

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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Contents

1. Introduction and Contacts.....P.1
2. Qualifications Pack.....P.2
3. OS Units.....P.2
4. Glossary of Key TermsP.3
5. Annexure:Nomenclature for QP & NOS..P.25
6. Assessment Criteria.....P.27

Introduction

Qualifications Pack – Transport Consolidator

SECTOR: LOGISTICS

SUB-SECTOR: Land Transportation

OCCUPATION: Transport Consolidator

REFERENCE ID: LSC/Q1119

ALIGNED TO: NCO-2004/1226.54

Brief Job Description: Transport Consolidators are also known as Transport Order Mergers or Consolidators. Individuals in this role typically consolidate smaller or numerous loads/orders according to destination that pass through their station or hub into outbound trucks for final delivery.

Personal Attributes: This job requires the individual to work well with various individuals including truck drivers, warehouse representatives and route coordinators. The individual must be able to prioritize and execute tasks within scheduled time limits. The individual should be able to maintain high concentration levels and have a thorough understanding of routes and vehicle loads.

Qualifications Pack Code	LSC/Q1119		
Job Role	Transport Consolidator		
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	Transport Consolidator	Next review date	02/08/2016
NSQC Clearance on	19/05/2015		

Job Role	Transport Consolidator (Consolidator, Transport Order Merger)
Role Description	Consolidate orders at hub/station based on consignment destination
NSQF level	4
Minimum Educational Qualifications*	Class X
Maximum Educational Qualifications*	Diploma/Degree (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	NA
Minimum Job Entry Age	Above 18 years
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> LSC/N1114 (Plan and Schedule Deliveries) LSC/N1115 (Verify and Consolidate Deliveries) LSC/N1116 (Perform Post Consolidation Activities) LSC/N1127 (Maintain Health, Safety and Security Measures during transport consolidation) <p>Optional: 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.

National Occupational Standard



Overview

This unit is about planning and scheduling delivery activities.

Unit Code	LSC/N1114
Unit Title (Task)	Plan and Schedule Deliveries
Description	This unit is about planning and scheduling deliveries.
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> Obtain information for scheduling deliveries Prepare schedule and delivery plan
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Obtain information for scheduling deliveries	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Obtain the schedule for trucks due to arrive for the day at the hub/consolidation station</p> <p>PC2. Note capacities of each truck and the available capacity based on load</p> <p>PC3. Obtain list of orders that are to be routed from current hub/consolidation station</p> <p>PC4. Note various locations to which deliveries are to be sent which are carried by the arrival trucks</p> <p>PC5. Obtain list of trucks available for outbound deliveries and their capacities</p>
Prepare schedule and delivery plan	<p>PC6. Analyze delivery costs/transport costs for all orders</p> <p>PC7. Prepare budget for scheduled deliveries</p> <p>PC8. Determine optimal routes for trucks based on final destination for deliveries</p> <p>PC9. Determine carrier truck for each order/load based on capacity and destination of the out bound truck</p> <p>PC10. Prepare detailed schedule and delivery plan for all the trucks scheduled to depart the same day/next day</p> <p>PC11. Prepare chart for consolidating incoming loads into the respective trucks for delivery</p> <p>PC12. Coordinate with transport coordinator and warehouse in-charge to ensure truck consolidation plan is as per original shipment plan</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. Types of documentation in organization</p> <p>KA2. Procedures for consolidating orders as per client's standard operating procedures</p> <p>KA3. Knowledge of organizational products and procedures</p>

LSC/N1114

Plan and Schedule Deliveries

<p>its processes)</p>	<p>KA4. Risk and impact of not following defined procedures/work instructions KA5. Knowledge of computer systems used for scheduling/logging in reports KA6. Knowledge of all relevant safety and security procedures KA7. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies. KA8. Knowledge of procedure followed while booking trucks to pick up and transport consignments. KA9. Escalation matrix for reporting issues/challenges KA10. Contact details of relevant liaisons including head office coordinator, truck drivers, client liaisons etc. KA11. Knowledge of transport companies the organization works with and their processes</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport. KB2. Knowledge of details required while consolidating orders KB3. Knowledge of distances to different destination. KB4. Knowledge of pricing strategies in the market KB5. Knowledge of various routes that can be taken from hub/station KB6. Knowledge to use the computer for electronic documentation of information. KB7. Types of workplace hazards that one can encounter on the job and safe operating practices. KB8. Techniques for handling hazardous items and instructions on the same KB9. Methods for consolidating orders based on type, size, destination etc. KB10. Knowledge of possible common challenges and solutions for consolidating orders (delays, low capacity utilization etc.)</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare written delivery schedule and charts SA2. Fill out forms, inspection checklists pertaining to the customer consignments. SA3. Prepare detailed reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists, order lists etc. SA5. Read and understand instructions from the SOP, drivers' documentation</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers, peers and other staff at the hub/station</p>

LSC/N1114

Plan and Schedule Deliveries

	SA7. Regularly communicate with all employees to ensure activities are running smoothly
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations
	SB2. Decide optimal pricing, routes and capacity for outbound trucks and determine consolidation schedule accordingly
	SB3. Ability to make a judgment as to whether a customer order can be taken up or needs to be dropped
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB4. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB5. Prioritize and execute tasks within the scheduled time limits
	SB6. Maintain schedules and punctuality.
	SB7. Flexibility to re-assess schedule in case of delays/additional orders
	Customer Centricity
The user/individual on the job needs to know and understand how to:	
SB8. Prepare schedules keeping in mind customer's time lines and any special instructions from the head office	
SB9. Understand the customer requirements and ensure that they are met	
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB10. Identify trends/common causes for errors and suggest possible solutions to the transport manager.	
SB11. Handle day to day problems like delays, staffing shortage, etc	
Analytical Skills	
The user/individual on the job needs to know and understand how to:	
SB12. Suggest methods to streamline consolidation of orders	
SB13. Analyze costs (delivery, truck, time bound) to determine optimum costing for final deliveries	
SB14. Ability to assess the type of truck required for a particular load/destination	
SB15. Ability to count numbers and perform basic mathematics	
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to:	
SB16. Ability to concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/N1114		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Transport Consolidator	Next review date	02/08/2016



[Back to QP](#)

National Occupational Standard



Overview

This unit is about verifying and consolidating deliveries.

LSC/N1115

Verify and Consolidate Deliveries

National Occupational Standard	Unit Code	LSC/N1115
	Unit Title (Task)	Verify and Consolidate Deliveries
	Description	This unit is about verifying and consolidating deliveries
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Verify orders on incoming trucks • Consolidate Deliveries
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Verify Orders on incoming trucks	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Refer to arrival schedule and verify all trucks are on-time</p> <p>PC2. Note any delays in arrivals and update schedule accordingly</p> <p>PC3. Obtain verifications from unloading/loading supervisors on various loads</p> <p>PC4. Check for any errors/damages in goods and report the same to manager or head office</p> <p>PC5. Check goods for any hazardous material and follow appropriate handling techniques if required</p> <p>PC6. Consult with driver on costs incurred on trip so far and verify the costs against the analyzed budget</p> <p>PC7. In case of deviation from anticipated costs, re-assess delivery routes and truck loads to ensure optimal utilization of resources</p> <p>PC8. Once orders are verified, finalize the delivery plan prepared</p>
	Consolidate Deliveries	<p>PC9. Based on chart/delivery plan prepared, instruct loaders / loading supervisor on moving various loads to respective truck for final delivery</p> <p>PC10. Ensure orders are consolidated as per capacity and destination as outlined in the prepared schedule</p> <p>PC11. Instruct drivers on destinations for deliveries as per schedule and clarify any queries or on the job challenges faced</p> <p>PC12. Coordinate with head office to ensure all necessary documentation is available with the truck driver</p> <p>PC13. If there are any discrepancies, have them resolved with the head office/hub manager</p> <p>PC14. In case of orders/deliveries that are delayed due to late arrival of remaining orders, report to head office and follow instructions given</p>

LSC/N1115

Verify and Consolidate Deliveries

	<p>PC15. In case of orders/deliveries that are delayed due to pending orders/underutilization of vehicle capacity, report to head office and follow instructions given</p>
<p>Knowledge and Understanding (K)</p>	
<p>A. Organizational Context (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 in organization KA2. Consolidation process and procedure followed by organization KA3. Knowledge of organizational products and procedures KA4. Risk and impact of not following defined procedures/work instructions KA5. Knowledge of computer systems used for scheduling/logging in reports KA6. Knowledge of all relevant safety and security procedures KA7. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies. KA8. Knowledge of procedure followed while booking trucks to pick up and transport consignments. KA9. Escalation matrix for reporting issues/challenges KA10. Contact details of relevant liaisons including head office coordinator, truck drivers, client liaisons etc. KA11. Knowledge of transport companies the organization works with and their processes</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport. KB2. Knowledge of details required while consolidating orders KB3. Knowledge of distances to different destination. KB4. Knowledge of pricing strategies in the market KB5. Knowledge of various routes that can be taken from hub/station KB6. Knowledge to use the computer for electronic documentation of information. KB7. Types of workplace hazards that one can encounter on the job and safe operating practices. KB8. Methods for consolidating orders based on type, size, destination etc. KB9. Techniques for handling hazardous materials and instructions on the same KB10. Knowledge of possible common challenges and solutions for consolidating orders (delays, low capacity utilization etc.)</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare written delivery schedule and charts SA2. Fill out forms, inspection checklists pertaining to the customer consignments.</p>

LSC/N1115

Verify and Consolidate Deliveries

	SA3. Prepare detailed reports for management.
	Reading Skills
	The user/individual on the job needs to know and understand how to: SA4. Read and follow instructions in the checklists, order lists etc. SA5. Read and understand instructions from the SOP, drivers' documentation
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Communicate clearly with managers, peers and other staff at the hub/station SA7. Regularly communicate with all employees to ensure activities are running smoothly
B. Professional Skills	Decision Making
	The user/individual on the job needs to know and understand how to: SB1. Act objectively, rather than impulsively or emotionally when faced with difficult/stressful or emotional situations SB2. Decide optimal pricing, routes and capacity for outbound trucks and determine consolidation schedule accordingly SB3. Ability to make a judgment as to whether a customer order can be taken up or needs to be dropped
	Plan and Organize
	The user/individual on the job needs to know and understand how to: SB4. Adjust according to volume, capacity and manpower needs during peak and non-peak hours SB5. Prioritize and execute tasks within the scheduled time limits SB6. Maintain schedules and punctuality. SB7. Flexibility to re-assess schedule in case of delays/additional orders
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB8. Prepare schedules keeping in mind customer's time lines and any special instructions from the head office SB9. Understand the customer requirements and ensure that they are met
	Problem Solving
	The user/individual on the job needs to know and understand how to: SB10. Identify trends/common causes for errors and suggest possible solutions to the transport manager. SB11. Handle day to day problems like delays, staffing shortage, etc

LSC/N1115

Verify and Consolidate Deliveries

	Analytical Skills
	The user/individual on the job needs to know and understand how to:
	SB12. Suggest methods to streamline consolidation of orders
	SB13. Analyze costs (delivery, truck, time bound) to determine optimum costing for final deliveries
	SB14. Ability to assess the type of truck required for a particular load/destination
	SB15. Ability to count numbers and perform basic mathematics
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to:
	SB16. Ability to concentrate on task at hand and complete it without errors



LSC/N1115

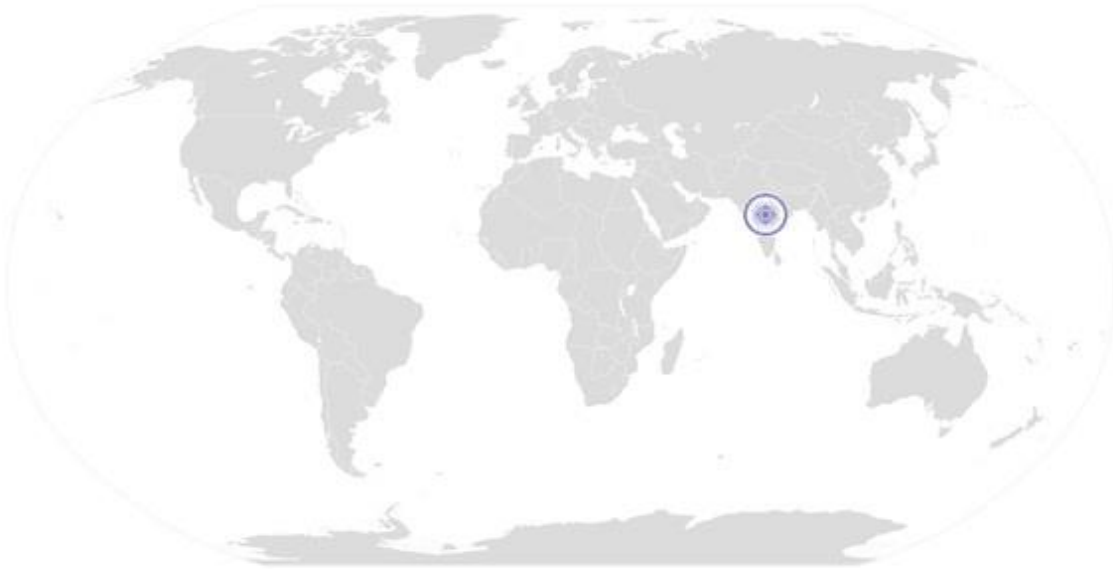
Verify and Consolidate Deliveries

NOS Version Control

NOS Code	LSC/N1115		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Transport Consolidator	Next review date	02/08/2016



National Occupational Standard



Overview

This unit is about performing post-consolidation activities.

National Occupational Standard	Unit Code	LSC/N1116
	Unit Title (Task)	Perform Post Consolidation Activities
	Description	This unit is about performing post-consolidation activities
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Update delivery schedule in log books/information system Carry out Reporting activities
	Performance Criteria (PC) w.r.t. the Scope	
	Element	Performance Criteria
	Update delivery schedule in log books/information system	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Update all deliveries that have been successfully sent with outbound trucks and log in their estimated dates of delivery as per schedule</p> <p>PC2. Record any delays or pending deliveries' details and reasons for delay</p> <p>PC3. Update tracking information for each order so that it can be tracked by the consignment tracking executive.</p> <p>PC4. Note any common issues faced by most trucks In order to identify possible solutions</p>
	Carry out reporting activities	<p>PC5. Report to head office on status of deliveries</p> <p>PC6. Report any issues faced with respect to damaged goods, instructing drivers or any unforeseen circumstances</p> <p>PC7. Report to client/destination warehouse on approximate expected time and date of deliveries if required</p> <p>PC8. Prepare reports on the trend in delivery costs, driver stipends etc.</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (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 in organization</p> <p>KA2. Knowledge of organizational products and procedures</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for scheduling/logging in reports</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of procedure followed while booking trucks to pick up and transport consignments.</p>

LSC/N1116

Perform Post Consolidation Activities

	<p>KA8. Escalation matrix for reporting issues/challenges</p> <p>KA9. Contact details of relevant liaisons including head office coordinator, truck drivers, client liaisons etc.</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport.</p> <p>KB2. Knowledge of details required while consolidating orders</p> <p>KB3. Knowledge of distances to different destination.</p> <p>KB4. Knowledge of pricing strategies in the market</p> <p>KB5. Knowledge of various routes that can be taken from hub/station</p> <p>KB6. Knowledge to use the computer for electronic documentation of information.</p> <p>KB7. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB8. Methods for consolidating orders based on type, size, destination etc.</p> <p>KB9. Knowledge of possible common challenges and solutions for consolidating orders (delays, low capacity utilization etc.)</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare written delivery schedule and charts</p> <p>SA2. Fill out forms, inspection checklists pertaining to the customer consignments.</p> <p>SA3. Prepare detailed reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists, order lists etc.</p> <p>SA5. Read and understand instructions from the SOP, drivers' documentation</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers, peers and other staff at the hub/station</p> <p>SA7. Regularly communicate with all employees to ensure activities are running smoothly</p>
<p>B. Professional Skills</p>	<p>Decision Making</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>

LSC/N1116

Perform Post Consolidation Activities

	<p>SB2. Decide optimal pricing, routes and capacity for outbound trucks and determine consolidation schedule accordingly</p> <p>SB3. Ability to make a judgment as to whether a customer order can be taken up or needs to be dropped</p>
	<p>Plan and Organize</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB5. Prioritize and execute tasks within the scheduled time limits</p> <p>SB6. Maintain schedules and punctuality.</p> <p>SB7. Flexibility to re-assess schedule in case of delays/additional orders</p>
	<p>Customer Centricity</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. Prepare schedules keeping in mind customer's time lines and any special instructions from the head office</p> <p>SB9. Understand the customer requirements and ensure that they are met</p>
	<p>Problem Solving</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB10. Identify trends/common causes for errors and suggest possible solutions to the transport manager.</p> <p>SB11. Handle day to day problems like delays, staffing shortage, etc</p>
	<p>Analytical Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Suggest methods to streamline consolidation of orders</p> <p>SB13. Analyze costs (delivery, truck, time bound) to determine optimum costing for final deliveries</p> <p>SB14. Ability to assess the type of truck required for a particular load/destination</p> <p>SB15. Ability to count numbers and perform basic mathematical operations</p>
	<p>Critical Thinking Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. Ability to concentrate on task at hand and complete it without errors</p>

NOS Version Control

NOS Code	LSC/1116		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	02/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Transport Consolidator	Next review date	02/08/2016



National Occupational Standard



Overview

This unit is about maintaining health, safety and security measures during transport consolidation

National Occupational Standard	Unit Code	LSC/N1127
	Unit Title (Task)	Maintain Health, Safety and Security Measures during transport consolidation
	Description	This unit is about health and safety measures
	Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Maintain health, safety and security measures during all activities
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Maintain health, safety and security measures during all activities	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Follow Material Safety Data Sheet (MSDS) and other 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. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action</p> <p>PC6. Identify reasons for occurrence of incident</p> <p>PC7. Capture reasons and response/action taken into incident report/note to manager</p> <p>PC8. Report any deviations from standard protocol along with reasons (if any)</p> <p>PC9. Visually inspect the activity area and equipment for appropriate and safe condition.</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (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 in organization</p> <p>KA2. Knowledge of organizational products and procedures</p> <p>KA3. Risk and impact of not following defined procedures/work instructions</p> <p>KA4. Knowledge of computer systems used for scheduling/logging in reports</p> <p>KA5. Knowledge of all relevant safety and security procedures</p> <p>KA6. Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies.</p> <p>KA7. Knowledge of procedure followed while booking trucks to pick up and transport consignments.</p>

LSC/N1127

Maintain Health, Safety and Security Measures during transport consolidation

	<p>KA8. Escalation matrix for reporting issues/challenges</p> <p>KA9. Contact details of relevant liaisons including head office coordinator, truck drivers, client liaisons etc.</p>
<p>B. Technical Knowledge</p>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Knowledge of processes involved in inbound and outbound transport.</p> <p>KB2. Knowledge of details required while consolidating orders</p> <p>KB3. Knowledge of distances to different destination.</p> <p>KB4. Knowledge of pricing strategies in the market</p> <p>KB5. Knowledge of various routes that can be taken from hub/station</p> <p>KB6. Knowledge to use the computer for electronic documentation of information.</p> <p>KB7. Types of workplace hazards that one can encounter on the job and safe operating practices.</p> <p>KB8. Methods for consolidating orders based on type, size, destination etc.</p> <p>KB9. Knowledge of possible common challenges and solutions for consolidating orders (delays, low capacity utilization etc.)</p>
<p>Skills (S)</p>	
<p>A. Core Skills/ Generic Skills</p>	<p>Writing Skills</p> <p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Prepare written delivery schedule and charts</p> <p>SA2. Fill out forms, inspection checklists pertaining to the customer consignments.</p> <p>SA3. Prepare detailed reports for management.</p> <p>Reading Skills</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. Read and follow instructions in the checklists, order lists etc.</p> <p>SA5. Read and understand instructions from the SOP, drivers' documentation</p> <p>Oral Communication (Listening and Speaking skills)</p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA6. Communicate clearly with managers, peers and other staff at the hub/station</p> <p>SA7. Regularly communicate with all employees to ensure activities are running smoothly</p>
<p>B. Professional Skills</p>	<p>Decision Making</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>

LSC/N1127

Maintain Health, Safety and Security Measures during transport consolidation

	SB2. Decide optimal pricing, routes and capacity for outbound trucks and determine consolidation schedule accordingly
	SB3. Ability to make a judgment as to whether a customer order can be taken up or needs to be dropped
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB4. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	SB5. Prioritize and execute tasks within the scheduled time limits
	SB6. Maintain schedules and punctuality.
	SB7. Flexibility to re-assess schedule in case of delays/additional orders
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB8. Prepare schedules keeping in mind customer's time lines and any special instructions from the head office
	SB9. Understand the customer requirements and ensure that they are met
Problem Solving	
The user/individual on the job needs to know and understand how to:	
SB10. Identify trends/common causes for errors and suggest possible solutions to the transport manager.	
SB11. Handle day to day problems like delays, staffing shortage, etc	
Analytical Skills	
The user/individual on the job needs to know and understand how to:	
SB12. Suggest methods to streamline consolidation of orders	
SB13. Analyze costs (delivery, truck, time bound) to determine optimum costing for final deliveries	
SB14. Ability to assess the type of truck required for a particular load/destination	
SB15. Ability to count numbers and perform basic mathematical operations	
Critical Thinking Skills	
The user/individual on the job needs to know and understand how to:	
SB16. Ability to concentrate on task at hand and complete it without errors	

NOS Version Control

NOS Code	LSC/1127		
Credits(NSQF)	TBD	Version number	1.0
Industry	Logistics	Drafted on	25/02/2015
Industry Sub-sector	Land Transportation	Last reviewed on	25/02/2015
Occupation	Transport Consolidator	Next review date	25/08/2016



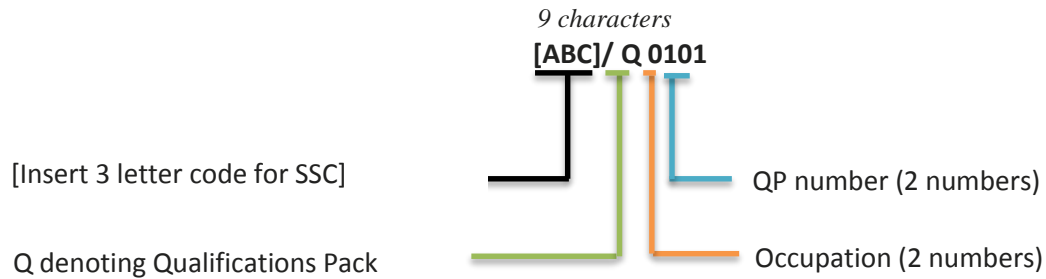
[Back to QP](#)

Qualifications Pack for Transport Consolidator

Annexure

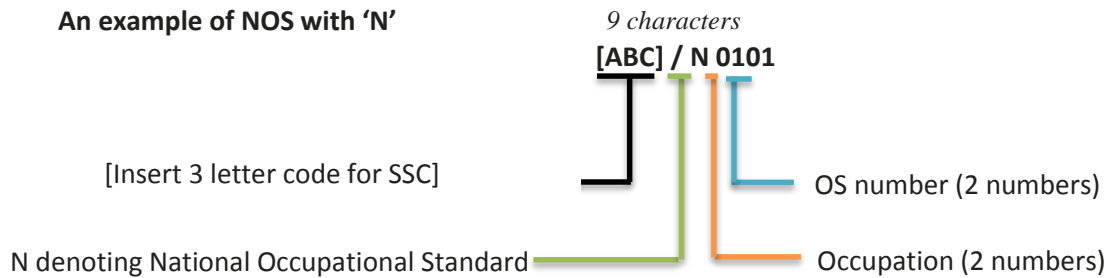
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Transport Consolidator

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 Transport Consolidator

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Transport Consolidator

Qualification Pack: LSC/Q1119

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/N1114 (Plan and schedule deliveries)	PC1. Obtain the schedule for trucks due to arrive for the day at the hub/consolidation station	100	5	2	3
	PC2. Note capacities of each truck and the available capacity based on load		5	1	4
	PC3. Obtain list of orders that are to be routed from current hub/consolidation station		10	2	8
	PC4. Note various locations to which deliveries are to be sent which are carried by the arrival trucks		10	3	7
	PC5. Obtain list of trucks available for outbound deliveries and their capacities		5	2	3
	PC6. Analyze delivery costs/transport costs for all orders		10	3	7
	PC7. Prepare budget for scheduled deliveries		10	2	8
	PC8. Determine optimal routes for trucks based on final destination for deliveries		10	3	7
	PC9. Determine carrier truck for each order/load based on capacity and destination of the out bound truck		10	2	8

Qualifications Pack For Transport Consolidator

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC10. Prepare detailed schedule and delivery plan for all the trucks scheduled to depart the same day/next day		10	2	8
	PC11. Prepare chart for consolidating incoming loads into the respective trucks for delivery		10	2	8
	PC12. Coordinate with transport coordinator and warehouse in-charge to ensure truck consolidation plan is as per original shipment plan		5	1	4
		Total	100	25	75
2.LSC/N1115 (Verify and Consolidate Deliveries)	PC1. Refer to arrival schedule and verify all trucks are on-time	100	5	1	4
	PC2. Note any delays in arrivals and update schedule accordingly		5	1	4
	PC3. Obtain verifications from unloading/loading supervisors on various loads		5	1	4
	PC4. Check for any errors/damages in goods and report the same to manager or head office		5	1	4
	PC5. Check for any hazardous material in the goods and follow appropriate handling techniques if required		5	1	4
	PC6. Consult with driver on costs incurred on trip so far and verify the costs against the analyzed budget		5	1	4
	PC7. In case of deviation from anticipated costs, re-assess delivery routes and truck loads to ensure optimal utilization of resources		5	1	4
	PC8. Once orders are verified, finalize the delivery plan prepared		15	2	13
	PC9. Based on chart/delivery plan prepared, instruct loaders/loading supervisor on moving various loads to respective truck for final delivery		10	2	8
	PC10. Ensure orders are consolidated as per capacity and destination as outlined in the prepared schedule		10	2	8
	PC11. Instruct drivers on destinations for deliveries as per schedule and clarify any queries or challenges		10	2	8
	PC12. Coordinate with head office to ensure all necessary documentation is available with the truck driver		5	2	3

Qualifications Pack For Transport Consolidator

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC13. If there are any discrepancies, have them resolved with the head office/hub manager		5	1	4
	PC14. In case of orders/deliveries that are delayed due to late arrival of remaining orders, report to head office and follow instructions given		5	1	4
	PC15. In case of orders/deliveries that are delayed due to underutilization of vehicle capacity, report to head office and follow instructions given		5	1	4
		Total	100	20	80
3. LSC/N1116 (Perform Post Consolidation Activities)	PC1. Update all deliveries that have been successfully sent with outbound trucks and log in their estimated dates of delivery as per schedule	100	20	7	13
	PC2. Record any delays or pending deliveries' details and reasons for delay		10	2	8
	PC3. Update tracking information for each order so that it can be tracked by the consignment tracking executive.		10	2	8
	PC4. Note any common issues faced by most trucks In order to identify possible solutions		10	2	8
	PC5. Report to head office on status of deliveries		10	4	6
	PC6. Report any issues faced with respect to damaged goods, instructing drivers or any unforeseen circumstances		10	4	6
	PC7. Report to client/destination warehouse on approximate expected time and date of deliveries if required		20	7	13
	PC8. Prepare reports on the trend in delivery costs, driver stipends etc.		10	2	8
		Total	100	30	70
4. LSC/N1127 (Maintain Health, Safety and Security Measures during transport consolidation)	PC1. Follow Material Safety Data Sheet (MSDS) and other security procedures as per company policy.	100	10	3	7
	PC2. Follow all precautionary data handling procedures		20	6	14
	PC3. Maintain clean work table area.		10	3	7
	PC4. Ensure data privacy and independence in all dealings.		10	3	7

Qualifications Pack For Transport Consolidator

Assessment outcomes	Assessment Criteria for outcomes	Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC5. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action		10	3	7
	PC6. Identify reasons for occurrence of incident		10	3	7
	PC7. Capture reasons and response/action taken into incident report/note to manager		10	3	7
	PC8. Report any deviations from standard protocol along with reasons (if any)		10	3	7
	PC9. Visually inspect the activity area and equipment for appropriate and safe condition.		10	3	7
		Total	100	30	70

[Back to QP](#)