

Qualification Pack



Transport Coordinator

QP Code: LSC/Q1118

Version: 5.0

NSQF Level: 4

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LSC/Q1118: Transport Coordinator

Brief Job Description

Transport Coordinators are also known as Transport Controllers or Route Coordinators. Individuals in this role are responsible for monitoring all consignments in real time, identifying and rectifying problems and confirming that the customer has received the order.

Personal Attributes

This job requires the individual to work well with his/her team and achieve joint goals. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels throughout his/her shift.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [LSC/N1110: Setup systems, update information and plan the operations for the day](#)
2. [LSC/N1111: Monitor status of consignments that are under way](#)
3. [LSC/N1112: Confirm delivery is completed with client and report](#)
4. [LSC/N1113: Prepare for shift handover](#)
5. [LSC/N1126: Maintain Health, Safety and security measures in coordinating transportation routes](#)
6. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
Country	India
NSQF Level	4
Credits	15

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Aligned to NCO/ISCO/ISIC Code	NCO-2004/1226.20
Minimum Educational Qualification & Experience	<p>11th Class OR Diploma (Completed 1st year of 3-year diploma (after 10th) and pursuing regular diploma) OR 10th Class (plus 1-year NTC/ NAC) OR 8th Class (plus 2-year NTC + 1 Year NAC) OR 8th Class (plus 1-year NTC + 1-Year NAC plus CITS) OR 10th Class (and pursuing continuous schooling) OR 10th Class with 3 Years of experience relevant experience OR Certificate-NSQF (Land Transportation Associate - Level 3 with minimum education as 5th Grade pass) with 2 Years of experience relevant experience</p>
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	27/01/2025
NSQC Approval Date	27/01/2022
Version	5.0
Reference code on NQR	2022/TLW/LSC/06871
NQR Version	1.0

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LSC/N1110: Setup systems, update information and plan the operations for the day

Description

This unit is about setting up systems, updating information and planning operations for the day.

Scope

The scope covers the following :

- Set up computer and tracking systems for operation
- Update available information
- Plan the operations

Elements and Performance Criteria

Set up computer and tracking systems for operation

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

- PC1.** power up computer terminal and log in using company credentials
- PC2.** identify errors in the tracking system if any and have it rectified by IT team
- PC3.** ensure readiness of computer, GPS and all other tracking systems in the tracking grid.

Update available information

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

- PC8.** update all information into the computer and tracking systems
- PC4.** understand status from the transport coordinator of the previous shift, what work is pending and concerns if any.
- PC5.** receive any new order data, new client details, etc. from Data Entry Operator (DEO).
- PC6.** understand any changes in priority of existing orders from DEO
- PC7.** understand from the despatcher about any delays or problems in outgoing consignments from the previous day

Plan the operations

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

- PC9.** confirm inventory and labour availability with supervisor and get an estimate of throughput time from the supervisor
- PC10.** ensure the availability of vehicles on time
- PC11.** calculate optimum utilization for containers/vehicles
- PC12.** co-ordinate with the loading team to load the vehicles
- PC13.** estimate the transport time for the consignment to reach the customer
- PC14.** in case of priorities/special needs, determine how much the consignment can be expedited at a reasonable cost
- PC15.** coordinate with warehouse loading supervisors as per developed loading plan

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- PC16.** prepare a realistic estimate of when the consignment would reach the client by including some contingency time in the schedule to deal with unforeseen problems

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

- GS1.** ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator.
- GS2.** ability to develop operating procedures, improvements and create documents for internal understanding/use
- GS3.** good reading skills, ability to comprehend written instructions, standard operating procedures
- GS4.** read and understand documents required for all operational activities
- GS5.** read and understand instructions on how to use the tracking systems.
- GS6.** communicate well with people of all levels
- GS7.** communicate with client/warehouse coordinators/internal staff effectively

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- GS8.** share experiences and provide guidance to juniors and peers
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether a route change is required or not.
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism.
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS17.** understand the customer timelines and ensure that they are met.
- GS18.** identify trends/common causes for errors and suggest possible solutions to the manager.
- GS19.** handle day to day problems like delays, staffing shortage, etc.
- GS20.** suggest methods to streamline the tracking process.
- GS21.** ability to keep track of the progress of each truck in real time
- GS22.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up computer and tracking systems for operation</i>	6	18	-	-
PC1. power up computer terminal and log in using company credentials	2	6	-	-
PC2. identify errors in the tracking system if any and have it rectified by IT team	2	6	-	-
PC3. ensure readiness of computer, GPS and all other tracking systems in the tracking grid.	2	6	-	-
<i>Update available information</i>	9	25	-	-
PC8. update all information into the computer and tracking systems	1	5	-	-
PC4. understand status from the transport coordinator of the previous shift, what work is pending and concerns if any.	2	6	-	-
PC5. receive any new order data, new client details, etc. from Data Entry Operator (DEO).	2	6	-	-
PC6. understand any changes in priority of existing orders from DEO	2	4	-	-
PC7. understand from the despatcher about any delays or problems in outgoing consignments from the previous day	2	4	-	-
<i>Plan the operations</i>	10	32	-	-
PC9. confirm inventory and labour availability with supervisor and get an estimate of throughput time from the supervisor	1	5	-	-
PC10. ensure the availability of vehicles on time	1	5	-	-
PC11. calculate optimum utilization for containers/vehicles	1	2	-	-
PC12. co-ordinate with the loading team to load the vehicles	1	5	-	-
PC13. estimate the transport time for the consignment to reach the customer	1	2	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. in case of priorities/special needs, determine how much the consignment can be expedited at a reasonable cost	1	2	-	-
PC15. coordinate with warehouse loading supervisors as per developed loading plan	1	2	-	-
PC16. prepare a realistic estimate of when the consignment would reach the client by including some contingency time in the schedule to deal with unforeseen problems	3	9	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1110
NOS Name	Setup systems, update information and plan the operations for the day
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQF Clearance Date	27/01/2022

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LSC/N1111: Monitor status of consignments that are under way

Description

This unit is about monitoring status of consignments that are under way

Scope

The scope covers the following :

- Coordinate with trucking companies
- Follow up on consignments that are underway

Elements and Performance Criteria

Coordinate with trucking companies

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

- PC1.** contact the concerned person in the trucking companies, explain needs, make new bookings and arrange to have the new orders picked up.
- PC2.** follow up on existing truck bookings that have already been scheduled.
- PC3.** discuss any concerns regarding consignments already underway and have them addressed
- PC4.** liaise with transport company representatives in case of any issues/emergencies

Follow up on consignments that are underway

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

- PC5.** take stock of the current status of each ongoing consignment
- PC6.** continuously keep track of the news to alert drivers in case of any problems or concerns along the route
- PC7.** reroute the consignment if required and convey the change to the driver
- PC8.** continuously track all ongoing consignments and keep in touch with drivers to identify any issues or errors.
- PC9.** in case of problems, contact or respond to calls from the driver of the concerned truck and understand the issue
- PC10.** discuss possible solutions with the driver and agree on the corrective action to be taken.
- PC11.** contact local authorities and request their assistance if needed
- PC12.** log the issue and follow up with the driver to ensure that the transport of the consignment has resumed
- PC13.** update information on the estimated delivery time of the consignment accordingly.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of documentation used in organization and importance of the same
- KU2.** risk and impact of not following defined work, safety and security procedures

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- KU3.** records and log books to be maintained and the importance of the same
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** chain of command for reporting problems and status of delivery
- KU7.** value of items handled and implications of damage/loss of the same
- KU8.** knowledge of how the company deals with damage or pilferage
- KU9.** knowledge of transit rules and regulations.
- KU10.** knowledge of various clients and their requirements
- KU11.** implications of poor performance such as delayed pick-up, improper documentation and high error rate
- KU12.** an end to end understanding of all activities that will be done
- KU13.** nature of the products transported and the variances in their characteristics
- KU14.** detailed understanding of the tracking systems
- KU15.** ability to accurately estimate travel time required
- KU16.** understanding of common problems and solutions for the same
- KU17.** basic computer and system skills to operate and perform minor fixes
- KU18.** knowledge of processes and differences in processes across clients/products
- KU19.** knowledge of routes and ability to reroute if required
- KU20.** knowledge of controls and processes for operating computer terminal

Generic Skills (GS)

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

- GS1.** ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator
- GS2.** ability to develop operating procedures, improvements and create documents for internal understanding/use
- GS3.** good reading skills, ability to comprehend written instructions, standard operating procedures
- GS4.** read and understand documents required for all operational activities
- GS5.** read and understand instructions on how to use the tracking systems
- GS6.** communicate well with people of all levels
- GS7.** communicate with client/warehouse coordinators/internal staff effectively
- GS8.** share experiences and provide guidance to juniors and peers
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether a route change is required or not
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism
- GS14.** be a team player and achieve joint goals

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- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS17.** understand the customer timelines and ensure that they are met
- GS18.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS19.** handle day to day problems like delays, staffing shortage, etc
- GS20.** suggest methods to streamline the tracking process.
- GS21.** ability to keep track of the progress of each truck in real time
- GS22.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Coordinate with trucking companies</i>	7	23	-	-
PC1. contact the concerned person in the trucking companies, explain needs, make new bookings and arrange to have the new orders picked up.	3	9	-	-
PC2. follow up on existing truck bookings that have already been scheduled.	2	6	-	-
PC3. discuss any concerns regarding consignments already underway and have them addressed	2	6	-	-
PC4. liaise with transport company representatives in case of any issues/emergencies	-	2	-	-
<i>Follow up on consignments that are underway</i>	18	52	-	-
PC5. take stock of the current status of each ongoing consignment	2	6	-	-
PC6. continuously keep track of the news to alert drivers in case of any problems or concerns along the route	2	6	-	-
PC7. reroute the consignment if required and convey the change to the driver	2	6	-	-
PC8. continuously track all ongoing consignments and keep in touch with drivers to identify any issues or errors.	2	6	-	-
PC9. in case of problems, contact or respond to calls from the driver of the concerned truck and understand the issue	2	6	-	-
PC10. discuss possible solutions with the driver and agree on the corrective action to be taken.	2	6	-	-
PC11. contact local authorities and request their assistance if needed	2	6	-	-
PC12. log the issue and follow up with the driver to ensure that the transport of the consignment has resumed	2	6	-	-



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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. update information on the estimated delivery time of the consignment accordingly.	2	4	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1111
NOS Name	Monitor status of consignments that are under way
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
NSQF Level	4
Credits	2
Version	3.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQF Clearance Date	27/01/2022

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LSC/N1112: Confirm delivery is completed with client and report

Description

This unit is about confirming delivery is completed with client and reporting

Scope

The scope covers the following :

- Close deliveries with clients
- Report to management

Elements and Performance Criteria

Close deliveries with clients

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

- PC1.** check the tracking system to verify that the truck has reached the destination
- PC2.** call or email client to verify that the truck has arrived with the consignment in good condition.
- PC3.** complete any closing formalities that may be required at either end.
- PC4.** add any comments if required and close the consignment on the tracking system.
- PC5.** in case of delays, discrepancies etc. inform client representative

Report to management

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

- PC6.** escalate to manager receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments
- PC7.** prepare vendor rating report with details on which transporter provided vehicles on time, how many vehicles reached the destination on time ,etc
- PC8.** notify manager regarding any concerns faced during the day
- PC9.** provide daily report to manager regarding the condition of the routes, accidents or damage if any, delays, inability to meet an order, etc.
- PC10.** after obtaining the manager's approval, inform deo to place orders.
- PC11.** complete any forms as required by management.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of documentation used in organization and importance of the same
- KU2.** risk and impact of not following defined work, safety and security procedures
- KU3.** records and log books to be maintained and the importance of the same
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** chain of command for reporting problems and status of delivery

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- KU7.** value of items handled and implications of damage/loss of the same
- KU8.** knowledge of how the company deals with damage or pilferage
- KU9.** knowledge of transit rules and regulations
- KU10.** knowledge of various clients and their requirements
- KU11.** implications of poor performance such as delayed pick-up, improper documentation and high error rate
- KU12.** an end to end understanding of all activities that will be done
- KU13.** nature of the products transported and the variances in their characteristics
- KU14.** detailed understanding of the tracking systems
- KU15.** ability to accurately estimate travel time required
- KU16.** understanding of common problems and solutions for the same
- KU17.** basic computer and system skills to operate and perform minor fixes
- KU18.** knowledge of processes and differences in processes across clients/products
- KU19.** knowledge of routes and ability to reroute if required.
- KU20.** knowledge of controls and processes for operating computer terminal

Generic Skills (GS)

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

- GS1.** ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator.
- GS2.** ability to develop operating procedures, improvements and create documents for internal understanding/use
- GS3.** good reading skills, ability to comprehend written instructions, standard operating procedures
- GS4.** read and understand documents required for all operational activities
- GS5.** read and understand instructions on how to use the tracking systems
- GS6.** communicate well with people of all levels
- GS7.** communicate with client/warehouse coordinators/internal staff effectively
- GS8.** share experiences and provide guidance to juniors and peers
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether a route change is required or not.
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism.
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS17.** understand the customer timelines and ensure that they are met.
- GS18.** identify trends/common causes for errors and suggest possible solutions to the manager

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- GS19.** handle day to day problems like delays, staffing shortage, etc.
- GS20.** suggest methods to streamline the tracking process.
- GS21.** ability to keep track of the progress of each truck in real time.
- GS22.** ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Close deliveries with clients</i>	10	34	-	-
PC1. check the tracking system to verify that the truck has reached the destination	2	6	-	-
PC2. call or email client to verify that the truck has arrived with the consignment in good condition.	4	8	-	-
PC3. complete any closing formalities that may be required at either end.	2	8	-	-
PC4. add any comments if required and close the consignment on the tracking system.	2	6	-	-
PC5. in case of delays, discrepancies etc. inform client representative	-	6	-	-
<i>Report to management</i>	10	46	-	-
PC6. escalate to manager receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments	2	6	-	-
PC7. prepare vendor rating report with details on which transporter provided vehicles on time, how many vehicles reached the destination on time ,etc	2	6	-	-
PC8. notify manager regarding any concerns faced during the day	2	8	-	-
PC9. provide daily report to manager regarding the condition of the routes, accidents or damage if any, delays, inability to meet an order, etc.	2	8	-	-
PC10. after obtaining the manager's approval, inform deo to place orders.	2	8	-	-
PC11. complete any forms as required by management.	-	10	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1112
NOS Name	Confirm delivery is completed with client and report
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
NSQF Level	4
Credits	3
Version	3.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQF Clearance Date	27/01/2022

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LSC/N1113: Prepare for shift handover

Description

This unit is about preparing for shift handover

Scope

The scope covers the following :

- Update status of all consignments
- Shift handover to the next transport coordinator

Elements and Performance Criteria

Set up computer and tracking systems for operation

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

- PC1.** discuss with despatcher to understand if there is any delay and update the departure times of consignments
- PC2.** take note of consignments that had recently departed as well as those already underway
- PC3.** note down the consignments which had any issues or which have special priorities.
- PC4.** update the estimated arrival times of all consignment
- PC5.** inform customers on the updated estimates of arrival times if necessary

Update available information

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

- PC6.** clean up the work area for the next shift transport coordinator.
- PC7.** handover the log and any other documentation that was maintained for the shift.
- PC8.** briefly explain the important events and areas which require careful monitoring to the relieving transport coordinator

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** types of documentation used in organization and importance of the same
- KU2.** risk and impact of not following defined work, safety and security procedures
- KU3.** records and log books to be maintained and the importance of the same
- KU4.** security procedures to be followed
- KU5.** escalation matrix for reporting identified problems
- KU6.** chain of command for reporting problems and status of delivery
- KU7.** value of items handled and implications of damage/loss of the same
- KU8.** knowledge of how the company deals with damage or pilferage
- KU9.** knowledge of transit rules and regulations.

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- KU10.** knowledge of various clients and their requirements
- KU11.** implications of poor performance such as delayed pick-up, improper documentation and high error rate
- KU12.** an end to end understanding of all activities that will be done.
- KU13.** nature of the products transported and the variances in their characteristics
- KU14.** detailed understanding of the tracking systems
- KU15.** ability to accurately estimate travel time required
- KU16.** understanding of common problems and solutions for the same
- KU17.** basic computer and system skills to operate and perform minor fixes
- KU18.** knowledge of processes and differences in processes across clients/products
- KU19.** knowledge of routes and ability to reroute if required.
- KU20.** knowledge of controls and processes for operating computer terminal

Generic Skills (GS)

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

- GS1.** ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator
- GS2.** ability to develop operating procedures, improvements and create documents for internal understanding/use
- GS3.** good reading skills, ability to comprehend written instructions, standard operating procedures
- GS4.** read and understand documents required for all operational activities
- GS5.** read and understand instructions on how to use the tracking systems.
- GS6.** communicate well with people of all levels
- GS7.** communicate with client/warehouse coordinators/internal staff effectively
- GS8.** share experiences and provide guidance to juniors and peers
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether a route change is required or not.
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits
- GS13.** maintain schedules and punctuality. avoid absenteeism
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS17.** understand the customer timelines and ensure that they are met
- GS18.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS19.** handle day to day problems like delays, staffing shortage, etc
- GS20.** suggest methods to streamline the tracking process
- GS21.** ability to keep track of the progress of each truck in real time



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GS22. ability to concentrate on task at hand and complete it without errors

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Set up computer and tracking systems for operation</i>	15	51	-	-
PC1. discuss with despatcher to understand if there is any delay and update the departure times of consignments	3	9	-	-
PC2. take note of consignments that had recently departed as well as those already underway	3	9	-	-
PC3. note down the consignments which had any issues or which have special priorities.	3	11	-	-
PC4. update the estimated arrival times of all consignment	3	11	-	-
PC5. inform customers on the updated estimates of arrival times if necessary	3	11	-	-
<i>Update available information</i>	10	24	-	-
PC6. clean up the work area for the next shift transport coordinator.	3	11	-	-
PC7. handover the log and any other documentation that was maintained for the shift.	3	7	-	-
PC8. briefly explain the important events and areas which require careful monitoring to the relieving transport coordinator	4	6	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1113
NOS Name	Prepare for shift handover
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
NSQF Level	4
Credits	3
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

LSC/N1126: Maintain Health, Safety and security measures in coordinating transportation routes

Description

This unit is about maintaining Health, Safety and security measures in coordinating transportation routes

Scope

The scope covers the following :

- Identify and report all emergencies/accidents/safety breaches
- Inspect activity area and equipment to ensure it is in safe/working condition
- Maintain health, safety and security protocol during all activities

Elements and Performance Criteria

Identify and report all emergencies/accidents/ safety breaches

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

- PC1.** in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action
- PC2.** identify reasons for occurrence of incident
- PC3.** capture reasons and response/action taken into incident report/note to manager
- PC4.** report any deviations from standard protocol along with reasons (if any)

Inspect activity area and equipment to ensure it is in safe/working condition

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

- PC5.** visually inspect the activity area and equipment for appropriate and safe condition
- PC6.** report any issues related to equipment and activity area to the concerned personnel or management.
- PC7.** ensure all safety/emergency/medical equipment is readily accessible in case of any incident

Maintain health, safety and security protocol during all activities

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

- P8.** follow Material Safety Data Sheet (MSDS) and other security procedures as per company policy
- PC9.** follow all precautionary data handling procedures
- PC10.** maintain clean work table area
- PC11.** ensure data privacy and independence in all dealings
- PC12.** ensure ones own physical fitness is in good condition
- PC13.** follow all health and safety guidelines as per organizational procedures
- PC14.** ensure appropriate protocol is followed in case of any incident by all relevant staff

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

- GS1.** ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator
- GS2.** ability to develop operating procedures, improvements and create documents for internal understanding/use
- GS3.** good reading skills, ability to comprehend written instructions, standard operating procedures
- GS4.** read and understand documents required for all operational activities
- GS5.** read and understand instructions on how to use the tracking systems.
- GS6.** communicate well with people of all levels
- GS7.** communicate with client/warehouse coordinators/internal staff effectively
- GS8.** share experiences and provide guidance to juniors and peers
- GS9.** act objectively , rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
- GS10.** ability to make a judgment as to whether a route change is required or not
- GS11.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS12.** prioritize and execute tasks within the scheduled time limits

Qualification Pack

- GS13.** maintain schedules and punctuality. avoid absenteeism.
- GS14.** be a team player and achieve joint goals
- GS15.** flexibility to re-assess schedule in case of delays/additional orders
- GS16.** adjust according to volume, capacity and manpower needs during peak and non-peak hours
- GS17.** understand the customer timelines and ensure that they are met.
- GS18.** identify trends/common causes for errors and suggest possible solutions to the manager
- GS19.** handle day to day problems like delays, staffing shortage, etc.
- GS20.** suggest methods to streamline the tracking process.
- GS21.** ability to keep track of the progress of each truck in real time
- GS22.** ability to concentrate on task at hand and complete it without errors

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Identify and report all emergencies/accidents/ safety breaches</i>	4	16	-	-
PC1. in case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	1	4	-	-
PC2. identify reasons for occurrence of incident	1	4	-	-
PC3. capture reasons and response/action taken into incident report/note to manager	1	4	-	-
PC4. report any deviations from standard protocol along with reasons (if any)	1	4	-	-
<i>Inspect activity area and equipment to ensure it is in safe/working condition</i>	6	9	-	-
PC5. visually inspect the activity area and equipment for appropriate and safe condition	2	3	-	-
PC6. report any issues related to equipment and activity area to the concerned personnel or management.	2	3	-	-
PC7. ensure all safety/emergency/medical equipment is readily accessible in case of any incident	2	3	-	-
<i>Maintain health, safety and security protocol during all activities</i>	20	45	-	-
P8. follow Material Safety Data Sheet (MSDS) and other security procedures as per company policy	3	7	-	-
PC9. follow all precautionary data handling procedures	3	7	-	-
PC10. maintain clean work table area	3	7	-	-
PC11. ensure data privacy and independence in all dealings	3	7	-	-
PC12. ensure ones own physical fitness is in good condition	2	3	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. follow all health and safety guidelines as per organizational procedures	3	7	-	-
PC14. ensure appropriate protocol is followed in case of any incident by all relevant staff	3	7	-	-
NOS Total	30	70	-	-

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	LSC/N1126
NOS Name	Maintain Health, Safety and security measures in coordinating transportation routes
Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Vehicle Operations
NSQF Level	4
Credits	2
Version	2.0
Last Reviewed Date	NA
Next Review Date	27/01/2025
NSQC Clearance Date	27/01/2022

Qualification Pack

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:

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- 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.

Qualification Pack

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



Qualification Pack

- 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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	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	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	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	-	-	-	-
<i>Basic English Skills</i>	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	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Qualification Pack

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	-	-	-	-
<i>Communication Skills</i>	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	-	-	-	-
<i>Diversity & Inclusion</i>	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	-	-	-	-
<i>Financial and Legal Literacy</i>	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	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Entrepreneurship</i>	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	-	-	-	-
<i>Customer Service</i>	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	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	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	-	-

Qualification Pack

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	NA
Next Review Date	29/09/2025
NSQC Clearance Date	29/09/2022

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

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
LSC/N1110.Setup systems, update information and plan the operations for the day	25	75	-	-	100	20
LSC/N1111.Monitor status of consignments that are under way	25	75	-	-	100	20
LSC/N1112.Confirm delivery is completed with client and report	20	80	-	-	100	20
LSC/N1113.Prepare for shift handover	25	75	-	-	100	20
LSC/N1126.Maintain Health, Safety and security measures in coordinating transportation routes	30	70	-	-	100	10
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
Total	145	405	-	-	550	100



Qualification Pack

Acronyms

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

Qualification Pack

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.

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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.