the acquisition of new vehicles and registration	1	3	-	1
PC2. Coordinate emission testing inspection for trucks	2	3	-	-
PC3. Organise ordering/ purchasing of fuel, parts and supplies and maintain accurate inventory of equipment and spares	1	3	-	1
PC4. Track fleet usage and maintain an accurate inventory of equipment and spares	1	3	-	-
PC5. Create a comprehensive preventive maintenance plan for all vehicles based on manufacturer recommendations, vehicle age, usage, and operating conditions.	2	3	-	-
PC6. Ensure all vehicles undergo regular inspections and maintenance to avoid unexpected breakdowns.	2	2	-	-
PC7. Check past maintenance, repairs, and inspections for each vehicle in the fleet and maintenance records are up-to-date.	1	3	-	-
PC8. Monitor vehicle performance data such as engine diagnostics, fuel efficiency, and brake condition in real-time.	1	3	-	1
PC9. Ensure all vehicles are compliant with service requirements and can be assessed for any recurring issues.	1	3	-	-
PC10. Negotiate service agreements with vendors to ensure cost efficiency and Ensure that maintenance and repairs are done using quality materials	2	3	-	-
PC11. Evaluate vehicle inspection reports by Conducting routine checks on vehicles, including visual inspections and functional tests, to catch potential issues.	1	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain documentation of fleet service	**8**	**19**	**-**	**2**
PC12. Document details of vehicle repair performed in the vehicle maintenance software program	1	3	-	2
PC13. Maintain daily purchase log and oil analysis book	1	3	-	-
PC14. Conduct price comparison research and maintain historical comparisons	2	2	-	-
PC15. Maintain record of fleet repairs, repair costs, parts procurement and vehicle warranties	1	3	-	-
PC16. Monitor maintenance expenses and track costs associated with repairs, parts, and labour.	1	2	-	-
PC17. Maintain trucks' out-of-service reports and inform operations staff and administration department of the status	1	3	-	-
PC18. Verify that all maintenance activities align with safety standards and legal requirements, such as emissions tests and vehicle inspections.	1	3	-	-
MIS reporting	**7**	**9**	**-**	**4**
PC19. Prepare various reports (trucks out of service, fuel use, parts inventory, etc.) according to organisation guidelines and procedure	1	2	-	2
PC20. Analyse maintenance costs and provide recommendations on fleet utilisation and replacement	2	2	-	-
PC21. Regularly review fleet performance data to identify trends, such as higher-than-average maintenance costs or recurring mechanical problems.	2	2	-	1
PC22. Assist in the development of the fleet services budgets	1	2	-	1
PC23. Communicate maintenance requirements to the manager for budgetary approvals	1	1	-	-
NOS Total	**30**	**60**	**-**	**10**

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1110
NOS Name	Supervise fleet maintenance
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
NSQF Level	4
Credits	2
Version	5.0
Last Reviewed Date	07/10/2025
Next Review Date	07/10/2028
NSQC Clearance Date	07/10/2025

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 : 70

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

Minimum Passing % at NOS Level: 50

(**Please note**: A Trainee must score the minimum percentage for each NOS separately as well as on the QP as a whole.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1002.Analyse transport data and generate reports	30	60	-	10	100	20
LSC/N1003.Coordinate with internal team and external stakeholders	30	60	-	10	100	20
LSC/N0302.Perform inbound and outbound documentation	30	60	-	10	100	20
LSC/N9911.Follow health, safety, security procedures and maintain integrity, ethics at workplace	30	60	-	10	100	20
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	**140**	**270**	**-**	**40**	**450**	**90**

Elective: 1 Conduct feasibility assessment and route optimisation

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1006.Conduct feasibility assessment and route optimisation	30	60	-	10	100	10
Total	**30**	**60**	**-**	**10**	**100**	**10**

Elective: 2 Use telematics to support fleet operations

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1138.Use telematics to support fleet operations	30	60	-	10	100	10
Total	**30**	**60**	**-**	**10**	**100**	**10**

Optional: 1 Risk Management in Transportation

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N6506.Risk Management in transportation	30	60	-	10	100	5
Total	**30**	**60**	**-**	**10**	**100**	**5**

Optional: 2 Supervise fleet maintenance

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1110.Supervise fleet maintenance	30	60	-	10	100	5
Total	**30**	**60**	**-**	**10**	**100**	**5**

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.