

MOCK TEST

Job role Name: Consignment Tracking Executive

Time: 72 Minutes

QP Code: LSC/Q1121

NSQF Level: 3

SECTION - A

Theory Assessment

NOS 1 - LSC/N1123

- 1 How would you know the number of consignment trucks you need to track for the day? 2 marks
 - a) Refer the list given by Transport manager
 - b) Refer yesterdays schedule
 - c) Refer the client's instruction
 - d) Refer the details shared by the account manager

- 2 ____ is the other name of a lorry receipt? 3 marks
 - a) Goods receipt
 - b) Packing list
 - c) Transport detail receipt
 - d) Account detail receipt

- 3 The computer system/laptop you are using for official purpose must have a ____ 2 marks
 - a) Pass code lock
 - b) Wallpaper
 - c) Company's logo
 - d) Charger

- 4 You have a night shift today and you were to handle a consignment which is loading in trucks since the afternoon. Who would help you understand the correct status? 2 marks
 - a) Driver of the truck
 - b) Consignment tracking executive of the previous shift.
 - c) Labor loading the goods in the truck
 - d) Client's manager

- 5 Who would you share the company's login details with? 2 marks
 - a) Client
 - b) Friends
 - c) No one
 - d) Previous employee

- 6 You have to go at a far location to pick up the consignment what all would you check before hand? 3 marks
 - a) Phone is working well
 - b) Take all the documents required
 - c) Check computer and tracking system
 - d) All of the above

- 7 A ____ should always be handed to note down the details. 2 marks
 - a) laptop
 - b) Typewriter
 - c) Register
 - d) Note pad

- 8 If the labor refuse to work for the day due to some internal dispute. What will you do? 2 marks

- a) Pack up for the day
- b) Inform the transport department
- c) Inform the client
- d) Quickly arrange more labor

- 9 What will you do in case of having problem in solving issue related to computer? 2 marks
- a) Solve it your self
 - b) Take technical help
 - c) Leave it for someone else to address
 - d) Delay the work till tomorrow

NOS 2 - LSC/N1124

- 10 In case of accident or a theft during the transit of the goods. Which document is used to claim the loss? 3 marks

- a) Lorry receipt/Consignment note
- b) Transportation details
- c) Vender's details
- d) Forwarding company's note

- 11 It is important to timely check the ___ covered to reach the destination . 2 marks

- a) Distance
- b) Right route
- c) Consignment
- d) Rest

- 12 A normal cargo truck has to cover approx 100 km for carrying a truck consignment of value more than 50000, In how much time he is required to reach the destination as per the E-way bill charges? 3 marks

- a) 4 Days
- b) 2 Days
- c) 3 Days
- d) 1 Days

- 13 What will you do next once you inform the supervisor about the delay due to an issue with the truck? 2 marks

- a) Update in the system software
- b) Update your co workers
- c) Update your family
- d) Update the client

- 14 In case there are any delays in the delivery of consignments , the following authorities needs to be updated , Choose the correct option? 2 marks

- a) Customer
- b) Transport Manger
- c) Outbound team
- d) All the above

- 15 How would you get an idea about where the truck could possibly be in case the Truck driver is not reachable since 2 hours? 2 marks

- a) By going to the location
- b) By sending someone to find out the truck
- c) By waiting for the driver to call
- d) By backtracking the journey

- 16 When could there be the requirement to call the traffic check post to take information about the trucks 2 marks
- a) While on a short route
 - b) Between a 10 km route
 - c) While on a long distance journey
 - d) While on a inter country journey



- 17 ____ is a tax permit levied by state/local authorities on the entry of goods within its jurisdiction. Fill up the blank ? 2 marks
- a) Bill of lading
 - b) CMR
 - c) freight billing
 - d) Octroi

- 18 What will you do in case while tracking the trucks you realize one of the truck is at a same position since quite some time? 2 marks
- a) Call the driver to know the cause
 - b) Call other truck drivers and ask if they know
 - c) Call your boss and tell him/her the situation
 - d) Keep tracking till it move on its own

- 19 A truck driver is facing a engine fault and no mechanical service is provided near by, How can you help and resolve his problem for making a timely delivery of consignment? 5 marks
- a) Ask the driver to be at the place and visit him with the help
 - b) Contact near by service providers and ask them to provide the needed service and help
 - c) Ask the driver to lock the vehicle and arrange the help by himself
 - d) Call the customer that consignment will be late and let he driver manage by himself

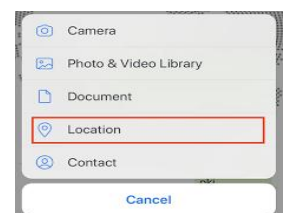
- 20 You have got the news of expected heavy rain in between the destination route , what will you guide to the truck driver to reach the destination on time ? 2 marks

a) Change the route plan

b) Follow the same route

c) See the phone navigation

d) Send him your location




- 21 Updating the client in case of delay due to weather/ unavoidable conditions is important. Why? 3 marks
- a) As this is your duty
 - b) As it could cause trouble latter
 - c) As it could effect the over all cost
 - d) As you want them to be involved

NOS 3 - LSC /N1125

- 22 ____ is the instrument use to track the location of any consignment? 2 marks
- a) GPR Device
 - b) GPS device
 - c) PGA Device

d) GTS Device

- 23 The term "ETA" is very frequently used in the consignment tracking process, What do you understand by the term? 2 marks
- a) Estimate time of arrival
 - b) Estimate travel time
 - c) Early time airways
 - d) Estimate treatment time
- 24 To avoid any kind of delays and keep a track on the consignments, what should you do? 3 marks
- a) Send people to check the consignment
 - b) Keep in touch with the driver and have regular checks
 - c) Wait for the consignment
 - d) Be with the consignment truck all the time
- 25 How will you explain the term "Flagged Consignment".? 2 marks
- a) Most important consignment
 - b) Consignment which has not reported progress
 - c) Most expensive consignment
 - d) Low value consignment
- 26 You are unable to track an assignment by call or other means, whom should you escalate the matter on priority? 3 marks
- a) To the sender
 - b) To the transport manager
 - c) To the Receiver
 - d) To the Transport company
- 27 Identify the reason shown in the image regarding the one of the reason of delay in consignment. 2 marks
- a) Flat tire
 - b) Accident
 - c) Battery low
 - d) Breakdown
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- 28 Apart from the break down of the consignment vehicle what could be other reasons of delay in terms of route? 3 marks
- a) Straight routes
 - b) Highways
 - c) Troublesome routes
 - d) Clear routes
- 29 In case you have taken printouts which you do not require now what will you do with that? 1 marks
- a) Put them in the box
 - b) Put them in the paper shredder
 - c) Keep them on the table
 - d) Put them in a file
- 30 After completing the consignment delivery, disposing unnecessary delivery will help in _____. 1 marks
- a) Increase paper load
 - b) Decrease paper load
 - c) Finish all the records of deliveries
 - d) Will not comply nay legal compliance

- 31 Before you leave from the office you must: 1 marks
- a) Pass important information to the next person joining
 - b) Update him if anything major happened
 - c) Update him if the software is giving some issue
 - d) All the above

NOS 4 - LSC/N1130

- 32 In case of gas leak at the work place __ should be the first step that you should follow? 3 marks
- a) Inform the management
 - b) Call help
 - c) Evacuate the premises
 - d) Do first aid
- 33 To save the important data in your system, what precautionary measure you should take? 3 marks
- a) Put a password to your system
 - b) Tell somebody to take care of your system in your absence
 - c) Do not save any file in the system
 - d) Keep your system with you always
- 34 Fill in the blanks with appropriate answer," The workstation of an employee should always be ____ and free from ____." 3 marks
- a) Clean, Clutter
 - b) Dirty, Clean
 - c) White, Insects
 - d) Clean, tidy
- 35 To protect the day and to maintain the privacy, where the data appeared to be scrambled and unreadable to a person or entity accessing without permission. what is used ? 3 marks
- a) Data Encryption
 - b) Data Coding
 - c) Encryption keys
 - d) Data Software
- 36 What will be your action in case you come across some illegal activity at your working place? 3 marks
- a) Will dispose that documents containing information
 - b) Ask every person of the department that who has done this.
 - c) Ignore as this is not your duty
 - d) Immediately report these kind of practices to the authorities
- 37 A consignment truck stops in between the road and the tires are flat, what could be the reason of a flat tire. 6 marks
- a) Uneven road
 - b) Smooth road
 - c) Nails or sharp object on road
 - d) Excessive weight of the consignment
- 38 Whom should you report the reason of any incident and the action taken against the incident? 3 marks
- a) To the Consignment parties
 - b) To the consignment truck driver
 - c) To the manager
 - d) To your colleagues
- 39 While inspecting the activity area and equipment for appropriate and safe condition, which all vehicle safety measures should be perform? 6 marks

- a) Vehicle fault recording and reporting
- b) Safety, maintenance and inspection plans
- c) Vehicle's safety related conditions
- d) All of the above

SECTION - B
Practical Assessment

NOS 1 - LSC/N1123

- 1. Demonstrate the steps in order to obtain all the necessary information about preparing for tracking. 35 Marks
- 2. Demonstrate the steps in order to prepare computer and tracking systems. 45 Marks

NOS 2 - LSC/N1124

- 3. Demonstrate the steps in order to monitor status of each confinement 40 Marks
- 4. Arrange the given below steps of consignment tracking process in correct order: 30 Marks
 - 1. Identify the cause of delay/problem and escalate it to the right authority
 - 2. Update transport manager/outbound team/customer about any delays.
 - 3. Identify and note down any truck that has reported any issues/problems/delays
 - 4. Connect with driver, if not reachable identify different ways to maintain contact
 - 5. Note down any information related to delays, obtained from the driver

NOS 3 - LSC /N1125

- 5. Arrange the given below post tracking activities of delayed consignment in correct order: 40 Marks
 - 1. Escalate all the consignments which cannot be tracked to concerned person
 - 2. Input the location of each consignment, reasons for delays in the system
 - 3. Confirm with driver if the problem has been resolved
 - 4. Update all the details of consignment and close the order in system, if it has reached to destination
 - 5. Coordinate with the technical support providers to ensure services are reached to truck
- 6. Demonstrate the steps you should perform while reporting to the management 40 Marks

NOS 4 - LSC/N1130

- 7. Demonstrate the steps in order to maintain health, safety measures during all activities. 35 Marks
- 8. Student 1: Consignment Tracking Executive 35 Marks
Student 2: Supervisor

Role Play: Student 2 told Student 1 that there has been some incidence in the workplace and asked him to check and prepare a report.

Scenario: Demonstrate the steps of performing the same.