

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 – Transport Coordinator

SECTOR: LOGISTICS

SUB-SECTOR: Land Transportation

OCCUPATION: Transport Coordinator

REFERENCE ID: LSC/Q1118

ALIGNED TO: NCO-2004/1226.20

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

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

Job Details

Qualifications Pack Code	LSC/Q1118		
Job Role	Transport Coordinator		
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 Coordinator	Next review date	02/08/2016

Job Role	Transport Coordinator (Transport Controller, Route Coordinator)
Role Description	Monitor consignments, identify and rectify problems
NSQF level	4
Minimum Educational Qualifications*	Class XII
Maximum Educational Qualifications*	Post-Graduate (Engineering, Arts, Commerce, Science)
Training (Suggested but not mandatory)	NA
Experience	No experience necessary
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> 1. LSC/N1110 (Setup systems, update information and plan the operations for the day) 2. LSC/N1111 (Monitor status of consignments that are under way) 3. LSC/N1112 (Confirm delivery is completed with client and report) 4. LSC/N1113 (Prepare for shift handover) 5. LSC/N1126 (Maintain Health, Safety and security measures in coordinating transportation routes) <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 setting up systems, updating information and planning operations for the day.

Unit Code	LSC/N1110
Unit Title (Task)	Setup systems, update information and plan the operations for the day
Description	This unit is about setting up systems, updating information and planning operations for the day.
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Set up computer and tracking systems for operation Update available information Plan the operations
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Set up computer and tracking systems for operation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Power up computer terminal and log in using company credentials</p> <p>PC2. Identify errors in the tracking system if any and have it rectified by IT team.</p> <p>PC3. Ensure readiness of computer, GPS and all other tracking systems in the tracking grid.</p>
Update available information	<p>PC4. Understand status from the transport coordinator of the previous shift, what work is pending and concerns if any.</p> <p>PC5. Receive any new order data, new client details, etc. from Data Entry Operator (DEO).</p> <p>PC6. Understand any changes in priority of existing orders from DEO.</p> <p>PC7. Understand from the despatcher about any delays or problems in outgoing consignments from the previous day.</p> <p>PC8. Update all information into the computer and tracking systems.</p>
Plan the operations	<p>PC9. Confirm inventory and labour availability with supervisor and get an estimate of throughput time from the supervisor.</p> <p>PC10. Ensure the availability of vehicles on time</p> <p>PC11. Calculate optimum utilization for containers/vehicles</p> <p>PC12. Co-ordinate with the loading team to load the vehicles.</p> <p>PC13. Estimate the transport time for the consignment to reach the customer.</p> <p>PC14. In case of priorities/special needs, determine how much the consignment can be expedited at a reasonable cost.</p> <p>PC15. Coordinate with warehouse loading supervisors as per developed loading plan</p>

LSC/N1110

Setup systems, update information and plan the operations for the day

	PC16. Prepare a realistic estimate of when the consignment would reach the client by including some contingency time in the schedule to deal with unforeseen problems.
Knowledge and Understanding (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 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 and log books 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 and status of delivery</p> <p>KA7. Value of items handled and implications of damage/loss of the same</p> <p>KA8. Knowledge of how the company deals with damage or pilferage</p> <p>KA9. Knowledge of transit rules and regulations.</p> <p>KA10. Knowledge of various clients and their requirements</p> <p>KA11. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</p> <p>KA12. An end to end understanding of all activities that will be done.</p> <p>KA13. Nature of the products transported and the variances in their characteristics</p>
B. Technical Knowledge	<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>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator.</p> <p>SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p>
	Reading Skills
	<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>

LSC/N1110

Setup systems, update information and plan the operations for the day

	SA5. Read and understand instructions on how to use the tracking systems.
	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to: SA6. Communicate well with people of all levels SA7. Communicate with client/warehouse coordinators/internal staff effectively SA8. Share experiences and provide guidance to juniors and peers
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. Ability to make a judgment as to whether a route change is required or not.
	Plan and Organize
	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 SB8. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB9. Understand the customer timelines 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 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 the tracking process. SB13. Ability to keep track of the progress of each truck in real time.
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N1110		
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 Coordinator	Next review date	02/08/2016



National Occupational Standard



Overview

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

Monitor status of consignments that are under way

National Occupational Standard

Unit Code	LSC/N1111
Unit Title (Task)	Monitor status of consignments that are under way
Description	This unit is about monitoring status of consignments that are under way.
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Coordinate with trucking companies • Follow up on consignments that are underway
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Coordinate with trucking companies	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Contact the concerned person in the trucking companies, explain needs, make new bookings and arrange to have the new orders picked up.</p> <p>PC2. Follow up on existing truck bookings that have already been scheduled.</p> <p>PC3. Discuss any concerns regarding consignments already underway and have them addressed.</p> <p>PC4. Liaise with transport company representatives in case of any issues/emergencies</p>
Follow up on consignments that are underway	<p>PC5. Take stock of the current status of each ongoing consignment.</p> <p>PC6. Continuously keep track of the news to alert drivers in case of any problems or concerns along the route.</p> <p>PC7. Reroute the consignment if required and convey the change to the driver.</p> <p>PC8. Continuously track all ongoing consignments and keep in touch with drivers to identify any issues or errors.</p> <p>PC9. In case of problems, contact or respond to calls from the driver of the concerned truck and understand the issue.</p> <p>PC10. Discuss possible solutions with the driver and agree on the corrective action to be taken.</p> <p>PC11. Contact local authorities and request their assistance if needed.</p> <p>PC12. Log the issue and follow up with the driver to ensure that the transport of the consignment has resumed.</p> <p>PC13. Update information on the estimated delivery time of the consignment accordingly.</p>

Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. Types of documentation used in organization and importance of the same KA2. Risk and impact of not following defined work, safety and security procedures KA3. Records and log books to be maintained and the importance of the same KA4. Security procedures to be followed KA5. Escalation matrix for reporting identified problems KA6. Chain of command for reporting problems and status of delivery KA7. Value of items handled and implications of damage/loss of the same KA8. Knowledge of how the company deals with damage or pilferage KA9. Knowledge of transit rules and regulations. KA10. Knowledge of various clients and their requirements KA11. Implications of poor performance such as delayed pick-up, improper documentation and high error rate KA12. An end to end understanding of all activities that will be done. KA13. Nature of the products transported and the variances in their characteristics
	B. Technical Knowledge The user/individual on the job needs to know and understand: KB1. Detailed understanding of the tracking systems KB2. Ability to accurately estimate travel time required KB3. Understanding of common problems and solutions for the same KB4. Basic computer and system skills to operate and perform minor fixes KB5. Knowledge of processes and differences in processes across clients/products KB6. Knowledge of routes and ability to reroute if required. KB7. Knowledge of controls and processes for operating computer terminal
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills The user/ individual on the job needs to know and understand how to: SA1. Ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator. SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use
	Reading Skills The user/individual on the job needs to know and understand how to: SA3. Good reading skills, ability to comprehend written instructions, standard operating procedures SA4. Read and understand documents required for all operational activities SA5. Read and understand instructions on how to use the tracking systems.

LSC/N1111

Monitor status of consignments that are under way

	Oral Communication (Listening and Speaking skills)
	<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>
B. Professional Skills	Decision Making
	<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> <p>SB2. Ability to make a judgment as to whether a route change is required or not.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB4. Prioritize and execute tasks within the scheduled time limits</p> <p>SB5. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB6. Be a team player and achieve joint goals</p> <p>SB7. Flexibility to re-assess schedule in case of delays/additional orders</p> <p>SB8. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Understand the customer timelines and ensure that they are met.</p>
	Problem Solving
	<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 manager.</p> <p>SB11. Handle day to day problems like delays, staffing shortage, etc.</p>
	Analytical Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Suggest methods to streamline the tracking process.</p> <p>SB13. Ability to keep track of the progress of each truck in real time.</p>
	Critical Thinking Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Ability to concentrate on task at hand and complete it without errors</p>

NOS Version Control

NOS Code	LSC/N1111		
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 Coordinator	Next review date	02/08/2016



National Occupational Standard



Overview

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

Confirm delivery is completed with client and report

Unit Code	LSC/N1112
Unit Title (Task)	Confirm delivery is completed with client and report
Description	This unit is about confirming delivery is completed with client and reporting
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Close deliveries with clients • Report to management
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Close deliveries with clients	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Check the tracking system to verify that the truck has reached the destination.</p> <p>PC2. Call or email client to verify that the truck has arrived with the consignment in good condition.</p> <p>PC3. Complete any closing formalities that may be required at either end.</p> <p>PC4. Add any comments if required and close the consignment on the tracking system.</p> <p>PC5. In case of delays, discrepancies etc. inform client representative</p>
Report to management	<p>PC6. Escalate to manager receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments.</p> <p>PC7. Prepare vendor rating report with details on which transporter provided vehicles on time, how many vehicles reached the destination on time ,etc.</p> <p>PC8. Notify manager regarding any concerns faced during the day.</p> <p>PC9. Provide daily report to manager regarding the condition of the routes, accidents or damage if any, delays, inability to meet an order, etc.</p> <p>PC10. After obtaining the manager's approval, inform DEO to place orders.</p> <p>PC11. Complete any forms as required by management.</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 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 and log books 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 and status of delivery</p>

LSC/N1112

Confirm delivery is completed with client and report

	<p>KA7. Value of items handled and implications of damage/loss of the same</p> <p>KA8. Knowledge of how the company deals with damage or pilferage</p> <p>KA9. Knowledge of transit rules and regulations.</p> <p>KA10. Knowledge of various clients and their requirements</p> <p>KA11. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</p> <p>KA12. An end to end understanding of all activities that will be done.</p> <p>KA13. Nature of the products transported and the variances in their characteristics</p>
B. Technical Knowledge	<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>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator.</p> <p>SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p>
	Reading Skills
	<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>
	Oral Communication (Listening and Speaking skills)
	<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/N1112

Confirm delivery is completed with client and report

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. Ability to make a judgment as to whether a route change is required or not.
	Plan and Organize
	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
	SB8. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB9. Understand the customer timelines 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 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 the tracking process.
	SB13. Ability to keep track of the progress of each truck in real time.
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to:
	SB14. Ability to concentrate on task at hand and complete it without errors

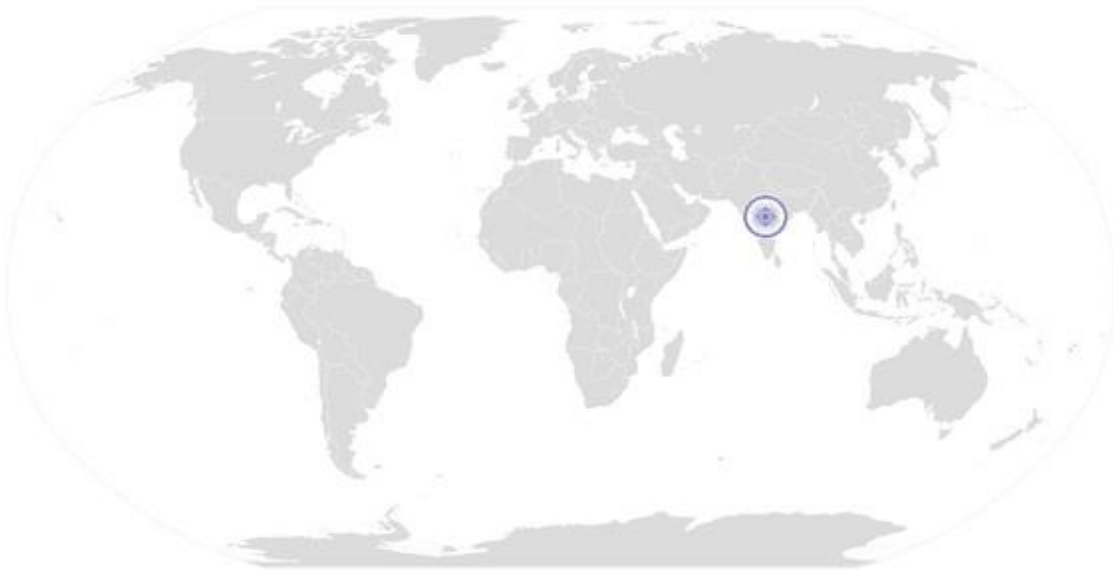
NOS Version Control

NOS Code	LSC/N1112		
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 Coordinator	Next review date	02/08/2016



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National Occupational Standard



Overview

This unit is about preparing for shift handover.

Unit Code	LSC/N1113
Unit Title (Task)	Prepare for shift handover
Description	This unit is about preparing for shift handover.
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> • Update status of all consignments • Shift handover to the next transport coordinator
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
Set up computer and tracking systems for operation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. Discuss with despatcher to understand if there is any delay and update the departure times of consignments.</p> <p>PC2. Take note of consignments that had recently departed as well as those already underway.</p> <p>PC3. Note down the consignments which had any issues or which have special priorities.</p> <p>PC4. Update the estimated arrival times of all consignments.</p> <p>PC5. Inform customers on the updated estimates of arrival times if necessary.</p>
Update available information	<p>PC6. Clean up the work area for the next shift transport coordinator.</p> <p>PC7. Handover the log and any other documentation that was maintained for the shift.</p> <p>PC8. Briefly explain the important events and areas which require careful monitoring to the relieving transport coordinator.</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 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 and log books 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 and status of delivery</p> <p>KA7. Value of items handled and implications of damage/loss of the same</p> <p>KA8. Knowledge of how the company deals with damage or pilferage</p> <p>KA9. Knowledge of transit rules and regulations.</p>

LSC/N1113

Prepare for shift handover

	<p>KA10. Knowledge of various clients and their requirements</p> <p>KA11. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</p> <p>KA12. An end to end understanding of all activities that will be done.</p> <p>KA13. Nature of the products transported and the variances in their characteristics</p>
B. Technical Knowledge	<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>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator.</p> <p>SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p>
	Reading Skills
	<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>
	Oral Communication (Listening and Speaking skills)
	<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>
B. Professional Skills	Decision Making
	<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> <p>SB2. Ability to make a judgment as to whether a route change is required or not.</p>

LSC/N1113

Prepare for shift handover

	Plan and Organize
	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 SB8. Adjust according to volume, capacity and manpower needs during peak and non-peak hours
	Customer Centricity
	The user/individual on the job needs to know and understand how to: SB9. Understand the customer timelines 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 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 the tracking process. SB13. Ability to keep track of the progress of each truck in real time.
	Critical Thinking Skills
	The user/individual on the job needs to know and understand how to: SB14. Ability to concentrate on task at hand and complete it without errors

NOS Version Control

NOS Code	LSC/N1113		
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 Coordinator	Next review date	02/08/2016



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National Occupational Standard



Overview

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

Unit Code	LSC/N1126
Unit Title (Task)	Maintain Health, Safety and security measures in coordinating transportation routes
Description	This unit is about maintaining Health, Safety and security measures in coordinating transportation routes
Scope	<p>This OS unit/task covers the following:</p> <ul style="list-style-type: none"> Identify and report all emergencies/accidents/safety breaches Inspect activity area and equipment to ensure it is in safe/working condition Maintain health, safety and security protocol during all activities
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Identify and report all emergencies/accidents/safety breaches	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action</p> <p>PC2. Identify reasons for occurrence of incident</p> <p>PC3. Capture reasons and response/action taken into incident report/note to manager</p> <p>PC4. Report any deviations from standard protocol along with reasons (if any)</p>
Inspect activity area and equipment to ensure it is in safe/working condition	<p>PC5. Visually inspect the activity area and equipment for appropriate and safe condition.</p> <p>PC6. Report any issues related to equipment and activity area to the concerned personnel or management.</p> <p>PC7. Ensure all safety/emergency/medical equipment is readily accessible in case of any incident</p>
Maintain health, safety and security protocol during all activities	<p>PC8. Follow Material Safety Data Sheet (MSDS) and other security procedures as per company policy.</p> <p>PC9. Follow all precautionary data handling procedures</p> <p>PC10. Maintain clean work table area.</p> <p>PC11. Ensure data privacy and independence in all dealings.</p> <p>PC12. Ensure one's own physical fitness is in good condition</p> <p>PC13. Follow all health and safety guidelines as per organizational procedures</p> <p>PC14. Ensure appropriate protocol is followed in case of any incident by all relevant staff</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 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 and log books 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 and status of delivery</p> <p>KA7. Value of items handled and implications of damage/loss of the same</p> <p>KA8. Knowledge of how the company deals with damage or pilferage</p> <p>KA9. Knowledge of transit rules and regulations.</p> <p>KA10. Knowledge of various clients and their requirements</p> <p>KA11. Implications of poor performance such as delayed pick-up, improper documentation and high error rate</p> <p>KA12. An end to end understanding of all activities that will be done.</p> <p>KA13. Nature of the products transported and the variances in their characteristics</p>
B. Technical Knowledge	<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>
Skills (S)	
A. Core Skills/ Generic Skills	Writing Skills
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. Ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator.</p> <p>SA2. Ability to develop operating procedures, improvements and create documents for internal understanding/use</p>
	Reading Skills
	<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>

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	Oral Communication (Listening and Speaking skills)
	<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>
B. Professional Skills	Decision Making
	<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> <p>SB2. Ability to make a judgment as to whether a route change is required or not.</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB3. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p> <p>SB4. Prioritize and execute tasks within the scheduled time limits</p> <p>SB5. Maintain schedules and punctuality. Avoid absenteeism.</p> <p>SB6. Be a team player and achieve joint goals</p> <p>SB7. Flexibility to re-assess schedule in case of delays/additional orders</p> <p>SB8. Adjust according to volume, capacity and manpower needs during peak and non-peak hours</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB9. Understand the customer timelines and ensure that they are met.</p>
	Problem Solving
	<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 manager.</p> <p>SB11. Handle day to day problems like delays, staffing shortage, etc.</p>
	Analytical Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB12. Suggest methods to streamline the tracking process.</p> <p>SB13. Ability to keep track of the progress of each truck in real time.</p>
	Critical Thinking Skills
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB14. Ability to concentrate on task at hand and complete it without errors</p>

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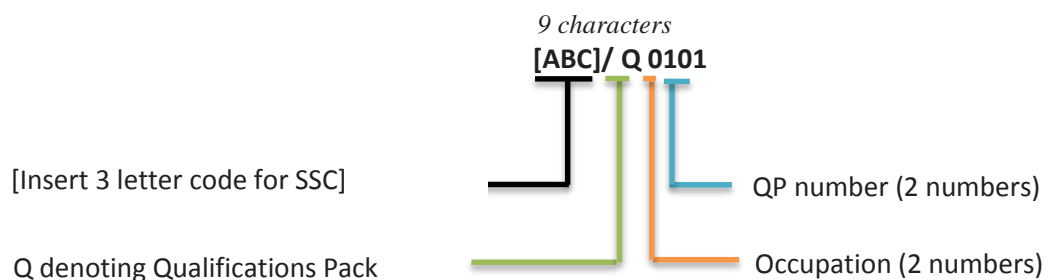
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Qualifications Pack for Transport Coordinator

Annexure

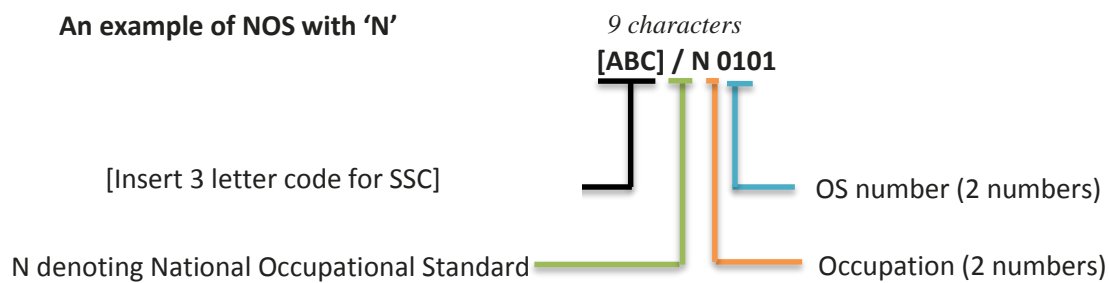
Nomenclature for QP and NOS

Qualifications Pack



Occupational Standard

An example of NOS with 'N'



Qualifications Pack For Transport Coordinator

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 Coordinator

PERFORMANCE CRITERIA

Job Role: Transport Coordinator

Qualification Pack: LSC/Q1118

Sector Skill Council: LSC

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.

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
1. LSC/N1110 (Setup systems, update information and plan operations for the day)	PC1. Power up computer terminal and log in using company credentials	100	8	2	6
	PC2. Identify errors in the tracking system if any and have it rectified by IT team.		8	2	6
	PC3. Ensure readiness of computer, GPS and all other tracking systems in the tracking grid.		8	2	6
	PC4. Understand status from the transport coordinator of the previous shift, what work is pending and concerns if any.		8	2	6
	PC5. Receive any new order data, new client details, etc. from Data Entry Operator (DEO).		8	2	6
	PC6. Understand any changes in priority of existing orders from DEO.		6	2	4
	PC7. Understand from the despatcher about any delays or problems in outgoing consignments from the previous day.		6	2	4
	PC8. Update all information into the computer and tracking systems.		6	1	5
	PC9. Confirm inventory and labour availability with supervisor and get an estimate of throughput time from the supervisor.		6	1	5
	PC10. Ensure the availability of vehicles on time		6	1	5

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		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC11. Co-ordinate with the loading team to load the vehicles.		3	1	2
	PC12. Calculate optimum utilization for containers/vehicles		6	1	5
	PC13. Estimate the transport time for the consignment to reach the customer.		3	1	2
	PC14. In case of priorities/special needs, determine how much the consignment can be expedited at a reasonable cost.		3	1	2
	PC15. Coordinate with warehouse loading supervisors as per developed loading plan		3	1	2
	PC16. Prepare a realistic estimate of when the consignment would reach the client by including some contingency time in the schedule to deal with unforeseen problems.		12	3	9
		Total	100	25	75
2.LSC/N1111 (Monitor status of consignments that are under way)	PC1. Contact the concerned person in the trucking companies, explain needs, make new bookings and arrange to have the new orders picked up.	100	12	3	9
	PC2. Follow up on existing truck bookings that have already been scheduled.		8	2	6
	PC3. Discuss any concerns regarding consignments already underway and have them addressed.		8	2	6
	PC4. Liaise with transport company representatives in case of any issues/emergencies		2	0	2
	PC5. Take stock of the current status of each ongoing consignment.		8	2	6
	PC6. Continuously keep track of the news to alert drivers in case of any problems or concerns along the route.		8	2	6
	PC7. Reroute the consignment if required and convey the change to the driver.		8	2	6
	PC8. Continuously track all ongoing consignments and keep in touch with drivers to identify any issues or errors.		8	2	6
	PC9. In case of problems, contact or respond to calls from the driver of the concerned truck and understand the issue.		8	2	6
	PC10. Discuss possible solutions with the driver and agree on the corrective action to be taken.		8	2	6
	PC11. Contact local authorities and request their assistance if needed.		8	2	6
	PC12. Log the issue and follow up with the driver to ensure that the transport of the consignment has resumed.		8	2	6

Qualifications Pack For Transport Coordinator

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC13. Update information on the estimated delivery time of the consignment accordingly.		6	2	4
		Total	100	25	75
3. LSC/N1112 (Confirm delivery is completed with client and report)	PC1. Check the tracking system to verify that the truck has reached the destination.	100	8	2	6
	PC2. Call or email client to verify that the truck has arrived with the consignment in good condition.		12	4	8
	PC3. Complete any closing formalities that may be required at either end.		10	2	8
	PC4. Add any comments if required and close the consignment on the tracking system.		8	2	6
	PC5. In case of delays, discrepancies etc. inform client representative		6	0	6
	PC6. Escalate to manager receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments.		8	2	6
	PC7. Prepare vendor rating report with details on which transporter provided vehicles on time, how many vehicles reached the destination on time etc.		8	2	6
	PC8. Notify manager regarding any concerns faced during the day.		10	2	8
	PC9. Provide daily report to manager regarding the condition of the routes, accidents or damage if any, delays, inability to meet an order, etc.		10	2	8
	PC10. After obtaining the manager's approval, inform DEO to place orders.		10	2	8
	PC11. Complete any forms as required by management.		10	0	10
		Total	100	20	80
4. LSC/N1113 (Prepare for shift handover)	PC1. Discuss with despatcher to understand if there is any delay and update the departure times of consignments.	100	12	3	9
	PC2. Take note of consignments that had recently departed as well as those already underway.		12	3	9
	PC3. Note down the consignments which had any issues or which have special priorities.		14	3	11
	PC4. Update the estimated arrival times of all consignments.		14	3	11
	PC5. Inform customers on the updated estimates of arrival times if necessary.		14	3	11
	PC6. Clean up the work area for the next shift transport coordinator.		14	3	11

Qualifications Pack For Transport Coordinator

		Marks Allocation			
		Total Marks	Out of	Theory	Skills Practical
	PC7. Handover the log and any other documentation that was maintained for the shift.		10	3	7
	PC8. Briefly explain the important events and areas which require careful monitoring to the relieving transport coordinator.		10	4	6
		Total	100	25	75
5. LSC/N1126 (Maintain Health and Safety measures in coordinating transportation routes)	PC1. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action	100	5	1	4
	PC2. Identify reasons for occurrence of incident		5	1	4
	PC3. Capture reasons and response/action taken into incident report/note to manager		5	1	4
	PC4. Report any deviations from standard protocol along with reasons (if any		5	1	4
	PC5. Visually inspect the activity area and equipment for appropriate and safe condition.		5	2	3
	PC6. Report any issues related to equipment and activity area to the concerned personnel or management.		5	2	3
	PC7. Ensure all safety/emergency/medical equipment is readily accessible in case of any incident		5	2	3
	PC8. Follow Material Safety Data Sheet (MSDS) and other security procedures as per company policy.		10	3	7
	PC9. Follow all precautionary data handling procedures		10	3	7
	PC10. Maintain clean work table area.		10	3	7
	PC11. Ensure data privacy and independence in all dealings.		10	3	7
	PC12. Ensure one's own physical fitness is in good condition		5	2	3
	PC13. Follow all health and safety guidelines as per organizational procedures		10	3	7
	PC14. Ensure appropriate protocol is followed in case of any incident by all relevant staff		10	3	7
		Total	100	30	70