

## QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR LOGISTICS INDUSTRY

### What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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## Introduction

### Qualifications Pack – Consignment Tracking Executive

**SECTOR:** LOGISTICS

**SUB-SECTOR:** Land Transportation

**OCCUPATION:** Consignment Tracking Executive

**REFERENCE ID:** LSC/Q1121

**ALIGNED TO:** NCO-2004/4133.90

**Brief Job Description:** Consignment Tracking Executives are also known as Consignment Trackers or Consignment Tracking Clerks. Individuals in this role are responsible for tracking each consignment at regular intervals as it moves from origin to its destination along the suggested route. They coordinate with the truck driver, transport companies and transport authorities to update real time information on the system.

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

|                          |                                |                  |            |
|--------------------------|--------------------------------|------------------|------------|
| Qualifications Pack Code | LSC/Q1121                      |                  |            |
| Job Role                 | Consignment Tracking Executive |                  |            |
| Credits (NSQF)           | TBD                            | Version number   | 1.0        |
| Sector                   | Logistics                      | Drafted on       | 02/02/2015 |
| Sub-sector               | Land Transportation            | Last reviewed on | 25/02/2015 |
| Occupation               | Consignment Tracking Executive | Next review date | 02/08/2016 |
| NSQC Clearance on        | 19/05/2015                     |                  |            |

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|--|--|
| Job Role   | Consignment Tracking Executive<br>(Consignment Tracker, Consignment Tracking Clerk)  |
| Role Description                                 | Follow up on the location of consignments in real time.  |
| NSQF level                                       | 3  |
| Minimum Educational Qualifications*              | Middle School (Class VIII)   |
| Maximum Educational Qualifications*              | Diploma/Degree (Engineering, Arts, Commerce, Science)  |
| Training<br>(Suggested but not mandatory)        | Training in coordinating with drivers and intermediaries.  |
| Minimum Job Entry Age                            | Above 18 years   |
| Experience                                       | No experience necessary  |
| Applicable National Occupational Standards (NOS) | <p><b>Compulsory:</b></p> <ol style="list-style-type: none"> <li>LSC/N1123 (<a href="#">Prepare For Tracking</a>)</li> <li>LSC/N1124 (<a href="#">Track Consignments</a>)</li> <li>LSC/N1125 (<a href="#">Perform Post Tracking Activities</a>)</li> <li>LSC/N1130 (<a href="#">Maintain Health, Safety and Security measures while tracking consignments</a>)</li> </ol> <p><b>Optional:</b><br/>Not Applicable</p> |
| Performance Criteria                             | As described in the relevant OS units  |

Definitions

| Keywords /Terms             | Description   |
|-----------------------------|---|
| Sector                      | Sector is a conglomeration of different business operations having similar businesses 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.  |
| Function                    | Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.                                      |
| Job Role                    | Job role defines a unique set of functions that together form a unique employment opportunity in an organization.   |
| 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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts. |
| Performance Criteria        | Performance Criteria are statements that together specify the standard of performance required when carrying out a task.  |
| NOS                         | NOS are Occupational Standards which apply uniquely in the Indian context.  |
| Qualifications Pack Code    | Qualifications Pack Code is a unique reference code that identifies a qualifications pack.  |
| Qualifications Pack         | Qualifications Pack comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification 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.  |
| Knowledge and Understanding | Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.   |
| Organizational Context      | Organizational Context includes the way the organization 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.  |

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# National Occupational Standard



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## Overview

This unit is about preparing for consignment tracking.

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|---|---|
| <b>Unit Code</b>  | LSC/N1123   |
| <b>Unit Title (Task)</b>  | Prepare for Tracking  |
| <b>Description</b>  | This unit is about preparing for tracking.  |
| <b>Scope</b>  | <p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Obtain all the necessary information</li> <li>Prepare computer and tracking systems</li> </ul>  |
| <b>Performance Criteria (PC) w.r.t. the Scope</b>   |   |
| <b>Element</b>  | <b>Performance Criteria</b>   |
| <b>Obtain all the necessary information</b>   | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain the work schedule, the list of trucks to be tracked for the day from the transport manager.</p> <p>PC2. Obtain the Lorry Receipts (LRs) from the consignment booking assistant and understand the details pertaining to each consignment.</p> <p>PC3. Find out if there is any trouble/natural disaster along any of the routes.</p> <p>PC4. Understand the status and priorities or special conditions (if any) among the consignments from the consignment tracking executive of the previous shift.</p> |
| <b>Prepare computer and tracking systems</b>  | <p>PC5. Switch on the computer and login using using company credentials.</p> <p>PC6. Check and ensure that the telephone, computer and tracking systems like GPS are working well without any issues.</p> <p>PC7. Ensure that any stationery required like paper, pens, etc. are available to quickly note down information if required.</p> <p>PC8. Have the list with the contact details of the trucking companies, checkposts, local authorities, etc. ready for easy reference.</p> <p>PC9. Make sure any issues/problems are solved before starting work.</p>                              |
| <b>Knowledge and Understanding (K)</b>  |   |
| <b>A. Organizational Context</b><br>(Knowledge of the company / organization and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation used in organization and importance of the same</p> <p>KA2. Risk and impact of not following defined work, safety and security procedures</p> <p>KA3. Records to be maintained and the importance of the same</p> <p>KA4. Security procedures to be followed</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Chain of command for reporting problems</p> <p>KA7. Knowledge of how the company deals with issues while transporting consignments</p>                |

LSC/N1123

**Prepare For Tracking**

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|  | <p>KA8. Knowledge of transit rules and regulations.</p> <p>KA9. Knowledge of various clients and their requirements</p> <p>KA10. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</p> <p>KA11. An end to end understanding of all activities that will be done.</p> <p>KA12. Nature of the products transported and the variances in their characteristics</p>   |
| <p><b>B. Technical Knowledge</b></p>             | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Detailed understanding of the tracking systems</p> <p>KB2. Ability to accurately estimate travel time required</p> <p>KB3. Understanding of common problems and solutions for the same</p> <p>KB4. Basic computer and system skills to operate and perform minor fixes</p> <p>KB5. Knowledge of processes and differences in processes across clients/products</p> <p>KB6. Knowledge of routes and ability to reroute if required.</p> <p>KB7. Knowledge of controls and processes for operating computer terminal</p> <p>KB8. Ability to anticipate problems.</p>   |
| <p><b>Skills (S)</b></p>                         |  |
| <p><b>A. Core Skills/<br/>Generic Skills</b></p> | <p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to make note of instructions for the relieving consignment tracking executive.</p> <p>SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Good reading skills, ability to comprehend written instructions, standard operating procedures</p> <p>SA4. Read and understand documents required for all operational activities</p> <p>SA5. Read and understand instructions on how to use the tracking systems.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate well with people of all levels</p> <p>SA7. Communicate with client/warehouse coordinators/internal staff effectively</p> <p>SA8. Share experiences and provide guidance to juniors and peers</p> |
| <p><b>B. Professional Skills</b></p>             | <p><b>Decision Making</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations</p>   |

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**Prepare For Tracking**

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|  | SB2. Ability to make a judgment as to whether an issue is too serious enough to be escalated or not.   |
|  | <b>Plan and organize</b>   |
|  | The user/individual on the job needs to know and understand how to:                                    |
|  | SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours            |
|  | SB4. Prioritize and execute tasks within the scheduled time limits                                     |
|  | SB5. Maintain schedules and punctuality. Avoid absenteeism.  |
|  | SB6. Be a team player and achieve joint goals  |
|  | SB7. Flexibility to re-assess schedule in case of delays/additional orders                             |
|  | <b>Customer centricity</b>   |
|  | The user/individual on the job needs to know and understand how to:                                    |
|  | SB8. Understand the customer timelines and ensure that they are met.                                   |
|  | <b>Problem Solving</b>   |
|  | The user/individual on the job needs to know and understand how to:                                    |
|  | SB9. Identify trends/common causes for errors and suggest possible solutions to the transport manager. |
|  | SB10. Handle day to day problems like delays, staffing shortage, etc.                                  |
|  | <b>Analytical Skills</b>   |
|  | The user/individual on the job needs to know and understand how to:                                    |
|  | SB11. Suggest methods to streamline the tracking process.  |
|  | SB12. Ability to keep track of the progress of each truck in real time.                                |
|  | <b>Critical Thinking Skills</b>  |
|  | The user/individual on the job needs to know and understand how to:                                    |
|  | SB13. Ability to concentrate on task at hand and complete it without errors                            |



## NOS Version Control

|                            |                                       |                         |                   |
|----------------------------|---------------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>LSC/N1123</b>                      |                         |                   |
| <b>Credits(NSQF)</b>       | <b>TBD</b>                            | <b>Version number</b>   | <b>1.0</b>        |
| <b>Industry</b>            | <b>Logistics</b>                      | <b>Drafted on</b>       | <b>02/02/2015</b> |
| <b>Industry Sub-sector</b> | <b>Land Transportation</b>            | <b>Last reviewed on</b> | <b>25/02/2015</b> |
| <b>Occupation</b>          | <b>Consignment Tracking Executive</b> | <b>Next review date</b> | <b>02/08/2016</b> |





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# National Occupational Standard



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## Overview

This unit is about tracking consignments.

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|--------------------------------|--|--|
| National Occupational Standard | <b>Unit Code</b>   | LSC/N1124  |
|                                | <b>Unit Title (Task)</b>                                   | Track Consignments   |
|                                | <b>Description</b>   | This OS unit is about tracking consignments.   |
|                                | <b>Scope</b>   | The unit/ task covers the following: <ul style="list-style-type: none"> <li>• Monitor status of each consignment</li> <li>• Check in with driver, authorities and report issues</li> </ul>   |
|                                | <b>Performance Criteria (PC)</b>                           |  |
|                                | <b>Element</b>   | <b>Performance Criteria</b>  |
|                                | <b>Monitor status of each consignment</b>                  | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Use the details provided in the LR and check on each consignment using the system.</p> <p>PC2. Check whether the truck is on the right route as specified in the system.</p> <p>PC3. Determine whether the truck has covered sufficient distance and would reach the destination on time.</p> <p>PC4. Find out if there has been any route changes or any other changes in paperwork for any consignment in the system and note it down to inform the driver. Identify and note down any truck that has reported any issues/problems/delays in the system.</p> <p>PC5. Identify and note down any truck that has reported any issues/problems/delays in the system and accordingly inform the supervisor for any other alternate arrangements.</p>                             |
|                                | <b>Check in with driver, authorities and report issues</b> | <p>PC6. Call up the drivers of the trucks that have not reported any information.</p> <p>PC7. If the driver is not reachable, determine where the truck should be at the moment. Backtrack journey based on any previous information.</p> <p>PC8. Check with check post officials and transport authorities whether the truck passed through the check post and when.</p> <p>PC9. Note down any information obtained.</p> <p>PC10. For trucks that had reported delays or problems, call up the driver and understand the cause.</p> <p>PC11. If it is a normal reason (like flat tyre, fuels stop, etc.), find out from the driver when the journey would resume and note it down.</p> <p>PC12. If there is any technical issue which the driver would not be able to handle, arrange to have the nearest technical service providers provide assistance.</p> |

**Track Consignments**

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|   | <p>PC13. If there are any other reasons like documentation problems or accidents, escalate it to the transport coordinator or the transport manager.</p> <p>PC14. Remind drivers of route changes/special weather conditions if any and make sure that they are aware of it.</p> <p>PC15. Update Transport Manager / Outbound team / Customer in case of any delays.</p>  |
| <b>Knowledge and Understanding (K)</b>  |   |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation used in organization and importance of the same</p> <p>KA2. Risk and impact of not following defined work, safety and security procedures</p> <p>KA3. Records to be maintained and the importance of the same</p> <p>KA4. Security procedures to be followed</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Chain of command for reporting problems</p> <p>KA7. Knowledge of how the company deals with issues while transporting consignments</p> <p>KA8. Knowledge of transit rules and regulations.</p> <p>KA9. Knowledge of various clients and their requirements</p> <p>KA10. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</p> <p>KA11. An end to end understanding of all activities that will be done.</p> <p>KA12. Nature of the products transported and the variances in their characteristics</p> |
| <p><b>B. Technical Knowledge</b></p>  | <p>The user/individual on the job needs to know and understand:</p> <p>KB1. Detailed understanding of the tracking systems</p> <p>KB2. Ability to accurately estimate travel time required</p> <p>KB3. Understanding of common problems and solutions for the same</p> <p>KB4. Basic computer and system skills to operate and perform minor fixes</p> <p>KB5. Knowledge of processes and differences in processes across clients/products</p> <p>KB6. Knowledge of routes and ability to reroute if required.</p> <p>KB7. Knowledge of controls and processes for operating computer terminal</p> <p>KB8. Ability to anticipate problems.</p>  |
| <b>Skills (S)</b>   |   |
| <p><b>A. Core Skills/ Generic Skills</b></p>  | <p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to make note of instructions for the relieving consignment tracking executive.</p> <p>SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p>   |

|                               |  |
|-------------------------------|--|
|                               | <b>Reading Skills</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SA3. Good reading skills, ability to comprehend written instructions, standard operating procedures<br>SA4. Read and understand documents required for all operational activities<br>SA5. Read and understand instructions on how to use the tracking systems.  |
|                               | <b>Oral Communication (Listening and Speaking skills)</b>  |
|                               | The user/individual on the job needs to know and understand how to:<br>SA6. Communicate well with people of all levels<br>SA7. Communicate with client/warehouse coordinators/internal staff effectively<br>SA8. Share experiences and provide guidance to juniors and peers   |
| <b>B. Professional Skills</b> | <b>Decision Making</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations<br>SB2. Ability to make a judgment as to whether an issue is too serious enough to be escalated or not.  |
|                               | <b>Plan and organize</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours<br>SB4. Prioritize and execute tasks within the scheduled time limits<br>SB5. Maintain schedules and punctuality. Avoid absenteeism.<br>SB6. Be a team player and achieve joint goals<br>SB7. Flexibility to re-assess schedule in case of delays/additional orders |
|                               | <b>Customer centricity</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB8. Understand the customer timelines and ensure that they are met.  |
|                               | <b>Problem Solving</b>   |
|                               | The user/individual on the job needs to know and understand how to:<br>SB9. Identify trends/common causes for errors and suggest possible solutions to the transport manager.<br>SB10. Handle day to day problems like delays, staffing shortage, etc.   |

LSC/N1124

**Track Consignments**

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|--|---|
|  | <b>Analytical Skills</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB11. Suggest methods to streamline the tracking process.<br>SB12. Ability to keep track of the progress of each truck in real time. |
|  | <b>Critical Thinking Skills</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB13. Ability to concentrate on task at hand and complete it without errors  |



LSC/N1124

## NOS Version Control

|                            |                                       |                         |                   |
|----------------------------|---------------------------------------|-------------------------|-------------------|
| <b>NOS Code</b>            | <b>LSC/N1124</b>                      |                         |                   |
| <b>Credits(NSQF)</b>       | <b>TBD</b>                            | <b>Version number</b>   | <b>1.0</b>        |
| <b>Industry</b>            | <b>Logistics</b>                      | <b>Drafted on</b>       | <b>02/02/2015</b> |
| <b>Industry Sub-sector</b> | <b>Land Transportation</b>            | <b>Last reviewed on</b> | <b>25/02/2015</b> |
| <b>Occupation</b>          | <b>Consignment Tracking Executive</b> | <b>Next review date</b> | <b>02/08/2016</b> |



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# National Occupational Standard



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## Overview

This unit is about performing post tracking activities.



|                                |  |   |
|--------------------------------|--|---|
| National Occupational Standard | <b>Unit Code</b>                                     | LSC/N1125   |
|                                | <b>Unit Title (Task)</b>                             | Perform Post Tracking Activities  |
|                                | <b>Description</b>                                   | This unit is about performing post tracking activities  |
|                                | <b>Scope</b>   | <p>The OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>• Update consignment information in the system</li> <li>• Report to management</li> <li>• Log off computer, clean up and handover shift</li> </ul>   |
|                                | <b>Performance Criteria (PC) w.r.t. the Scope</b>    |   |
|                                | <b>Element</b>                                       | <b>Performance Criteria</b>   |
|                                | <b>Update consignment information in the system</b>  | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Input the location of each consignment, reasons for delays if any and other issues.</p> <p>PC2. Based on progress, update the expected arrival time.</p> <p>PC3. Coordinate with the technical support providers to ensure that they reach the truck and provide service.</p> <p>PC4. Check with drivers at regular intervals to find out if the problems have been resolved and that the journey has resumed.</p> <p>PC5. Update the information in the system at regular intervals.</p> <p>PC6. Make sure all the flagged consignments which had not reported progress have been followed up on.</p> <p>PC7. If any consignment could not be tracked through call or by the authorities, escalate it to the transport manager as priority.</p> <p>PC8. Close the order in the system if it has reached its destination.</p> |
|                                | <b>Report to management</b>                          | <p>PC9. Inform the transport manager about any delays, issues with authorities, etc.</p> <p>PC10. Report any issues faced in contacting drivers or inability to track a particular consignment during the shift.</p> <p>PC11. Prepare reports on the troublesome routes, reasons for delays, etc.</p>   |
|                                | <b>Log off computer, clean up and handover shift</b> | <p>PC12. Save all data, safely log off and switch off the computer.</p> <p>PC13. Dispose any unnecessary documents or papers.</p> <p>PC14. Clean up the work area for shift handover.</p>   |

LSC/N1125

**Perform Post Tracking Activities**

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|---|--|
|   | <p>PC15. Brief the relieving consignment tracking executive about the important happening of the shift and the work to be done in the next shift.</p>  |
| <p><b>Knowledge and Understanding (K)</b></p>   |  |
| <p><b>A. Organizational Context</b><br/>(Knowledge of the company / organization and its processes)</p> | <p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> <li>KA1. Types of documentation used in organization and importance of the same</li> <li>KA2. Risk and impact of not following defined work, safety and security procedures</li> <li>KA3. Records to be maintained and the importance of the same</li> <li>KA4. Security procedures to be followed</li> <li>KA5. Escalation matrix for reporting identified problems</li> <li>KA6. Chain of command for reporting problems</li> <li>KA7. Knowledge of how the company deals with issues while transporting consignments</li> <li>KA8. Knowledge of transit rules and regulations.</li> <li>KA9. Knowledge of various clients and their requirements</li> <li>KA10. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</li> <li>KA11. An end to end understanding of all activities that will be done.</li> <li>KA12. Nature of the products transported and the variances in their characteristics</li> </ul> |
| <p><b>B. Technical Knowledge</b></p>  | <ul style="list-style-type: none"> <li>KB1. Detailed understanding of the tracking systems</li> <li>KB2. Ability to accurately estimate travel time required</li> <li>KB3. Understanding of common problems and solutions for the same</li> <li>KB4. Basic computer and system skills to operate and perform minor fixes</li> <li>KB5. Knowledge of processes and differences in processes across clients/products</li> <li>KB6. Knowledge of routes and ability to reroute if required.</li> <li>KB7. Knowledge of controls and processes for operating computer terminal</li> <li>KB8. Ability to anticipate problems.</li> </ul>  |
| <p><b>Skills (S)</b></p>  |  |
| <p><b>A. Core Skills/ Generic Skills</b></p>  | <p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> <li>SA1. Ability to make note of instructions for the relieving consignment tracking executive.</li> </ul>   |

LSC/N1125

**Perform Post Tracking Activities**

|   |  |
|---|--|
|   | SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use   |
|   | <b>Reading Skills</b>  |
|   | The user/individual on the job needs to know and understand how to:<br>SA3. Good reading skills, ability to comprehend written instructions, standard operating procedures<br>SA4. Read and understand documents required for all operational activities<br>SA5. Read and understand instructions on how to use the tracking systems.  |
|   | <b>Oral Communication (Listening and Speaking skills)</b>  |
|   | The user/individual on the job needs to know and understand how to:<br>SA6. Communicate well with people of all levels<br>SA7. Communicate with client/warehouse coordinators/internal staff effectively<br>SA8. Share experiences and provide guidance to juniors and peers   |
| <b>B. Professional Skills</b>   | <b>Decision Making</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations<br>SB2. Ability to make a judgment as to whether an issue is too serious enough to be escalated or not.  |
|   | <b>Plan and organize</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours<br>SB4. Prioritize and execute tasks within the scheduled time limits<br>SB5. Maintain schedules and punctuality. Avoid absenteeism.<br>SB6. Be a team player and achieve joint goals<br>SB7. Flexibility to re-assess schedule in case of delays/additional orders |
|   | <b>Customer centricity</b>   |
|   | The user/individual on the job needs to know and understand how to:<br>SB8. Understand the customer timelines and ensure that they are met.  |
|   | <b>Problem Solving</b>   |
| The user/individual on the job needs to know and understand how to:<br>SB9. Identify trends/common causes for errors and suggest possible solutions to the transport manager. |  |

LSC/N1125

**Perform Post Tracking Activities**

|  |   |
|--|---|
|  | SB10. Handle day to day problems like delays, staffing shortage, etc.   |
|  | <b>Analytical Skills</b>  |
|  | The user/individual on the job needs to know and understand how to:<br>SB11. Suggest methods to streamline the tracking process.<br>SB12. Ability to keep track of the progress of each truck in real time. |
|  | <b>Critical Thinking Skills</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB13. Ability to concentrate on task at hand and complete it without errors  |



## NOS Version Control

|                            |                                |                         |            |
|----------------------------|--------------------------------|-------------------------|------------|
| <b>NOS Code</b>            | LSC/N1125                      |                         |            |
| <b>Credits(NSQF)</b>       | TBD                            | <b>Version number</b>   | 1.0        |
| <b>Industry</b>            | Logistics                      | <b>Drafted on</b>       | 02/02/2015 |
| <b>Industry Sub-sector</b> | Land Transportation            | <b>Last reviewed on</b> | 25/02/2015 |
| <b>Occupation</b>          | Consignment Tracking Executive | <b>Next review date</b> | 02/08/2016 |



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# National Occupational Standard



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## Overview

This unit is about maintaining health and safety measures while tracking consignments

|                                |  |   |
|--------------------------------|--|---|
| National Occupational Standard | <b>Unit Code</b>   | LSC/N1130   |
|                                | <b>Unit Title (Task)</b>   | Maintain Health, Safety and Security Measures while tracking consignments   |
|                                | <b>Description</b>   | This unit is about health and safety measures   |
|                                | <b>Scope</b>   | <p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> <li>Maintain health, safety and security measures during all activities</li> </ul>  |
|                                | <b>Performance Criteria(PC) w.r.t. the Scope</b>   |   |
|                                | <b>Element</b>   | <b>Performance Criteria</b>   |
|                                | <b>Maintain health, safety and security measures during all activities</b>                   | <p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow all security procedures as per company policy.</p> <p>PC2. Follow all precautionary data handling procedures</p> <p>PC3. Maintain clean work table area.</p> <p>PC4. Ensure data privacy and independence in all dealings.</p> <p>PC5. Recognize and report unsafe conditions and practices.</p> <p>PC6. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action</p> <p>PC7. Identify reasons for occurrence of incident</p> <p>PC8. Capture reasons and response/action taken into incident report/note to manager</p> <p>PC9. Report any deviations from standard protocol along with reasons (if any)</p> <p>PC10. Visually inspect the activity area and equipment for appropriate and safe condition.</p> |
|                                | <b>Knowledge and Understanding (K)</b>   |   |
|                                | <b>A. Organizational Context</b> (Knowledge of the company / organization and its processes) | <p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation used in organization and importance of the same</p> <p>KA2. Risk and impact of not following defined work, safety and security procedures</p> <p>KA3. Records to be maintained and the importance of the same</p> <p>KA4. Security procedures to be followed</p> <p>KA5. Escalation matrix for reporting identified problems</p> <p>KA6. Chain of command for reporting problems</p>   |



LSC/N1130

**Maintain Health, Safety and Security Measures while tracking consignments**

|  |  |
|--|--|
|  | <p>KA7. Knowledge of how the company deals with issues while transporting consignments</p> <p>KA8. Knowledge of transit rules and regulations.</p> <p>KA9. Knowledge of various clients and their requirements</p> <p>KA10. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</p> <p>KA11. An end to end understanding of all activities that will be done.</p> <p>KA12. Nature of the products transported and the variances in their characteristics</p>  |
| <p><b>B. Technical Knowledge</b></p>         | <p>KB1. Detailed understanding of the tracking systems</p> <p>KB2. Ability to accurately estimate travel time required</p> <p>KB3. Understanding of common problems and solutions for the same</p> <p>KB4. Basic computer and system skills to operate and perform minor fixes</p> <p>KB5. Knowledge of processes and differences in processes across clients/products</p> <p>KB6. Knowledge of routes and ability to reroute if required.</p> <p>KB7. Knowledge of controls and processes for operating computer terminal</p> <p>KB8. Ability to anticipate problems.</p>   |
| <p><b>Skills (S)</b></p>                     |  |
| <p><b>A. Core Skills/ Generic Skills</b></p> | <p><b>Writing Skills</b></p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to make note of instructions for the relieving consignment tracking executive.</p> <p>SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p> <p><b>Reading Skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. Good reading skills, ability to comprehend written instructions, standard operating procedures</p> <p>SA4. Read and understand documents required for all operational activities</p> <p>SA5. Read and understand instructions on how to use the tracking systems.</p> <p><b>Oral Communication (Listening and Speaking skills)</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate well with people of all levels</p> <p>SA7. Communicate with client/warehouse coordinators/internal staff effectively</p> <p>SA8. Share experiences and provide guidance to juniors and peers</p> |

LSC/N1130

**Maintain Health, Safety and Security Measures while tracking consignments**

|  |  |
|--|--|
| <b>B. Professional Skills</b>  | <b>Decision Making</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations<br>SB2. Ability to make a judgment as to whether an issue is serious enough to be escalated or not.  |
|  | <b>Plan and organize</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours<br>SB4. Prioritize and execute tasks within the scheduled time limits<br>SB5. Maintain schedules and punctuality. Avoid absenteeism.<br>SB6. Be a team player and achieve joint goals<br>SB7. Flexibility to re-assess schedule in case of delays/additional orders |
|  | <b>Customer centricity</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB8. Understand the customer timelines and ensure that they are met.  |
|  | <b>Problem Solving</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB9. Identify trends/common causes for errors and suggest possible solutions to the transport manager.<br>SB10. Handle day to day problems like delays, staffing shortage, etc.   |
|  | <b>Analytical Skills</b>   |
|  | The user/individual on the job needs to know and understand how to:<br>SB11. Suggest methods to streamline the tracking process.<br>SB12. Ability to keep track of the progress of each truck in real time.  |
| <b>Critical Thinking Skills</b>  |  |
| The user/individual on the job needs to know and understand how to:<br>SB13. Ability to concentrate on task at hand and complete it without errors |  |

## NOS Version Control

|                            |                                |                         |            |
|----------------------------|--------------------------------|-------------------------|------------|
| <b>NOS Code</b>            | LSC/N1130                      |                         |            |
| <b>Credits(NSQF)</b>       | TBD                            | <b>Version number</b>   | 1.0        |
| <b>Industry</b>            | Logistics                      | <b>Drafted on</b>       | 25/02/2015 |
| <b>Industry Sub-sector</b> | Land Transportation            | <b>Last reviewed on</b> | 25/02/2015 |
| <b>Occupation</b>          | Consignment Tracking Executive | <b>Next review date</b> | 25/08/2016 |



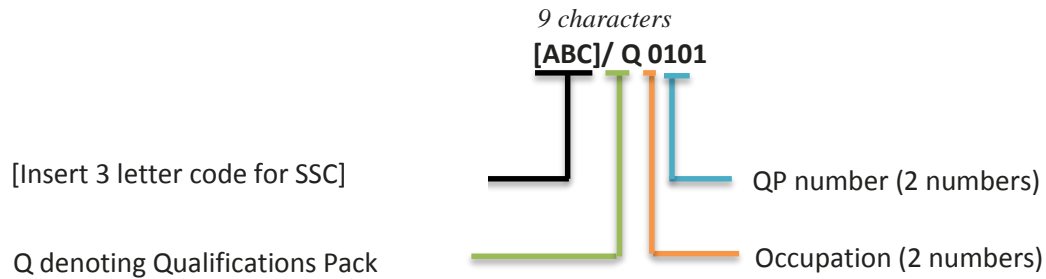
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## Qualifications Pack for Consignment Tracking Executive

### Annexure

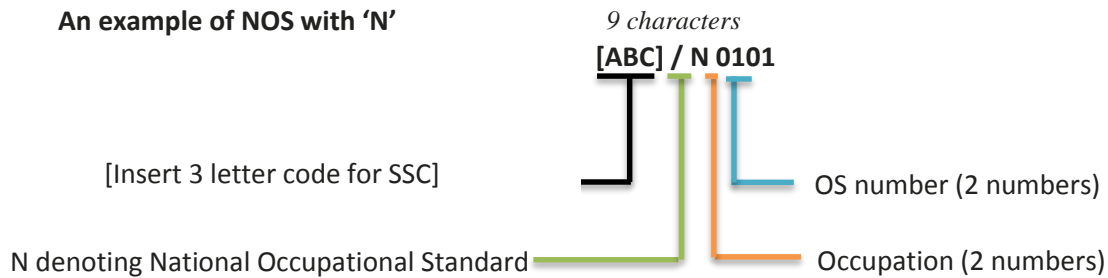
#### Nomenclature for QP and NOS

##### Qualifications Pack



##### Occupational Standard

##### An example of NOS with 'N'



### Qualifications Pack For Consignment Tracking Executive

The following acronyms/codes have been used in the nomenclature above:

| Sub-sector              | Range of Occupation numbers |
|-------------------------|-----------------------------|
| Warehousing Storage     | 21,23                       |
| Warehouse Packaging     | 22,23                       |
| Land Transportation     | 11,14                       |
| Shipping Transportation | 12,14                       |
| Air Transportation      | 13                          |
| Courier                 | 30                          |

| Sequence         | Description       | Example |
|------------------|-------------------|---------|
| Three letters    | Industry name     | LSC     |
| Slash            | /                 | /       |
| Next letter      | Whether QP or NOS | N       |
| Next two numbers | Occupation code   | 01      |
| Next two numbers | OS number         | 01      |

## Qualifications Pack For Consignment Tracking Executive

### CRITERIA FOR ASSESSMENT OF TRAINEES

**Job Role:** Consignment Tracking Executive

**Qualification Pack:** LSC/Q1121

**Sector Skill Council:** LSC

#### Guidelines for Assessment

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory and skill practical part for each candidate at each examination/training center.
4. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
5. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

| Assessment outcomes                    | Assessment Criteria for outcomes   | Marks Allocation |        |        |                  |
|--|--|------------------|--------|--------|------------------|
|  |  | Total Marks      | Out of | Theory | Skills Practical |
| 1. LSC/N1123<br>(Prepare for Tracking) | PC1. Obtain the work schedule, the list of trucks to be tracked for the day from the transport manager.  | <b>100</b>       | 13     | 2      | 11               |
|  | PC2. Obtain the Lorry Receipts (LRs) from the consignment booking assistant and understand the details pertaining to each consignment.                         |                  | 12     | 3      | 9                |
|  | PC3. Find out if there is any trouble/natural disaster along any of the routes.  |                  | 9      | 2      | 7                |
|  | PC4. Understand the status and priorities or special conditions (if any) among the consignments from the consignment tracking executive of the previous shift. |                  | 8      | 2      | 6                |
|  | PC5. Switch on the computer and login using using company credentials.   |                  | 12     | 2      | 10               |
|  | PC6. Check and ensure that the telephone, computer and tracking systems like GPS are working well without any issues.  |                  | 15     | 3      | 12               |

*Qualifications Pack For Consignment Tracking Executive*

| Assessment outcomes                           | Assessment Criteria for outcomes   | Marks Allocation |        |        |                  |
|---|--|------------------|--------|--------|------------------|
|   |  | Total Marks      | Out of | Theory | Skills Practical |
|   | PC7. Ensure that any stationery required like paper, pens, etc. are available to quickly note down information if required.                  |                  | 10     | 2      | 8                |
|   | PC8. Have the list with the contact details of the trucking companies, checkpoints, local authorities, etc. ready for easy reference.        |                  | 11     | 2      | 9                |
|   | PC9. Make sure any issues/problems are solved before starting work.  |                  | 10     | 2      | 8                |
|   |  | <b>Total</b>     | 100    | 20     | 80               |
|   |  |                  |        |        |                  |
| 2.LSC/N1124<br>(Perform Consignment Tracking) | PC1. Use the details provided in the LR and check on each consignment using the system.  | <b>100</b>       | 9      | 3      | 6                |
|   | PC2. Check whether the truck is on the right route as specified in the system.   |                  | 8      | 2      | 6                |
|   | PC3. Determine whether the truck has covered sufficient distance and would reach the destination on time.                                    |                  | 5      | 2      | 3                |
|   | PC4. Find out if there has been any route changes for any consignment in the system and note it down to inform the driver.                   |                  | 4      | 1      | 3                |
|   | PC5. Identify and note down any truck that has reported any issues/problems/delays in the system.  |                  | 5      | 2      | 3                |
|   | PC6. Note down any trucks that have not reported any information and raise flags in the system to follow up on.                              |                  | 6      | 2      | 4                |
|   | PC7. Call up the drivers of the trucks that have not reported any information.   |                  | 11     | 2      | 9                |
|   | PC8. If the driver is not reachable, determine where the truck should be at the moment. Backtrack journey based on any previous information. |                  | 8      | 2      | 6                |
|   | PC9. Check with check post officials and transport authorities whether the truck passed through the check post and when.                     |                  | 8      | 2      | 6                |
|   | PC10. Note down any information obtained.  |                  | 6      | 2      | 4                |
|   | PC11. For trucks that had reported delays or problems, call up the driver and understand the cause.  |                  | 6      | 2      | 4                |



*Qualifications Pack For Consignment Tracking Executive*

| Assessment outcomes                      | Assessment Criteria for outcomes  | Marks Allocation |        |        |                  |
|--|---|------------------|--------|--------|------------------|
|  |   | Total Marks      | Out of | Theory | Skills Practical |
|  | PC12. If it is a normal reason (like flat tyre, fuels stop, etc.), find out from the driver when the journey would resume and note it down.                     |                  | 6      | 2      | 4                |
|  | PC13. If there is any technical issue which the driver would not be able to handle, arrange to have the nearest technical service providers provide assistance. |                  | 5      | 1      | 4                |
|  | PC14. If there are any other reasons like documentation problems or accidents, escalate it to the transport coordinator or the transport manager.               |                  | 6      | 2      | 4                |
|  | PC15. Remind drivers of route changes/special weather conditions if any and make sure that they are aware of it.  |                  | 5      | 2      | 3                |
|  | PC16. Update Transport Manager / Outbound team / Customer in case of any delays.  |                  | 2      | 1      | 1                |
|  |   | <b>Total</b>     | 100    | 30     | 70               |
| 3. LSC /N1125 (Post Tracking Activities) | PC1. Input the location of each consignment, reasons for delays if any and other issues.  | <b>100</b>       | 6      | 2      | 4                |
|  | PC2. Based on progress, update the expected arrival time.   |                  | 8      | 2      | 6                |
|  | PC3. Coordinate with the technical support providers to ensure that they reach the truck and provide service.   |                  | 8      | 1      | 7                |
|  | PC4. Check with drivers at regular intervals to find out if the problems have been resolved and that the journey has resumed.                                   |                  | 7      | 2      | 5                |
|  | PC5. Update the information in the system at regular intervals.   |                  | 6      | 1      | 5                |
|  | PC6. Make sure all the flagged consignments which had not reported progress have been followed up on.   |                  | 7      | 1      | 6                |
|  | PC7. If any consignment could not be tracked through call or by the authorities, escalate it to the transport manager as priority.                              |                  | 7      | 1      | 6                |
|  | PC8. Close the order in the system if it has reached its destination.   |                  | 7      | 2      | 5                |
|  | PC9. Inform the transport manager about any delays, issues with authorities, etc.   |                  | 7      | 1      | 6                |

*Qualifications Pack For Consignment Tracking Executive*

| Assessment outcomes  | Assessment Criteria for outcomes   | Marks Allocation |        |        |                  |
|--|--|------------------|--------|--------|------------------|
|  |  | Total Marks      | Out of | Theory | Skills Practical |
|  | PC10. Report any issues faced in contacting drivers or inability to track a particular consignment during the shift.                           |                  | 7      | 1      | 6                |
|  | PC11. Prepare reports on the troublesome routes, reasons for delays, etc.  |                  | 7      | 1      | 6                |
|  | PC12. Save all data, safely log off and switch off the computer.   |                  | 6      | 2      | 4                |
|  | PC13. Dispose any unnecessary documents or papers.   |                  | 6      | 1      | 5                |
|  | PC14. Clean up the work area for shift handover.   |                  | 4      | 1      | 3                |
|  | PC15. Brief the relieving consignment tracking executive about the important happening of the shift and the work to be done in the next shift. |                  | 7      | 1      | 6                |
|  |  | <b>Total</b>     | 100    | 20     | 80               |
| 4. LSC/N1130 (Maintain Health, Safety and Security Measures while tracking consignments) | PC1. Follow all security procedures as per company policy.   | <b>100</b>       | 10     | 3      | 7                |
|  | PC2. Follow all precautionary data handling procedures   |                  | 10     | 3      | 7                |
|  | PC3. Maintain clean work table area.   |                  | 10     | 3      | 7                |
|  | PC4. Ensure data privacy and independence in all dealings.   |                  | 10     | 3      | 7                |
|  | PC5. Recognize and report unsafe conditions and practices.   |                  | 10     | 3      | 7                |
|  | PC6. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action   |                  | 10     | 3      | 7                |
|  | PC7. Identify reasons for occurrence of incident   |                  | 10     | 3      | 7                |
|  | PC8. Capture reasons and response/action taken into incident report/note to manager  |                  | 10     | 3      | 7                |
|  | PC9. Report any deviations from standard protocol along with reasons (if any)  |                  | 10     | 3      | 7                |
|  | PC10. Visually inspect the activity area and equipment for appropriate and safe condition.   |                  | 10     | 3      | 7                |
|  |  | <b>Total</b>     | 100    | 30     | 70               |



## *Qualifications Pack For Consignment Tracking Executive*

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