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QUALIFICATION FILE - CONTACT DETAILS OF SUBMITTING BODY

Name and address of submitting body:

Logistics Skills Council

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List of documents submitted in support of the Qualifications File

1. Qualification Pack
2. RFP for development of Occupational Standards
3. Selection process of the Consultants to develop Occupational Standards
4. LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.
5. Sample of Assessors Guide
6. Minutes of the meeting of GC meetings
 - a. Composition of the Technical Committee
 - b. Approval of Occupational Standards by Technical Committee and Governing Council
7. NSDC Human Resource & Skills Requirement in Logistics Sector is
<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>
8. Occupational Map & Progression matrix

List of companies and Industry associations participated in the development of these qualification packs (part of report)
10. List of QP/NOS validating companies.

QUALIFICATION FILE SECTION 1 SUMMARY

| | | | |
|--|-------------------|-------------------------|--------------|
| Qualification Title with QP Code Consignment Tracking Executive – LSC/Q1121 | | | |
| Body/bodies which will assess candidates Logistics Skill Council | | | |
| Body which will award the certificate for the qualification Logistics Skill Council | | | |
| Body which will accredit providers to offer the qualification Logistics Skill Council | | | |
| Legal and/or other basis of the qualification Has been developed following all guidelines laid down by NSDC for NOS and Qualification Pack development. The same can be viewed at http://nsdcindia.org/documents-nos-creation Has been cleared by the due diligence and QRC process of NSDC and has been put up as National Occupational Standards in public view by NSDC. The link to the web page is http://nsdcindia.org/nos Has been validated by 45 Employers, 17 large, 12 medium and 16 small. The names of industry is mentioned at Annexure 1.1 | | | |
| Occupation(s) to which the qualification gives access to track each consignment at regular intervals as it moves from origin to its destination along the suggested route. | | | |
| Proposed level of the qualification in the NSQF 3 | | | |
| Anticipated volume of training/learning required to complete the qualification 270 hours | | | |
| Entry requirements / recommendations Class VIII (Preferred) with minimum age of 18 years completed. | | | |
| Progression from the qualification Supervisory Role or Assistant Manager Level. Refer to Annexure 8. | | | |
| Planned arrangements for RPL RPL arrangements and policies are under development. The guidelines will get ready in 4-5 months. | | | |
| International comparability where known Under Study | | | |
| Formal structure of the qualification | | | |
| Title of unit or other component | Mandatory/ | Estimated size | Level |
| (include any identification code used) | Optional | (learning hours) | |
| LSC/N1123: Prepare for Tracking | Mandatory | 70 | 3 |
| LSC / N 1124: Track Consignment | Mandatory | 80 | 3 |
| LSC / N 1125: Perform Post Tracking Activities | Mandatory | 70 | 3 |
| LSC / N 1130: Maintain Health, Safety and Security measures while tracking consignments | Mandatory | 50 | 3 |

Please attach any document giving further detail about the structure of the qualification - eg a Curriculum or Qualification Pack.

Give details of the document here:

- Qualification Pack is attached as Annexure 1

QUALIFICATION FILE SECTION 2 ASSESSMENT

Name of assessment body:

If there will be more than one assessment body for this qualification, give details.

Logistics Skills Council has received EOI from assessment bodies and is in the process of evaluating them and will empanel assessment bodies before May 2015

Will the assessment body be responsible for RPL assessment?Yes

Give details of how RPL assessment for the qualification will be carried out and quality assured.

RPL will be based on the same approved Qualification Pack and Assessment Criteria mentioned in the Qualification Pack.

The process of RPL assessment is under development.

ASSESSMENT POLICY

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, consistent and fair and show that these are in line with the requirements of the NSQF:

LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.

Assessment policy of LSC

- 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs.
- 2) Qualification and experience have to be set for the assessors.
- 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC.
- 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments.
- 5) Assessment schedules have to strictly adhere to as agreed in advance by assessment body and LSC.
- 6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines.
- 7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner
- 8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC
- 9) Assessment tools should be designed to test both practical skills and theoretical knowledge.
- 10) Parameters for assessing student's abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.
- 11) Expected standards of performance for each competency should be clearly defined and Student's performance assessed against these standards.
- 12) Questionnaires/ test papers should be as objective as possible (restrict use of open ended questions to the minimum) such as multiple choice questions, yes/no or True / False types.
- 13) Questions framed should be simple and without ambiguity
- 14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.
- 15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily available for any audit by LSC / NSDC or third party

Assessment strategy:

Assessment process to be adhered by assessment bodies and LSC

- 1) Logistics Skills Council to inform the assessment body on assessment details like name of the training partner, assessment location and job role to be assessed at least 2 weeks in advance
- 2) Assessment body to appoint an assessor for the assessment details shared by Logistics Skills Council and inform the assessor details to Logistics Skills Council at least 1 week in advance from the date of assessment.
- 3) Logistics Skills Council to cross check the assessor details with the relevant documents submitted by the assessment body and approve the assessor on the same day of submission
- 4) Assessment body to submit the details of mode of assessment and a detailed paper has to submit to logistics skills council on assessment pattern, clearly defining the weightage of theory, practical and viva distribution, at least 5 days in advance from the date of assessment.
- 5) Logistics Skills Council to approve the pattern on the same day of submission
- 6) Assessment bodies to design the question paper for theory, practical & viva in 3 sets and submit to logistics skills council at least before 3 days in advance from the date of assessment.
- 7) Logistics Skills Council to approve the Question papers and inform assessment body on the same day of submission.
- 8) Assessment bodies to send the assessor to the assessment location at least before 12 hrs in advance from the time of assessment.
- 9) Assessor to start the assessment exactly on the time agreed by Training partner, Logistics Skills Council and assessment body.
- 10) Assessor to verify the candidates with any valid Govt. id reference and also collect a copy of ID proof produced by the candidate.
- 11) Assessor to record the attendance sheet with the ID number and the name of the candidate and also capture a photograph covering the Training partners sign board.
- 12) Assessor also need to have a photograph clicked with all the candidates in group.
- 13) Assessor to collect the details of biometric attendance details and CCTV footage of the assessment and produce the same to Logistics skills council on demand.
- 14) Assessment bodies to submit the result to logistics skills council with in a weeks' time from the date of assessment.
- 15) Assessment body to maintain hard and soft copies of assessment sheets and produce to logistics Skills Council on demand.

Please attach any documents giving further information about assessment and/or RPL.

Give details of the document(s) here:

- LSC Protocol for Accreditation of Assessment Agencies and Assessment Framework.

ASSESSMENT EVIDENCE

Complete a grid for each grouping of NOS, assessment unit or other component as listed in the entry on the structure of the qualification on page 1.

Job Role: Consignment Tracking Executive

Qualification Pack: LSC/Q1121

Sector Skill Council: Logistics Skill Council

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. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 40% in every NOS overall 50% pass percentage.
6. 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.

| Assessable Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|--|--|-------------|--------|--------|------------------|
| 1. LSC/N1123 (Prepare for Tracking) | PC1. Obtain the work schedule, the list of trucks to be tracked for the day from the transport manager. | 100 | 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 |

| Assessable Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---|--|-------------|--------|--------|------------------|
| | PC6. Check and ensure that the telephone, computer and tracking systems like GPS are working well without any issues. | | 15 | 3 | 12 |
| | 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, check posts, local authorities, etc. ready for easy reference. | | 11 | 2 | 9 |
| | PC9. Make sure any issues/problems are solved before starting work. | | 10 | 2 | 8 |
| | | Total | 100 | 20 | 80 |
| | | | | | |
| 2.LSC/N1124 (Perform Consignment Tracking) | PC1. Use the details provided in the LR and check on each consignment using the system. | 100 | 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 |
| | 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 | | 5 | 2 | 4 |

| Assessable Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|--|---|--------------|------------|-----------|------------------|
| | have the nearest technical service providers provide assistance. | | | | |
| | PC14. If there are any other reasons like documentation problems or accidents, escalate it to the transport coordinator or the transport manager. | | 6 | 2 | 5 |
| | 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 |
| | | Total | 100 | 30 | 70 |
| 3. LSC /N1125 (Post Tracking Activities) | PC1. Input the location of each consignment, reasons for delays if any and other issues. | 100 | 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 |
| | 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 | | 7 | 1 | 6 |

| Assessable Outcomes | Assessment Criteria | Total Marks | Out of | Theory | Skills Practical |
|---|--|-------------|--------|--------|------------------|
| | executive about the important happening of the shift and the work to be done in the next shift. | | | | |
| | | Total | 100 | 20 | 80 |
| 4. LSC/N1130 (Maintain Health, Safety and Security Measures while tracking consignments) | PC1. Follow all security procedures as per company policy. | 100 | 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 |
| | | Total | 100 | 30 | 70 |

QUALIFICATION FILE SECTION 3 EVIDENCE OF NEED

What evidence is there that the qualification is needed?

While collecting data from the companies for the occupational map, we also took feedback from industry players, which was collected with respect to roles for which qualification packs development, was to be prioritized. This was largely based on volume of people required, quantitative and qualitative shortfall which the Industry feels they face. Governing council of LSC gave final approval and endorsement for the same. Refer to annexure 8 as well as other mail interactions provided.

What is the estimated uptake of this qualification and what is the basis of this estimate?

Skills Gap analysis Reports for industry demand and secondary research data, though these do not lend to accurate demand projection. The link to NSDC Human Resource & Skills Requirement in Logistics Sector is <https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>

- Feedback from industry players for demand though again sample size may not lend to accurate figures
- Training duration, and current and potential training capacity envisaged
- An LMIS development initiative is being put in place to be more precise regarding the demand and supply
- For 2013 – 17, the estimated manpower employment is as follows,

| Estimated Year / Employment Demand in Sub-Sector | Warehousing (Storage & Packaging) (In million) | Land Transportation (In million) | Courier / Express (In million) |
|--|--|----------------------------------|--------------------------------|
| 2013 - 17 | 0.18 | 2.20 | 0.07 |
| 2017 - 22 | 0.16 | 1.90 | 0.06 |

What steps were taken to ensure that the qualification(s) does/do not duplicate already existing or planned qualifications in the NSQF?

- NSDC list of Approved and Under-Development QPs was checked prior to commissioning the work
- NSDC QRC team also confirmed the same

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

- Regular interaction with the training partners to gather feedback in implementation.
- Monitoring of results in assessments.
- Employer feedback will be sought post-placement.
- A formal review is scheduled in a year's time.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

1. Report to the Governing Council
2. Minutes of the meeting of GC meetings
3. NSDC Human Resource & Skills Requirement in Logistics Sector is

<https://drive.google.com/file/d/0B5rqF9xqytDIUIF4WEtyWXJBbIE/view?usp=sharing>

OTHER EVIDENCE OF LEVEL[This need only be filled in where evidence other than primary outcomes was used to allocate a level] (Optional)

| Nature of Evidence | Comments | EL-1 | EL1 | EL+1 |
|--------------------|----------|------|-----|------|
| | | | | |
| | | | | |
| | | | | |

Summary of other evidence (if used):

SECTION 4

EVIDENCE OF RECOGNITION OR PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

Horizontal and vertical mobility options have been articulated. Refer to Annexure 8.

Please attach any documents giving further information about any of the topics above.

Give details of the document(s) here:

- Occupational Map and progression matrix - Annexure 8.
- List of companies and Industry associations participated in developed of these qualifications (part of report)– Annexure 9.