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Facilitator Guide



Sector
Logistics

Sub sector
Land Transportation

Occupation
Customer Support/Relations

Reference ID: LSC/Q1121, Version 2.0
NSQF Level 3

Consignment Tracking Executive



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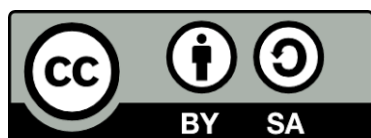
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Shri Narendra Modi
Prime Minister of India

“ Skilling is building a better India.
If we have to move India towards
development then Skill Development
should be our mission. ”



Acknowledgements

We thank the following organizations for endorsing the contents of this Facilitator Guide Handbook, thus contributing towards skilling based on the Qualification Pack (QP) and National Occupational Standards (NOSs).



About this Guide

This Facilitator Guide is designed to enable training for the Consignment Tracking Executive Qualification Pack (QP). It provides facilitators with the necessary knowledge relating to major logistics and transportation topics, such as loading, unloading, receiving, packing and shipping, getting knowledge on tracking each consignment as it moves from origin to destination. Its decision-making orientation provides a real-world approach focusing on large and small logistics and/or transportation industry. The book elaborates how facilitators interact with the participants and train them by understanding their needs and explaining all the key concepts pertaining to the job roles. Also it helps the facilitator to complete all the topics to the participants in timely fashion. This handbook also provides the latest information on current advancements in technology and its impact on the industry. Many modules have been revised to capture the diversity, varied perspectives, and current spirit of Consignment tracking.

Key Learning Objectives for the specific NOS mark the beginning of the Unit/s for that NOS. The symbols used in this book are described below.

Symbols Used



Steps



Time



Tips



Notes



Objectives



Do



Ask



Explain



Elaborate



Field Visit



Practical



Lab



Demonstrate



Exercise



Team Activity



Facilitation Notes



Learning Outcomes



Say



Resources



Activity



Summary



Role Play



Example

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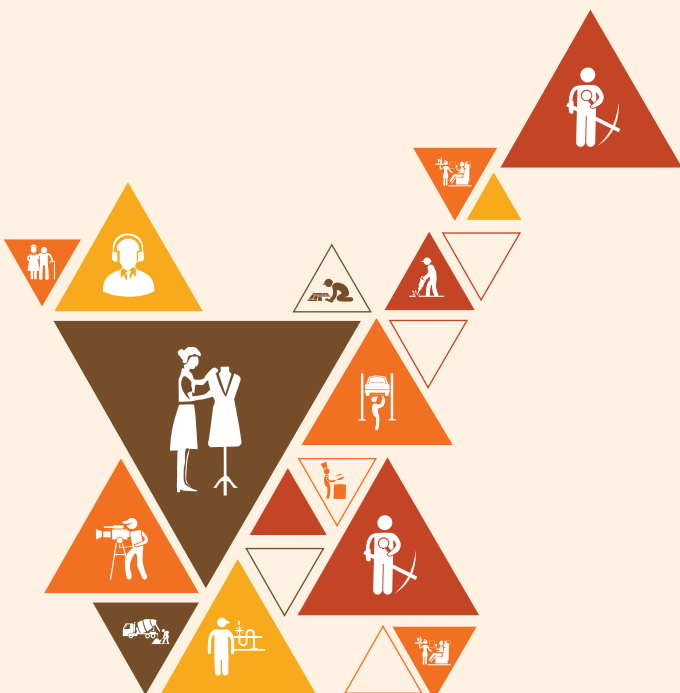
1. Introduction

Unit 1.1 - Supply Chain Management

Unit 1.2 - About the Course

Unit 1.3 - Importance of Warehouse in Supply Chain

Unit 1.4 - Roles and Responsibilities of a Consignment Tracking Executive



Key Learning Outcomes



At the end of this module participant will be able to:

1. Discuss Supply Chain and Logistic Management
2. Explain the different types of Inventory and its importance
3. Discuss Warehousing industry and job opportunities in it
4. Define your job roles and responsibilities as a Consignment Tracking Executive
5. Explain the various operations in warehouse and their importance in the effective logistics
6. Identify the Expectations from a Consignment Tracking Executive in his/her job role
7. Describe the various functions / operations of the warehouse
8. Define the inbound and outbound activities
9. Explain the major activities that are performed inside a warehouse
10. Get a clarity on the main roles of a Consignment Tracking Executive

UNIT 1.1 - Supply Chain Management

Unit Objectives

At the end of this unit participant will be able to:

1. Define Supply chain management
2. Define Logistics management
3. Explain the important flows in supply chain management

Resources to be used

- Available objects such as a duster, pen, notebook etc.
- Teaching board
- Ball or any weightless object to pass

Do

- Make the students stand in a circle, close enough to the person each side of them that they can pass the parcel quickly.
- Say 'Stop' when the when students least expect it. The person who has the parcel at that meq should get out.
- Those who get out should introduce themselves by providing their names and a lileq additional in formaon such as favorite hobbies, likes, dislikes etc.
- The winner of the game should stand and introduce himself/herself at the end of the game.
- Connue with r est of the parcipants ll become last one
- Finish the task by clapping and ask them to sit next to one whom they do not know before

Say

- Thank the students for their parcipaàon.

Notes for Facilitation

- You could ask the students who get out during the game to be the music keepers. They can start and stop the music as the game progresses.
- Encourage shy students to provide information about themselves by prompting them with questions such as 'what do you enjoy doing the most', 'what is your favorite movie or book' etc.
- Motivate students by stand that they are going to achieve something big in their life
- Promote all the students in a much positive note and do not allow anybody to share any negative stories.

Unit 1.2 - About the Course

Unit Objectives

At the end of this unit participant will be able to:

1. Explain the importance of a Consignment Tracking Executive
2. Describe the organisation structure and reporting protocols
3. Elucidate the main objectives of this course

Notes for Facilitation

- You could ask the students about the expectations from the course.
- Invite students to participate. List the expectations on the whiteboard.
- Give the students a brief overview of what all will be covered in the program.
- Provide information on what are they going to learn in the next 30 days
- Supply the me schedule about the learning they are going to cater periodically
- Inform about the discipline to be followed in the class, minds they have to maintain
- Share important dates, plan of visits, assessments, labs, practical classes and explain the calendar in detail as when and what is planned.

UNIT 1.3 - Importance of Warehouse in Supply Chain

Unit Objectives

At the end of this unit participant will be able to:

1. Explain the importance of a Warehouse in supply chain
2. Describe the various activities carried inside a warehouse
3. Explain the importance of different policies and procedures

Say

- The definition of Supply Chain and Logistics Management
- The movement of goods from supplier to the manufacturer to the customer is called as the supply chain flow

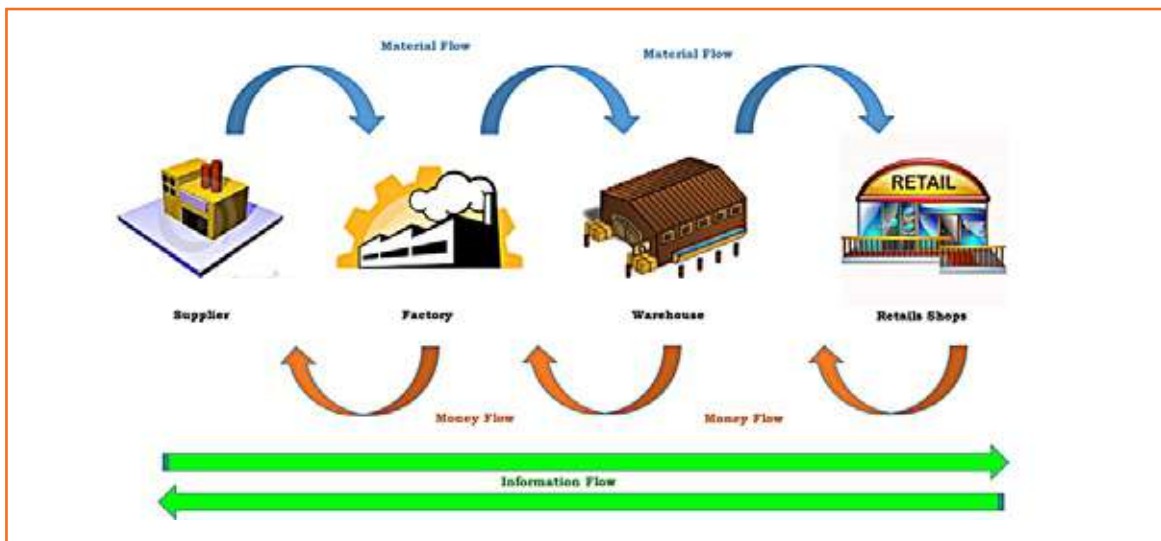


Fig 1.3.1: Supply Chain Management Flows

- 3 basic flows of Supply Chain management- Product flow / Service Flow, Information Flow, Finance/Money Flow
- An example of a very simple supply chain for a single product, where raw material is procured from suppliers, transformed into finished goods in a single step, and then transported to distribution centers, and ultimately, customers. Example –Pen, where suppliers are plastic molding supplier (shell, cap, top and bottom lid), ink supplier, steel supplier (nib and ball). Manufacturer assembles the pen in right condition and quality. Customer is you and me.

Explain

- What is Inventory?
- Different types of Inventory
- How a final two wheeler is assembled with various inventory types
- The activities carried inside a warehouse

Ask

- Ask the students the three important flows in Supply Chain Management
- Ask the students about the activities carried inside the warehouse

Notes for Facilitation

- You could ask the students what they know about the Warehouse industry in India.
- Ask students about, what is their idea about Warehouse activities
- Give students some time to think about how the Warehouse industry has changed in the last ten years.
- Set the context and ask them to describe the industry trends in Warehouse industry.
- Identify the knowledge of students on the various types of Warehouse operations.

Unit 1.4 - Roles and Responsibilities of a Consignment Tracking Executive

Unit Objectives

At the end of this unit participant will be able to:

1. Describe the roles and responsibility of a Consignment Tracking Executive
2. Explain various work a Consignment Tracking Executive will carry inside a warehouse/industry

Ask

- Ask the students why tracking a Consignment is important.
- Ask the students what they understand from Consignment tracking

Say

- A Consignment is an arrangement in which goods are left in the possession of another party to sell. It may be of any product such as cloths, accessories, books, automobile products, e-commerce products, perishable goods etc.
- A Consignor or Carrier is a person or company that sells or transports goods for any person or company and that is responsible for any possible loss of the goods during transport.
- A Consignee is a person who buys goods from a person or a company
- It does not mean that a Consignor sent a shipment will always deliver to the consignee on time, in full quantity as shipped and a guaranteed delivery.
- This means that if a shipment goes missing in transit you have no idea as to where it is and proof of possession means just that it does not mean guaranteed delivery.
- Many people do not realize this and think that their parcel or a shipment will get to its destination safely and indeed the majority of the time it does, however if your parcel is late arriving at a client, it can then be critical to your business to find out where the parcel actually is.
- Failing to be able to do this could lose you a client very easily, particularly if it never turns up – being able to claim the cost of your parcel back could be inconsequential.
- This is where a consignment tracking executive's role plays a crucial part.

Explain

- The main roles of a Consignment tracking executive are
 - Track each consignment as it moves from its origin to its destination
 - Co-ordinate with Shipper Company engaged in packing and shipping merchandise
 - Determine the transit me and follow-up accordingly
 - Enter data into database
 - Keep records of all goods shipped, received, and stored
 - Ensure mely closure of all orders
 - Obtain / generate shipment number and record data
 - Notify consignees / consumer of the arrival of the package and arrange for delivery

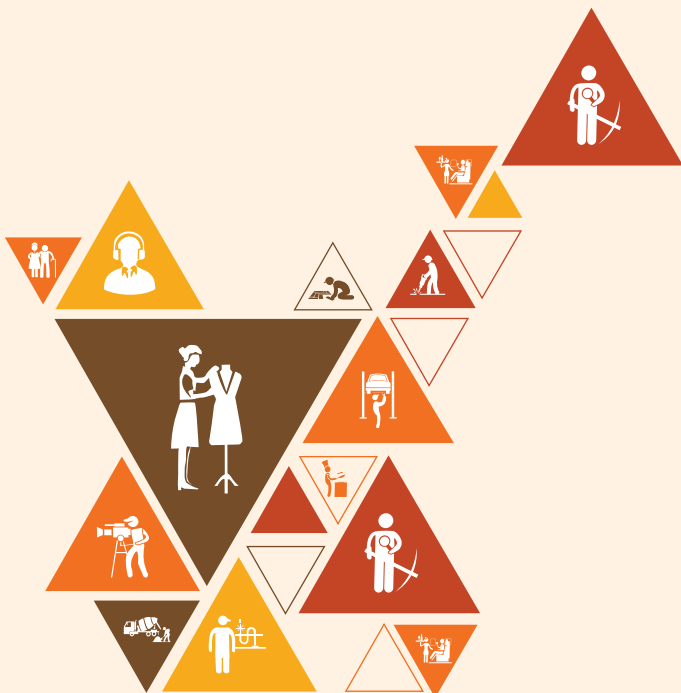
Notes for Facilitation

- You could ask the students what they know about the Consignment tracking
- Ask some students to share their experience on tracking a shipment in their personal life
- Ask them share the details that they will get during tracking a consignment

Answers to the Exercise in PHB

1. Product flow / Service Flow
Information flow
Finance/money flow
2. Information flow
3. loading supervisor
4. A Warehouse is a place used for storage or collecting of goods, so as to make things available as and when required. There can be different types of goods stored inside a warehouse such as FG- Finished goods, WIP-Work in progress goods, RM-Raw materials etc. Below mentioned figure depicts the different types of goods stored inside a Warehouse and its forms
5. Outbound
6. Refer 1.4.1 in Participant handbook





Key Learning Outcomes



At the end of this module participant will be able to:

1. Explain the importance of consignment tracking
2. Get clarified about the different types of goods and their classification
3. Define the importance of documents in the consignment tracking
4. Get knowledge on various important abbreviations
5. Explain the various challenges related to transportation
6. Recognize the overall picture of the freight transport industry
7. Categorize the importance of status checking
8. Explain the importance of computer systems in tracking
9. Get to know about the various tracking systems available
10. Recognize the different types of documents used in consignment tracking
11. Enhance knowledge about the various safety policies
12. Explain the various risks involved when deviated from the procedure
13. Get clarity on simple violations in the procedure and the reasons for that
14. Get details on the reporting structure and the various channels of communication
15. Explore about the infrastructure challenges related to freight movement by Road
16. Explain the regulations behind the movement of hazardous materials
17. Describe about the tracking system

UNIT 2.1 - Activities Involved in Consignment Tracking

Unit Objectives

At the end of this unit participant will be able to:

1. Explain the definition for a consignment
2. Get introduced to consignment tracking
3. Explain the importance of consignment tracking
4. Describe about the importance and usage of computer systems in the consignment tracking

Say

- A consignment is the item or process of sending goods to a person/ warehouse/ manufacturing plant or place to be stored or sold. The progress that is made by a shipping company in the effort to ensure that goods and products are delivered should be closely monitored.
- The tracking is majorly done through Consignment tracking executive. The consignment tracking is done through a computer system or devices that locate the truck/containers as well as other means that are being used to transport the goods across the country and worldwide.

Explain

- The activities involved in tracking a shipment or a consignment
- The necessary details required for a consignment tracking executive to track a consignment
- The use of computers and other technology like GPS trackers to track a consignment

Notes for Facilitation

- You could show the students some of the courier tracking slips with the tracking number and demonstrate how to track the shipment details using computer with internet connection
- Ask the students to share the details that they understand from the tracking output result
- You could give exercise to students to for collecting courier tracking slips and POD-Proof of Delivery and come up with the tracking report – this could be given as an assessment to the students

UNIT 2.2 - Exposure to Related Documents and Information

Unit Objectives

At the end of this unit participant will be able to:

1. Explain the definition for a consignment
2. Get introduced to consignment tracking
3. Explain the importance of consignment tracking
4. Describe about the importance and usage of computer systems in the consignment tracking

Explain

- The necessary documents and details required for tracking a consignment
- Explain what is a vehicle reporting list and from whom a consignment tracking executive might receive the list
- What is the use of a 'Truck number' and 'LR-Lorry Receipt' number in consignment tracking

Elaborate

- A Lorry receipt is a form used when a lorry full of goods are received from the supplier. These forms are usually used when any product/goods travel a long way in Lorries (trucks) to reach the destination/ supplier . These receipts also carry the details of the goods sent by a lorry and their insurance details so that if it lose, the supplier company can claim from the insurance company. These forms are signed by both buyer and supplier.
- Some of the other details in the Lorry Receipt challan are;
 - The freight amount, plus any other charges to be paid
 - Whether the freight is paid or to be paid or to be billed
 - Whether the consignment is consigned to the consignee or selves
 - Whether the consignment is insured by the owner or transporter
 - Whether the cargo is for door delivery or to be cleared by the consignee from the transporter's warehouse

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DRIVER'S ACK. COPY

Customer Care : HUBBALLI ☎ 0836-2307800 e-mail : customercare@vrllogistics.com Website : www.vrllogistics.com

SERVICE CATEGORY : GOODS TRANSPORT AGENCY SERVICE (REF. NO. : AARCV2600C) PAN NO. : AARCV2600C CIN : L88210HA13242052207

From : MSR - HOSUR - 04344-276947,093442-02847

To : KKND - KAKINADA(AP) - 0884-2366030,093445-38084



111444131

Consignor : CARBORUNDUM UNIVERSAL LTD

TIN-0 --*

D.Valuet Rs. 10441

Packages

1 CB GRINDING WHEEL

Self No :

Booked By 21753 / LRNO : 111444131

Consignee : INDO ASIAN MARINE

TIN-G --*

P.Code 10495

A/C - GP.

Door Delivery

300

DOOR DELIVER - HOSUR.

Total 300.00

Date: 30-04-2016

Signature: _____

Stamp: _____

DOOR DELIVERY / ETD : 30-04 20:48

Control No. 12809254

SERVICE TAX PAYABLE BY

Consignor ☐ Consignee ☐ Transporter ☐

BOOKED AT OWNER'S RISK

* If booked on Door Delivery basis, Delivery at ground floor only

fig 2.2.1 :LR receipt

- VAT - Value Added Tax
- TIN - Tax payers' Identification Number
- CST - Central Sales Tax
- LST - Local Sales Tax

Ask



- What are the details incorporated in the LR-Lorry Receipts
- Who is a Consignor
- Who is a Consignee
- Where one can find the delivery address in the Lorry Receipt
- How can we find, in which vehicle the consignment is coming

UNIT 2.3 - Checking out for Challenges in Transporting Consignment

Unit Objectives

At the end of this unit participant will be able to:

1. Get to know various challenges related to transportation
2. Explain the overall picture of the freight transport industry
3. Recognize the importance of alternate or contingency planning
4. Explain the importance of staying in connection with the driver

Say

- Truck and road freight transportaon contributes to more than 70% of the total goods transported domestically across India.
- Some of the key challenges faced by the freight transport industry are shortage of drivers which forces a single driver to drive the vehicle for more than 2000 to 2500 kilometers without any proper rest and focus. Considering the social responsibility and the care take towards the need for rest to the driver, leads to a huge delay in transporng the consignment
- Environmental issues are also equally considered parameter for the delays in consignments. Natural calamies like flood, cyclones, rainfall, earthquake etc will cause a huge challenge in transporng the goods.
- Traffic congeseons are also a major challenge for the freight industry. Considering the growing economy and number of trucks operang in the industry makes traffic congestions in the national high ways.
- It is the responsibility of a Consignment tracking executiv e to gather prior informaon on any challenges and environmental issues and it is the responsibility of the tracking executiv e to communicate to the freight transportaon company or to the drivers to make aware of the situaons in order to tackle them.

Explain



- Some of the challenges that one might face in transporting a consignment
- How to check details and track where the delay is for a consignment
- How to inform the truck drivers and the management about any predicted challenges to avoid delays in delivery

Notes for Facilitation



- You could ask the students to share some of the recent environmental issues like heavy rains in particular region, floods, cyclone which they heard that cause major transportation challenges
- Ask the students to come up with a list of natural climate disasters in past 2 years that causes transportation disruptions (example: Chennai flood in 2015, Gujarat protest in 2015, Bangalore Cauvery water issue in 2016, Chandigarh-Haryana riot in 2015 etc)

UNIT 2.4 - Inspecting the Status and Prioritization of Work

Unit Objectives

At the end of this unit participant will be able to:

1. Recognize the importance of status checking
2. Get to know the art of prioritizing
3. Explain the importance of status checking and prioritizing in on-time delivery and consignment tracking

Explain

- How to check the status of the consignment with the help of provided tracking details
- How to get information from the previous shi tracking executvie regarding the status of the incoming trucks
- How to update the consignment tracking status report for communication chain.

Demonstrate

- How to create a consignment status report with the help of all the necessary details
- How to prioritize the work in terms of truck allocation for loading and unloading based on the urgencies

UNIT 2.5 - Prepare Computer and Tracking System

Unit Objectives

At the end of this unit participant will be able to:

1. Recognize the importance of status checking
2. Get to know the art of prioritizing
3. Explain the importance of status checking and prioritizing in on-time delivery and consignment tracking

Say

- Computer is an important tool used by the consignment tracking executive for tracking and tracing products and services. The individual in this position must be able to understand the basic working of a computer system, its technical details, operations and controls for an efficient work.
- A vehicle tracking system uses the automatic vehicle location in individual vehicles with software that collects these truck data for a comprehensive picture of vehicle locations. Modern vehicle tracking systems commonly use GPS – Global Positioning System technology for locating the vehicle. Vehicle information can be viewed on electronic maps via the Internet or specialized software.
- The status of the truck movement, parking details can be viewed using the tracking software in the computer system by the consignment tracking executive for information updates

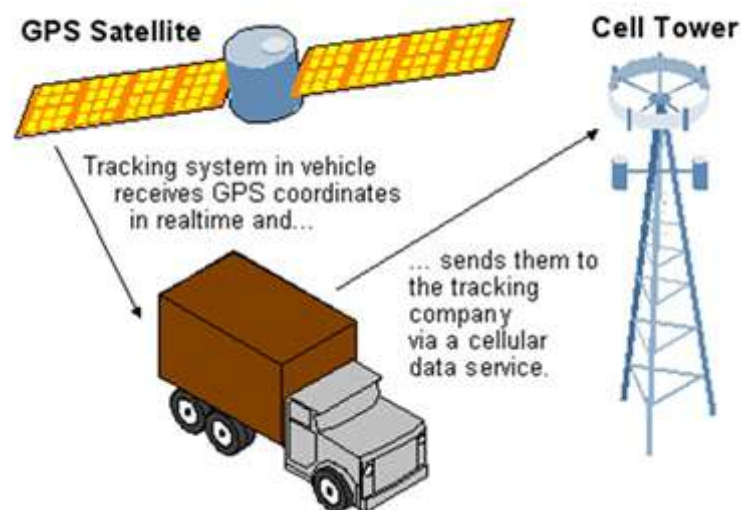


fig 2.5.1 :Tracking

Explain



- How to make ready the computer and other tracking system for days operations
- What is the GPS tracking system and how it works
- The outputs of the tracking device and how to collect and record information from the tracking devices
- The important stationary requirements for a consignment tracking executive
- The importance of having the complete contact details of the transporters, truck drivers, freight booking agents etc for a consignment tracking executive

Lab



- Give practical education to students for tracking a shipment
- Give practical demonstration to the students for a GPS tracking system

Notes for Facilitation



- You could show some videos for a GPS tracking system
- Ask the students to share some of their experience of using a GPS system in their day to day life
- You could make use of a simple GPS tracking system in the mobile phone and the journey origin-destination address and show the output to the students
- The above can also be depicted using Google Maps and share the output to the students with various details

UNIT 2.6 - Exposure to Document

Unit Objectives

At the end of this unit participant will be able to:

1. Explain the different types of documents used
2. Brief about the usage and importance of Bill of lading
3. Recognize and interpret commercial invoice, packing list and weight list
4. Get to know the importance of certificate of origin
5. Explain the importance of insurance and other documents like courier delivery slip, road waybill, postal delivery slip, Airway bill etc

Explain

- Explain the students about the different types of documents used by a consignment tracking executive
- What is a Bill of Lading and its importance
- What is an Airway bill
- What is a Commercial Invoice
- What is a Packing list
- What is a Certificate of Origin
- What is an Insurance document
- What is a Courier delivery slip
- What is a POD – Proof Of Delivery document

Say



- A bill of lading is a legal document between the shipper of goods and the carrier detailing the type, quantity and destination of the goods being carried. The bill of lading also serves as a receipt of shipment when the goods are delivered at the predetermined destination. This document must accompany the shipped goods, no matter the form of transportation, and must be signed by an authorized representative from the carrier, shipper and receiver.
- A commercial invoice is a document that specifies a transaction between a buyer and a seller. If goods or services were purchased on credit, the invoice usually specifies the terms of the deal, and provide information on the available methods of payment. An invoice is also known as a bill or sales invoice.
- A packing list is a document that includes details about the contents of a package. The packing list is intended to let transport agencies, government authorities and customers know the contents of the package. These details help each of these parties handle the package accordingly.
- A Certificate of Origin (CO) is an important international trade document attesting that goods in a particular export shipment are wholly obtained, produced, manufactured or processed in a particular country. COs also constitute a declaration by the exporter.

Demonstrate



- Demonstrate the students how a Bill of Lading looks like and show them some sample Bill of Lading or a Transported bill and discuss various details contained in it.
- A Commercial invoice and explore the details in it
- A sample Packing list and discuss the details in it
- Demonstrate how the collected documents will be used by a consignment tracking executive to track a consignment

UNIT 2.7 - Knowledge and Understanding Company's Safety Policies and Procedures

Unit Objectives

At the end of this unit participant will be able to:

1. Enhance knowledge about the various safety policies
2. Explain the various procedures followed in the warehouse
3. Describe the importance of various operations performed inside the warehouse
4. Recognize the various risks involved when deviated from the procedure
5. Get clarity on simple violations in the procedure and the reasons for that
6. Get an idea about ineffective work instructions
7. Explain the dos and donts about PPE
8. Get to know about the safety and security procedures to be followed
9. Describe the work place related safety issues that he/she has to follow
10. Get clarity on safety policies related to Forklift, Loading/unloading bay, Usage of Ladders and Fire evacuation

Say



- There are several health and safety issues to be concerned with if you are working in a warehouse and each member in a warehouse should be well trained and aware of the main topics covered in this area.
- Some of the common health and safety area which requires attentions are Fire safety, Hazardous substances, Manual handling, Staff training etc.
- The employees working in a logistics company or a warehouse should be well aware of the emergency contact details for quick decision making and approach in case of any accidents or major challenges
- Increase the awareness of the students in understanding the risk and safety parameters
- Standards are essential for understanding the current status of a process, for supporting continuous improvements and measuring improvements.
- It is not mandatory to standardize the work but the expected inputs, procedures and outputs must also be documented in detail.
- The documentation should be so clear that an outsider should be able to step into the process, understand the process and soon operate as a fully functioning team member, making appropriate contributions to the process.
- The most important processes in a warehouse operations are documented with the help of Standard Operating Procedure and it is reviewed continuously for further improvements

Explain



- Explain the students the importance of fire and safety trainings in a logistics company or a warehouse
- Explain the students what are importance of wearing a hard hat helmets and other required PPE – Personal Protective Equipment while carrying out a warehouse operations
- The importance of the evacuation plan and the necessary procedures to be followed on during emergency
- The list of points to be checked while receiving and accepting a consignment
- The importance of Work instructions given by the organization

Demonstrate



- Do's and Don't's in following Work instructions with suitable pictures and tables

Elaborate



- Take a walk through in any multi-national shop and observe the actions being taken to serve the customer. Rarely will you see someone with an open work instruction book reading about how his or her particular task is to be completed. The vast majority of shop employees know what it takes to ensure that a high-quality product arrives at the customer's dock on time. They have been instructed in specific tasks, and they follow those instructions.
- So what is the purpose of documented work instructions? Besides having them available for audit review, why do such documents exist? Work instructions are developed to guide workers in four key quality areas: training, reference, problem solving and continuous improvement.
- Each of these areas can be directly related to the Deming Cycle, a cycle that identifies fundamental quality planning as "Plan-Do-Check-Act." It is important to establish (plan) the instructions that your people must execute. The references must then be effectively implemented (do) so they are accessible to personnel. Documentation must be verified (check) so the instructions assist your problem-solving methodology. Finally, it is important to use (act) what has been defined in order to continuously improve.

UNIT 2.8 - Escalation Matrix for Reporting

Unit Objectives

At the end of this unit participant will be able to:

1. Get to know about the reporting structure
2. Explain the various channels of communication
3. Realize the escalation matrix in the organization structure
4. Explain the right way of escalating things to the right person in the structure

Explain

- Explain the importance of updating information across the communication chain and the necessary impact of deviating it.
- Explain the students the process reporting to the immediate supervisor or management about the status of the consignment tracking process
- The challenges that an individual working as a consignment tracking executive would come across in tracking operations

Say

- There are several reasons for a consignment to get delayed and some of them are as follows;
 - Reasons for truck/freight delays
 - Shortage in quantity received
 - Transit damage during receiving
 - Product mismatch etc.

Demonstrate

- Ask a student to act as a Consignment tracking executive and another student as a Warehouse supervisor and demonstrate the process of escalating the challenges or problem identified during the tracking operation and how to rectify the problem.

Unit 2.9 - Basic Transit Rules and Regulations

Unit Objectives

At the end of this unit participant will be able to:

1. Explain about the infrastructure challenges related to freight movement by Road
2. Brief the regulations behind the movement of hazardous materials
3. Describe the important points to be noted down by a consignor
4. Get clarified on the responsibilities of a transport owner and a driver

Say

- The Central Motor Vehicle rules states the basic safety codes and safety requirements to be followed in transportaon of any materials through road transportaon
- The professional working as a consignment tracking executvie needs to have an in-depth knowledge of the product or commodity that is being transported and should adhere to the laws as dictated by the local and naonal authorities
- Presently there are 177 interstate check posts and 268 toll barriers on naonal high ways across India.

Explain

- The basic transit rules for transporting goods between various states in India
- The mandatory documents required necessary for an interstate transport
- The necessary check list or steps to be carried out in a check post before passing the goods

Elaborate



- Every goods carriage carrying dangerous or hazardous goods shall display a distinct mark of the class label appropriate to the type of dangerous or hazardous goods, Every package containing dangerous or hazardous goods shall display the distinct class labels appropriate to the type of dangerous or hazardous goods, In the case of packages containing goods which represent more than one hazard, such packages shall display distinct labels to indicate the hazards, Every goods carriage carrying goods of dangerous or hazardous nature shall be fitted with a tachograph, an instrument to record the lapse of running time of the motor vehicle; time speed maintained, acceleration and deceleration etc., and a spark arrester.
- The goods carriage has a valid registration to carry the hazardous goods, the vehicle is equipped with necessary First-aid, Safety equipment and accessories as may be necessary. The transporter or owner of the goods carriage has full and adequate information about the dangerous or hazardous goods being transported. The driver of the goods carriage is trained in handling the dangers posed during transport of such goods. Every consignor shall supply to the owner of the goods carriage full and adequate information about the dangerous or hazardous goods, being transported as to enable such owner and its driver.
- It shall be the responsibility of the owner or transporter to ensure the following, The goods carriage has valid registration and permit and is safe for the transportation of the said goods. The Vehicle is equipped with necessary First-Aid, Safety equipment, tool box and accessories as may be necessary to contain any accident.
- It is the responsibility of the driver to keep all information provided to him in writing i.e., in the form TREM CARD (Transport Emergency Card). This is to be kept in the driver's cabin and is available at all times while hazardous material related to it is being transported.

Unit 2.10 - Detailed Understanding of the Tracking Systems

Unit Objectives

At the end of this unit participant will be able to:

1. Detail apprehension about the tracking system
2. Explain the differences between Manual tracking and automated tracking
3. Realize the ease and comfortability in using GPS tracking

Explain

- The importance of tracking a consignment and the types of tracking systems for tracking a consignment
- The advantage and disadvantages of a Manual tracking system
- The advantage and disadvantages of an Automatic tracking system
- The GPS tracking system and its devices in detail
- The necessary system requirements for a GPS tracking system

Lab

- Give practical demonstration to a Manual tracking system – This could be demonstrated with a help of a consignment tracking number ordered through an e-commerce website (say Flipkart, Amazon, Snap deal etc.) and the contact details of the executive who will be delivering the product. You could give the contact to a student and ask them to get the status of the delivery / shipment and record the details updated by the executive.
- Give practical demonstration to the GPS tracking system
- Demonstrate how to track a truck or a fleet using the GPS tracking system and how to observe the details from the system.

Exercise

- Give assignment Ask the students collect various tracking system available with its advantage and disadvantage

Unit 2.11 - Nature of Products Transported

Unit Objectives

At the end of this unit participant will be able to:

1. Get clarified about the different types of goods and their classification
2. Recognize the various types of dangerous goods that are transported
3. Explain appropriate handling instructions to the type of the goods.

Say

- The transportation of products through trucks following legal regulation involves a careful study and consideration of many factors like;
 - Perishability: Products which are perishable in nature are distributed by employing a shorter channel of distribution so that goods could be delivered to the consumers without delay. Delay in distribution of these products will deteriorate their quality.
 - Size and weight of product: Bulky and heavy products like coal and food grains etc. are directly distributed to the users involve heavy transportation costs. In order to minimize these costs a short and direct distribution channel is suitable.
 - Standardization: Products of standard size and quality usually take longer time by adopting longer channel of distribution. For example, machine tools and automobile products which are of standard size reach the consumer through the wholesalers and retailers. Un-standardized articles take lesser time and pass through shorter channels of distribution.
 - Technical Nature of Products: Industrial products which are highly technical in nature are usually distributed directly to the industrial users and take lesser time and adopt shorter channel of distribution. In this case after sales service and technical advice is provided by the manufacturer to the consumers. On the other hand, consumer products of technical nature are usually sold through wholesalers and retailers. In this manner longer channel of distribution is employed for their sales. After sales services are provided by the wholesalers and retailers. Examples of such products are televisions, scooters, refrigerators, etc.

Explain









- Dangerous or Hazardous Goods shipping is a very complex process and it should always be handled by a professional that has a high level of expertise in the transportation of hazardous goods
- Dangerous goods include any hazardous chemicals, articles and substances capable of posing a significant risk to health, safety, property or the environment.




Elaborate



- The different types of material classification given based on their nature of goods transported

Explosives: This class contains articles, preparations, and substances such as ammonium, TNT, dynamite, nitrocellulose, fireworks.	
Gases: This class contains compressed gases, liquefied gases, refrigerated liquefied gases, compressed gases, which when packed for transport, are dissolved into a solvent.	
Flammable gases: This category includes those gases that at normal pressure and temperature, as a mixture of 13% or less with air, can ignite from a source of fire such as a spark.	
Flammable liquids: A flammable liquid has the ability to give off, at normal temperatures, vapors which are flammable (e.g., benzene, kerosene, toluene, propanol and various organic solvents used in pesticides).	
Substances liable to spontaneous combustion: Linseed oil (used in paints), copra, oily cotton waste, carbon and white phosphorus are examples of substances which can ignite spontaneously when in contact with air.	
Toxic substances: Substances in this class are liable either to cause death or serious injury, or to be harmful when swallowed or inhaled or by skin contact. Toxic substances can be gases, solids or liquids.	

Exercise

- What does this symbol tell you  ?
- What does this symbol tell you  ?
- What does this symbol tell you  ?

Answers to the Exercise in PHB

1. consignment
2. Lorry receipt
3. VAT - Value Added Tax
TIN - Tax payers' Identification Number
CST - Central Sales Tax
4. commercial invoice
5. Insurance Certificate
6. It is the responsibility of the driver to keep all information provided to him in writing i.e., in the form TREM CARD
(Transport Emergency Card). This is to be kept in the drivers cabin and is available at all times while hazardous material related to it is being transported.
7. Flammable gases: This category includes those gases that at normal pressure and temperature, as a mixture of 13% or less with air, can ignite from a source of fire such as a spark.





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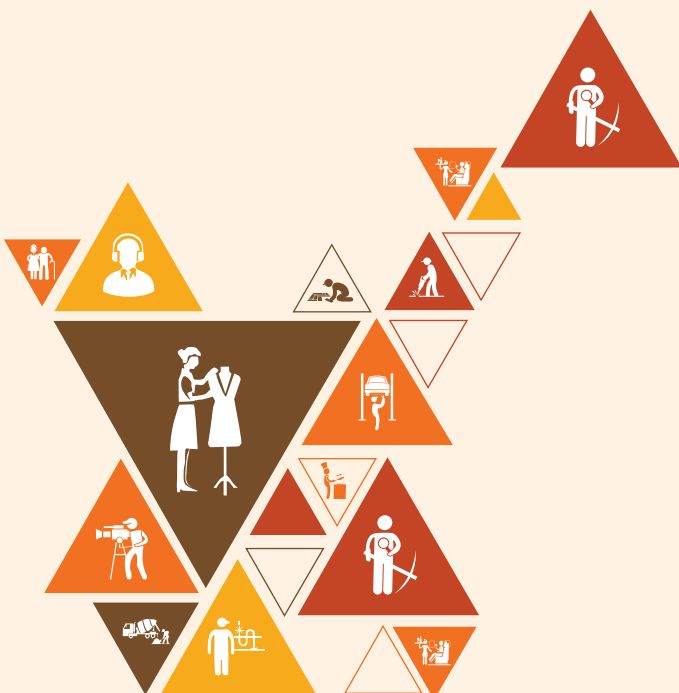
Transforming the skill landscape

3. Track Consignments

Unit 3.1 - How to Monitor Status of Each Consignment

Unit 3.2 - Tracking and Tracing of Consignments and Vehicles

Unit 3.3 - Escalation Procedures and Updating Information on Tracking Consignment



LSC/N1124

Key Learning Outcomes



At the end of this module participant will be able to:

1. Describe the role of consignment tracking executive in verifying the route plan of the truck
2. Explain the various activities involved in tracking a consignment
3. Explain the importance of truck routing and reporting
4. Recognize the importance of usage of GPS for enhanced tracking
5. Distinguish various uncontrollable reasons that causes delay in reporting at the destination
6. Describe about various challenges apart from road infrastructure in freight transportation
7. Describe various factors that affects the smooth movement of truck on road
8. Explain the importance of updating any information to the management
9. Explain about the various threats like accidents that causes serious damage.
10. Explain the importance of updating any information to the management
11. Brief about the importance of interpersonal skills in enhancing performance

UNIT 3.1 - How to Monitor Status of Each Consignment

Unit Objectives

At the end of this unit participant will be able to:

1. Define the various activities involved in tracking a consignment
2. Recognize the role of consignment tracking executive in verifying the route plan of the truck
3. Explain the importance of truck routing and reporting
4. Identify the importance of usage of GPS for enhanced tracking

Explain

- The details in the LR-Lorry Receipts which will help the consignment tracking executive to track the consignment

Details of the Supplier	<ul style="list-style-type: none"> • Name of the company • Postal address of the company • Contact person name • Contact number details • Email ID • Fax number
Details of the goods	<ul style="list-style-type: none"> • Type of the product • Quality of the product • Amount of the product • Product life cycle duration • Insurance details of the product
Details of the Lorry	<ul style="list-style-type: none"> • Name of the Lorry driver • Address of the driver • Driver's contact number • Driving License number of the Driver • Lorry Registration number

- What is the truck route plan
- How to identify the optimum truck route for a destination

Elaborate



- The route tracker in the system tracks the route and share it in real-time data with the systems which can be taken by the consignment tracking executive for getting the status of the consignment
- GPS is a satellite based technology which uses a Global Navigation Satellite System (GNSS) network. It uses a microwave signal which is sent to the GPS device. It gives provision for both real-time and historical data recording. The device carrying a GPS system comprises of a GPS module which receives the signals and is also responsible for calculating the co-ordinates. It can also transmit location and telemetry input data or when an event takes place like a door open/close, whenever vehicle stops and starts the travel etc.
- Trucks follow pre-defined optimized routes set by organization, which reduces fuel consumption and also travel time.
- It has helped to reduce pollution since the trucks take the shortest routes possible and are well maintained.
- Helps to monitor the truck driver's driving pattern which help the consignment tracking executive to get the status of each consignment in one system

UNIT 3.2 - Tracking and Tracing of Consignments and Vehicles

Unit Objectives

At the end of this unit participant will be able to:

1. Describe about various challenges apart from road infrastructure in freight transportation
2. Explain the various uncontrollable reasons that causes delay in reporting at the destination
3. Recognize various threats like accidents that causes serious damage
4. Describe various factors that affects the smooth movement of truck on road

Say

- There are many challenges faced by transporting the consignment across the country. Some of the common challenges faced by the truck driver are given below;
 - Truck driver's safety and comfort
 - Crucial issue regarding highway robberies of materials transported
 - Natural disasters and calamities challenges
 - Sudden transporters organisation strikes etc.
- It is the responsibilities of the consignment tracking executive to identify the challenges from the truck operators or drivers in covering the destination and take quick decision to update the management about the status of the consignment, educate and provide solutions to the truck driver to evade the challenges
- For instance 2016 agitation in Haryana has affected the production and distribution of many auto companies in the region

Explain



- The students on how to get prior information about the challenges and alert and instruct the truck drivers to overcome it.
- How to get updates and prediction on weather, strike notice, political bandh in particular state, any fuel price increase and update the same to the truck drivers to overcome it
- How to get details on common transportation delays like Flat tyre, oil problems, any technical problems from the truck drivers and update the management about delays
- How a consignment tracking executive needs to address and support the truck drivers with any reported truck problems.

UNIT 3.3 - Escalation Procedures and Updating Information on Tracking Consignment

Unit Objectives

At the end of this unit participant will be able to:

1. Explain the importance of updating any information to the management
2. Describe how knowledge sharing enhances the decision making process to facilitate on-time delivery
3. Recognize the working style as per the need of the hour
4. Realize the importance of interpersonal skills in enhancing performance

Explain

- Explain the importance of updating information across the communication chain and the necessary impact of deviating it.
- Explain the students the process reporting to the immediate supervisor or management about the consignment tracking process
- The challenges that an individual working as a consignment tracking executive would come across in tracking operations

Say

- To be more productive, it is essential to plan and manage me
- Planning and organization make efficient use of your me at the office by keeping you focused from beginning to completion of a project.
- An organizational plan also facilitates collaboration and information sharing with other team members who play a role in the completion of the activities.
- What is planning? A good planning is a process which helps you to focus your ideas and decide on the steps you need to take in order to achieve a particular goal. Planning is vital at all levels in the work place. You need to plan your own tasks and me.

Notes for Facilitation

- Ask the students as what is me management?
- What is Problem solving?
- What is their idea about handling pressure situations as what will they do?

Answers to the Exercise in PHB

1. Refer 3.1.1 in participant handbook
2. Importance of truck reporting time at the destination: This calculation will help you calculate your average speed when you have covered a certain distance over a certain time. This will help the consignment tracking executive to determine whether the truck has covered sufficient distance and would reach the destination on time, which helps in better planning.
3. Refer 3.3.1 in Participant handbook



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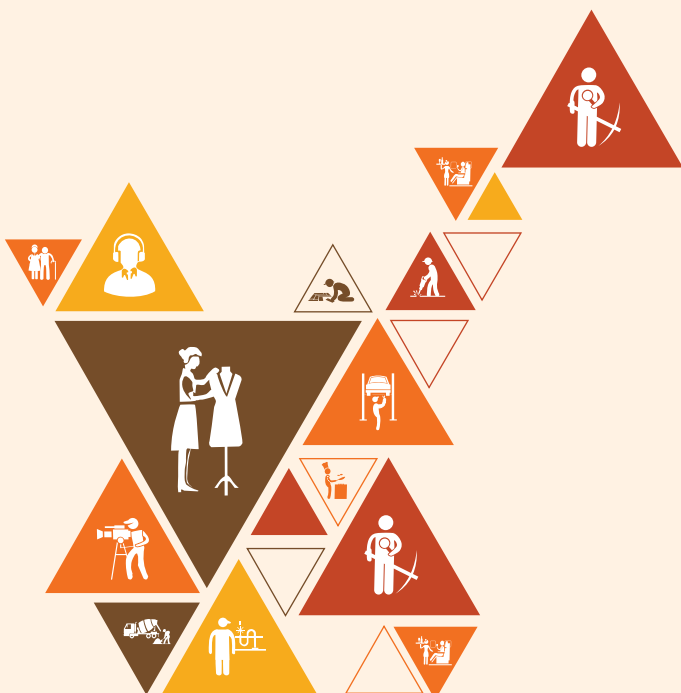
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4. Perform Post Tracking Activities

Unit 4.1 - Updating Consignment Information in the System

Unit 4.2 - Basic Reporting Procedures

Unit 4.3 - Carry Out End of Day Activities



LSC/N1125

Key Learning Outcomes



At the end of this module participant will be able to:

1. Perform the update the information system
2. Explain the escalation procedure to be followed in case of Non-responsiveness from the truck
3. Explain the closing procedures to be followed in tracking
4. Describe the importance of using Transport management system
5. Recognize the reporting structures and procedures for delayed delivery
6. Get idea about generating Post-delivery report.
7. Describe various duties to be performed at the end of the day
8. Explain the consequences in case of non-compliance in handing-over reports

UNIT 4.1 - Updating Consignment Information in the System

Unit Objectives

At the end of this unit participant will be able to:

1. Perform the update the information system
2. Explain the importance of updating ETA in the system
3. Describe the escalation procedure to be followed in case of Non-responsiveness from the truck
4. Recognize the closing procedures to be followed in tracking

Explain

- Explain the required information to be collected and updated in the system for tracking a consignment
- Explain with an example how the information updated in the system will help other in the communication chain regarding the consignment.
- Explain what is ETA-Estimated Time of Arrival
- Explain how ETA will help in planning activity
- Explain how to ensure the on-time technical support on vehicle road assistance
- What is a Flat tyre, Flat battery, Spare key retrieval, emergency towing
- How to escalate challenges on un-responsive trucks or communications

Elaborate



- How a Consignment Tracking Executive will assist a vehicle truck driver on;
 - Service for Flat Tyre
 - Flat Battery – Jump Start Service
 - Repair on the spot
 - Spare Key Retrieval / Service for Keys Locked Inside
 - Emergency Towing Assistance In case of Break-down, In case of an Accident etc.
- How a Consignment Tracking Executive will check with the truck driver for resuming the trip operations

Demonstrate



- How to track a consignment with the help of the tracking number and elaborate the details received from the result.
- How to update the information in the system for communication chain.

UNIT 4.2 - Basic Reporting Procedures

Unit Objectives

At the end of this unit participant will be able to:

1. Explain the importance of using Transport management system
2. Explain the reporting structures and procedures for delayed delivery
3. Get idea about generating Post-delivery report

Say

- The importance of tracking and tracing of shipments is considered quite high for manufacturing firms in terms of customer service and essential for managing logistics networks efficiently.
- A single truckload of cargo can be worth a substantial amount of money thus it is important to track the consignment at each single stage and report to the management about the status effectively
- Some of the key challenges or area of concern of a consignment are;
 - Security of cargo, goods, materials and machinery moving through the truck
 - Reporting of manifests and dangerous goods and cargoes
 - Receipt, delivery and tracking of goods
 - Marking of goods and cargo
 - Storing of dangerous cargoes in the warehouse or distribution center
 - Quarantine, Customs and Occupational Safety and Health (OSH) compliance

Explain

- Explain the basic reporting structures and procedure on the consignment tracking
- The key challenges faced during transporting the goods due natural treat, environmental treat, riots etc
- How to escalate challenges to immediate supervisor or to the management

Exercise

- Ask the students to come up with a consignment tracking report with various details like;
 - Origin-Desnation of the consignment
 - Details of the transportation company
 - Current trip status of the consignment
 - Reason for the delay during the trip
 - Number of day in delay
 - How the challenge has been addressed
 - ETA – Estimated Time of Arrival of the consignment etc

UNIT 4.3 - Carry Out End of Day Activities

Unit Objectives

At the end of this unit participant will be able to:

1. Explain various dues to be performed at the end of the day
2. Identify the role of consignment tracking executive in terms of documentation
3. Recognize the consequences in case of non-compliance in handing-over reports

Explain

- How to update consignment information in the system
- How to report to management
- How to maintain and erase confidential data used during tracking a consignment
- How to save all data, safely log off and switch off the computer.
- How to dispose any unnecessary documents or papers.
- How to clean up the work area for shi handover

Say

- In consignment tracking seng a schedule for clearing out old files can help get rid of outdated or unnecessary documents and clear up space for future use. However, this practice can also help any business, large or small, reduce their risk of exposing confidenal data.
- A consignment tracking execuv e might make use of many confidenal data related to a consignment like;
 - Personal phone numbers
 - Communicaon address
 - Bank account details
 - Important SWIFT codes
 - Commercial documents etc.
- As a responsible individual working as a consignment tracking needs adhere to organizaons procedure to avoid exposing confidenal information that can increase the risk of fraud, data breaches or identity that could result for their company, their customers or even their own employees.

Tips



- Here are some tips to learn when and how to dispose of sensitive documents;
1. Know when to hold and when to throw
 2. Create a retention policy - Determine which documents need to be kept and for how long. Limit the number of personnel who have access to files and storage closets and practice a company-wide commitment to this practice.
 3. Clearly mark a destruction date - The destruction date should be clearly marked on all records that are in storage. All file boxes should contain complete lists of their contents in a visible spot on the outside of the box so it is easily identifiable.
 4. Hire a reliable third-party vendor for your document destruction needs that will provide you with a certificate of destruction upon completion and also provide an opportunity for this material to be recycled once destroyed
 5. Out with the old, in with the new. Implement document destruction processes on a regular basis. Overhauling your current disposal process with a commitment to continuously destroying confidential data in a secure manner is one of the ways to mitigate the risks associated with data breaches.
 6. Shred-all - Implementing a “shred-all” policy for the disposal process when all unneeded documents are fully destroyed on a regular basis. This dramatically minimizes any potential risk or exposure.

Answers to the Exercise in PHB



1. Refer 4.1.1 in Participant handbook
2. Estimated Time of Arrival
3. In those cases if any consignment could not be tracked through call or by the authorities, escalate it to the transport manager as priority for further actions or follow ups.

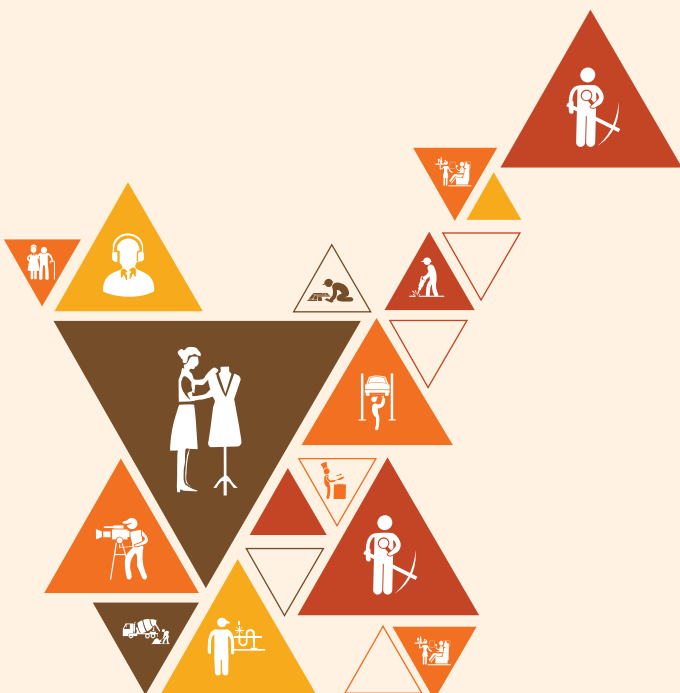


5. Maintain Health, Safety and Security Measures While Tracking Consignments

Unit 5.1 - Importance of Information Security Procedures

Unit 5.2 - Maintaining Data Privacy in All Transactions

Unit 5.3 - Reporting Structure on Breach of Protocols



Key Learning Outcomes



At the end of this module participant will be able to:

1. Explain the importance of information security
2. Explain the various procedures to be followed for information security
3. Brief about the necessity for personal information security;
4. Describe the various types of personal information
5. Recognize the consequences that may happen due to unsafe information security condions
6. Explain the reporting structure in breach of protocols
7. Identify the data breach and ways of overcoming it
8. Describe the security measures to overcome data breach

UNIT 5.1 - Importance of Information Security Procedures

Unit Objectives

At the end of this unit participant will be able to:

1. Explain the importance of information security
2. Explain various procedures to be followed for information security
3. Recognize the adverse effects due to information insecurity

Say

- An information security means protecting information or data and information systems from unauthorized access, use, disclosure, disruption, modification or destruction.
- Information systems security involves protecting a company or organization's data assets.
- Consignment tracking executive professionals work with computers and security programs as well as various other important tracking tools and hardware to ensure that a business or company's important information is kept secure.

Steps

- The Process and procedures requirements for protecting confidential Data
- What is 'Dedicated device'
- What is 'Device management'
- What is mean by 'Encrypon'

Explain

- The Process and procedures requirements for protecting confidential Data
- What is 'Dedicated device'
- What is 'Device management'
- What is mean by 'Encryption'

Elaborate

- It is important for a consignment tracking executive to log out and lock the desktop or laptop computer before leaving the desk
- Unattended logged in computers create easy opportunities for unauthorized access to information and misuse of accounts



fig 5.1.1: windows security

- Never share the user id password to anyone – this might leads to a data breach and violation of information security codes.

UNIT 5.2 - Maintaining Data Privacy in All Transactions

Unit Objectives

At the end of this unit participant will be able to:

1. Describe about the necessity for personal information security
2. Explain the various types of personal information
3. Describe about the consequences that may happen due to unsafe information security conditions

Say

- Information policies and maintaining data privacy fails because they do not consider the importance of people as a key part of policy.
- Procedures must be created that respect your employees or warehouse colleagues as they interact with any part of the information systems they are using.




Explain

- The individual working as a consignment tracking executive might use various types of personal information related to consignment tracking that may include;
 - Individual and business contact information such as
 - Personal Name
 - Company name
 - Physical address
 - Email address and telephone or fax number
 - Shipping-related information such as
 - Contact details like the shipper's, and consignee's and/or neighbor's name,
 - Physical address
 - Email address and telephone number
 - Signature for proof of delivery
 - Bank account numbers or other account numbers
 - Information that enables us to verify an individual's identity Names, email addresses and telephone numbers of others to whom we are asked to send information etc

Demonstrate



- Some of common unsafe working condions related to a consignment tracking executive are given below;

<p>Never forget to lock your computer screen when you are away from the system</p>	
<p>Do not allow to use data storage device like pen drives, cd etc. in working systems</p>	
<p>Never disclose your password to anyone</p>	

Ask



- What are the Dos and Donts in maintaining data and documents security?

UNIT 5.3 - Reporting Structure on Breach of Protocols

Unit Objectives

At the end of this unit participant will be able to:

1. Explain the reporting structure in breach of protocols
2. Get knowledge on data breach and ways of overcoming it
3. Recognize the security measures to overcome data breach

Explain

- What is mean by the term 'Data breach'
- Explain how to overcome data breaches
- Explain the escalation procedures in case of any data breaches.

Elaborate

- A data breach is a security incident in which sensitive, protected or confidential data is copied, transmitted, viewed, stolen or used by an individual unauthorized to do so. This may include incidents such as the loss of digital media such as computer tapes, hard drives, or laptop computers containing such media upon which such information is stored unencrypted, posing such information on the world wide web or on a computer otherwise accessible from the Internet without proper information security precautions
- Transfer of such information to a system which is not completely open but is not appropriately or formally accredited for security at the approved level, such as unencrypted e-mail, or transfer of such information to the information systems of a possibly hostile agency, such as a competing corporation or a foreign nation, where it may be exposed to more intensive decryption techniques.
- The most common concept of a data breach is an attacker hacking into a corporate network to steal sensitive data.

Steps



- Steps to be followed or the escalation procedure to be considered in case of any security breach or violation in information security systems;
 1. What constitutes a “breach?”
 2. Whom should I contact in the event that printed information is involved in a breach of security?
 3. Whom should I contact in the event that electronic information is involved in a breach or an electronic device is lost/stolen?
 4. Whom should I contact in the event of a physical theft?
 5. What happens after I initially report a breach?

Answers to the Exercise in PHB



1. Refer 5.2.1 in participant handbook
2. False
3. Any device that displays confidential data, regardless of whether the data is resident on the device or presented on the device by a remote system, must use a screen saver. The screen saver must be configured to lock after an idle-period of no more than 15 minutes, and, must require a password to unlock.
4. Don't leave papers, computers or other electronic devices visible in an empty car or house. Shred sensitive paper records before disposing of them.
Don't leave sensitive information lying around unprotected, including on printers, fax machines, copiers, or in storage.

Annexure I

Training Delivery Plan

Training Delivery Plan			
Program Name:	Certificate Course in Consignment Tracking Executive		
Qualification Pack Name & Ref. ID	Consignment Tracking Executive LSC/Q1121		
Version No.	2.0	Version Update Date	25/11/2021
Pre-requisites to Training (if any)	Minimum qualification – Class X or Class VIII + 2 years of ITI or Class VIII + 1 year of ITI + 1 year of relevant experience		
Training Outcomes	<p>By the end of this program, the participants will be able to:</p> <ol style="list-style-type: none"> 1. Understand general concepts and procedures in Consignment tracking: General introduction to consignment tracking, tracking devices and technology used, knowledge and understanding of company's policies and procedure in consignment tracking 2. Know the cognitive and skills pertaining to various operating tasks in consignment tracking: Pre- Operational checks, Operational checks, transit rules and regulations, inspection procedures, various documents related to tracking, standard work instructions, Transported product nature, Know how to prevent and respond in emergency circumstances 3. Demonstrate the importance of monitoring consignment status: Document details, Route planning, Transit challenges like technical issues, breakdown etc., documentation challenges, escalation procedures, reporting and recording procedures 4. Understand the roles and responsibilities of colleague: Build on effective communication with inter departments, sub-ordinates and super-ordinates for smooth tracking operations and safety procedures. 5. Acquaint with Environmental/ Occupational Health & Safety: Get well versed with health and safety measures practiced in consignment tracking, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety and general maintenance. 		

Sl. No.	Module Name	Session Name	Session Objectives	NOS Reference	Methodology	Training Tools/ Aids	Duration
1	Introduction	<ul style="list-style-type: none"> Icebreaker Introduction to Supply Chain Management Introduction to Logistics Management About the Course Describing the Organisation Structure Key Objective of this certification course Importance of Warehouse in Supply Chain Defining various Warehouse Activities, Policies and Procedures Roles and Responsibilities of a Consignment Tracking Executive Practical demonstration of various Warehouse activities and basics of Consignment tracking Summary Exercise 	<ul style="list-style-type: none"> Introduce each other Build rapport with fellow students and the facilitator Discuss Supply Chain and Logistics Management Explain the different types of Inventory and its importance Discuss Warehousing industry and job opportunities in it Define your job roles and responsibilities as a Consignment Tracking Executive Explain the various operations in warehouse and their importance in the effective logistics Identify the Expectations from a Consignment Tracking Executive in his/her job role Describe the various functions / operations of the warehouse Define the inbound and outbound activities Explain the major activities that are performed inside a warehouse Get a clarity on the main roles of a Consignment Tracking Executive 	NA	"Group Activity: Passing the Parcel, Facilitator-led discussions, Videos, Demonstration	Available objects such as a book, pen, duster etc., Projector, Videos, Notes	4 Hrs. 4 Hrs. 4 Hrs. 4 Hrs. 4 Hrs. 4 Hrs. 8 Hrs. 8 Hrs. 6 Hrs. 8 Hrs. 1 Hr. 1 Hr.







2	Prepare for Tracking	<ul style="list-style-type: none"> • Activities involved in Consignment Tracking • Exposure to Related Documents and Information • Practical demonstration on tracking a consignment • Checking out for Challenges in Transporting Consignment • Practical demonstration on collecting related information • Inspecting the Status and Priorization of Work • Practical demonstration on Tracking systems • Knowledge and Understanding Company's Safety Policies and Procedures • Practical demonstration on Safety policies and procedures • Escalation Matrix for Reporting • Basic Transit Rules and Regulations • Practical demonstration to collect transit rules and regulations • Detailed Understanding of the Tracking Systems • Practical demonstration on detailed tracking system • Summary • Exercise 	<ul style="list-style-type: none"> • Explain the importance of consignment tracking • Get clarified about the different types of goods and their classification • Define the importance of documents in the consignment tracking • Get knowledge on various important abbreviations • Explain the various challenges related to transportation • Recognize the overall picture of the freight transport industry • Categorize the importance of status checking • Explain the importance of computer systems in tracking • Get to know about the various tracking systems available • Recognize the different types of documents used in consignment tracking • Enhance knowledge about the various safety policies • Explain the various risks involved when deviated from the procedure • Get clarity on simple violations in the procedure and the reasons for that • Get details on the reporting structure and the various channels of communication • Explore about the infrastructure challenges related to freight movement by Road • Explain the regulations behind the movement of hazardous materials • Describe about the tracking system 	LSC/N1123 PC1, PC2, PC4, PC5, PC6, PC7, PC8, KA1, KA2, KA5, KA7, KA8, KA12 KB1, KB5, SA1, SA2, SA6, SA7, SA8, SB4	Facilitator-led-discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Sample related documents, Sample transit documents, Tracking systems, GPS devices	2 Hrs. 2 Hrs. 8 Hrs. 2 Hrs. 8 Hrs. 2 Hrs. 8 Hrs. 2 Hrs. 8 Hrs. 2 Hrs. 2 Hrs. 8 Hrs. 2 Hrs. 8 Hrs. 1 Hr. 1 Hr.
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3	Track Consignments	<ul style="list-style-type: none">• Various activities involved in tracking a consignment• Practical explanation of the activities involved in tracking a consignment• Collecting details from Lorry Receipt for Tracking Consignment• Understanding the importance of truck routing and reporting• Truck route planning and calculating• Consignment's Estimated Time of Arrival• Practical demonstration on truck route planning• Practical demonstration on accessing various original destination routes• Identify the Challenges in Covering the Destination• Practical demonstration on understanding common challenges• Practical explanation in delaying with various nature of delays• Practical explanation for collecting various truck post check• Importance of updating any information to the management• Practical demonstration to update tracking information• Summary• Exercise	<ul style="list-style-type: none">• Describe the role of consignment tracking executive in verifying the route plan of the truck• Explain the various activities involved in tracking a consignment• Explain the importance of truck routing and reporting• Recognize the importance of usage of GPS for enhanced tracking• Distinguish various uncontrollable reasons that causes delay in reporting at the destination• Describe about various challenges apart from road infrastructure in freight transportation• Describe various factors that affects the smooth movement of truck on road• Explain the importance of updating any information to the management• Explain about the various threats like accidents that causes serious damage.• Explain the importance of updating any information to the management• Brief about the importance of interpersonal skills in enhancing performance	LSC/N1124 PC1, PC2, PC3, PC4, PC5, PC6, PC7, PC9, PC10, PC11, PC12, PC15, KA1, KA2, KA4, KA5, KB1, KB2, KB3, SA6, SA7, SA8, SB3, SB4	Facilitator-led-discussions, Videos, Demonstration, Skill Practice (Practicals), Exercise	Projector, Videos, Notes, Personal Protective Equipment, Videos on various technologies, Sample transit documents, Tracking systems, GPS devices	4 Hrs.
		8 Hrs.					
		2 Hrs.					
		2 Hrs.					
		8 Hrs.					
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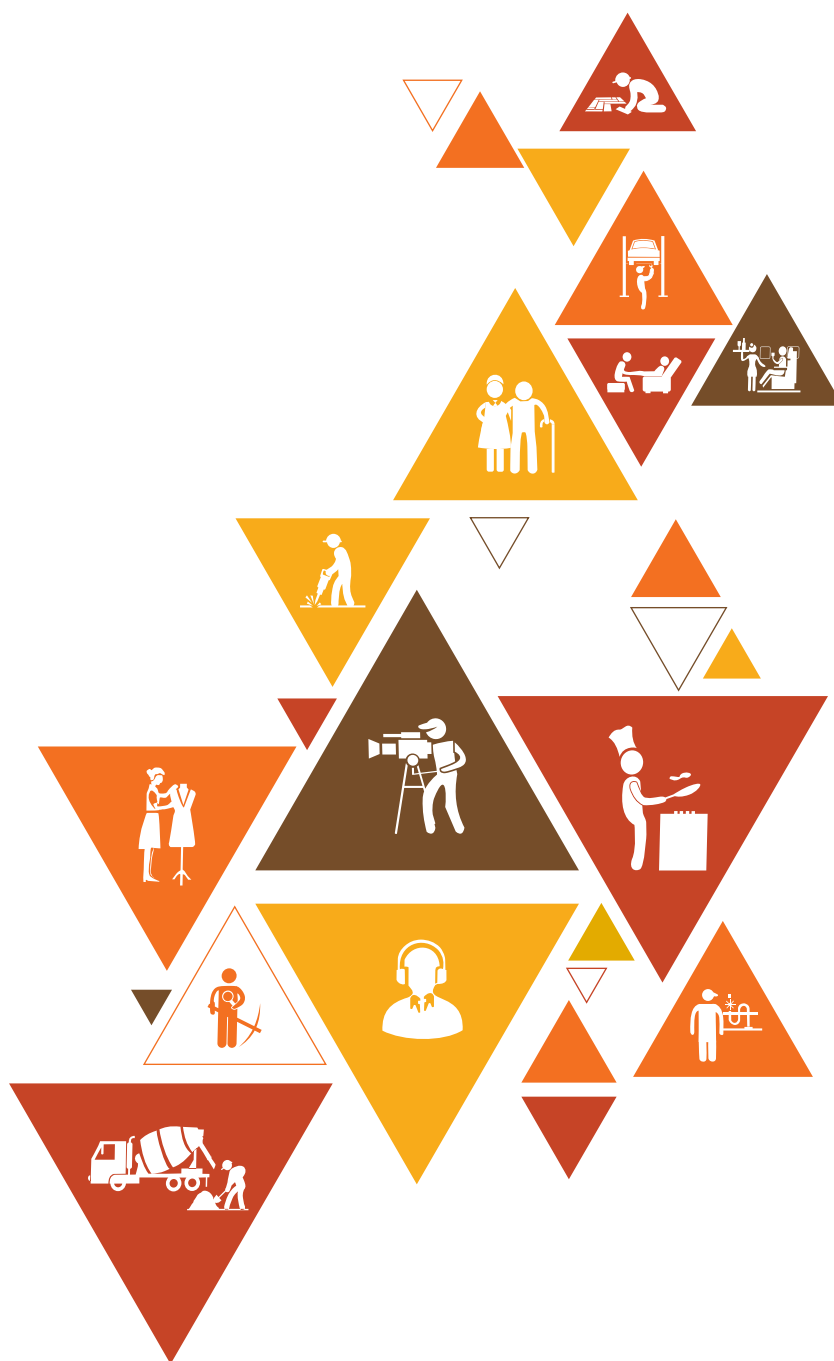
4	Perform Post Tracking Activities	<ul style="list-style-type: none"> Updating` Consignment Information in the` System Practical demonstration for updating` consignment information Understanding the Technical details in truck delays Practical explanation of the` truck technical details Explanation of` ETA and its importance Practical explanation of tracking the truck current status and location Practical demonstration` updating` ETA and tracking details Escalation` procedure on un-responsive truck Practical demonstration on` collecting various information on` consignment delays Practical demonstration f or updating collected information related to consignment delay Basic Reporting` Structures and Procedures Carry Out End of Day Activities Practical demonstration to learn when and how to dispose of sensitive documents Summary Exercise 	<ul style="list-style-type: none"> Perform the update the information system Explain the escalation` procedure to be followed in case of Non-responsiveness from the truck Explain the closing procedures to be followed in tracking Describe the importance of using Transport management system Recognize the reporting` structures and procedures for delayed delivery Get idea about generang` Post-delivery report. Describe various dues t o be performed at the end of the day Explain the consequences in case of non-compliance in handing-over reports 	LSC/N1125 PC1, PC2, PC3, PC4, PC5, PC9, PC10, PC12, PC13, PC14, KA1, KA2, KA4, KA5, KB1, KB2, KB3, KB6, SB11, SB12, SB13	Facilitator-led-discussions, Videos, Demonstraon`,` Skill Pracce` (Pracc als), Exercise	Projector, Videos, Notes, Sample transit documents, Tracking systems, GPS deveices	2 Hrs.
							8 Hrs.
							2 Hrs.
							8 Hrs.
							2 Hrs.
							8 Hrs.
							8 Hrs.
							4 Hrs.
							8 Hrs.
							8 Hrs.
							2 Hrs.
							2 Hrs.
							8 Hrs.
							1 Hr.
							1 Hr.

5	Maintain Health, Safety and Security Measures While Tracking Consignments	<ul style="list-style-type: none"> • Importance of Information Security` Procedures • Process and procedures Requirements for Protecting` Confidential Data • Maintaining Data Privacy in All Transactions • Necessity for personal information` security and different types of personal information used • Practical demonstration of Dos and Don'ts in maintaining data and documents security • Reporting Structure on Breach of Protocols • Summary • Exercise 	<ul style="list-style-type: none"> • Explain the importance of information security` • Explain the various procedures to be followed for information` security • Brief about the necessity for personal information security` • Describe the various types of personal information` • Recognize the consequences that may happen due to unsafe information security conditions` • Explain the reporting structure in breach of protocols • Identify the data breach and ways of overcoming it • Describe the security measures to overcome data breach 	LSC/N1130 PC1, PC2, PC4, PC5, PC6, PC9, KA2, KA4, KA5, KA11, KA12, SB1, SB2, SB3, SB4, SB11, SB12	Facilitator-led- discussions, Videos, Demonstration,` Skill Pracce` (Practicals), Exercise	Projector, Videos, Notes, Sample transit documents, Tracking systems, GPS deveices	8 Hrs.
							8 Hrs.
							8 Hrs.
							8 Hrs.
							8 Hrs.
							1 Hr. 1 Hr.

Annexure – QR Codes

Chapter No.	Unit No.	Topic Name	URL	Page No.	QR Code (s)
CHAPTER 1 - Introduction	1.1 - Supply Chain Management	1.1.1 Supply Chain Management	https://www.youtube.com/watch?v=VuZ9nvYNYCU	3	 Supply Chain Management
CHAPTER 1 - Introduction	1.1 - Supply Chain Management	1.1.1 Supply Chain Management	https://www.youtube.com/watch?v=800MVBm91s8	3	 Transportation in Supply Chain Management
CHAPTER 1 - Introduction	1.1 - Supply Chain Management	1.1.1 Supply Chain Management	https://www.youtube.com/watch?v=4-QU7WiVxh8	3	 Logistics Management
CHAPTER 1 - Introduction	UNIT 2.1 - Activities Involved in Consignment Tracking	2.1.1 Introduction	https://www.youtube.com/watch?v=uZBHsieDpTg	15	 Consignment
CHAPTER 2 - Prepare for Tracking	UNIT 2.6 - Exposure to Document	2.5.1 Consignment Tracking	https://www.youtube.com/watch?v=nl6ENNxBJD4	25	 Invoice & Packing List
CHAPTER 2 - Prepare for Tracking	UNIT 2.6 - Exposure to Document	2.5.1 Consignment Tracking	https://www.youtube.com/watch?v=reAjDV9j09g	25	 Bill of Lading

CHAPTER 2 - Prepare for Tracking	UNIT 2.7 - Knowledge and Understanding Company's Safety Policies and Procedures	2.7.3 Safety and Security Procedures	https://www.youtube.com/ watch?v=J3-5DPWQlj8	32	 Safety Procedures
CHAPTER 2 - Prepare for Tracking	UNIT 2.10 - Detailed Understanding of the Tracking Systems	2.10.1 Tracking System	https://www.youtube.com/ watch?v=wCcARVbL_Dk	40	 GPS
CHAPTER 2 - Prepare for Tracking	UNIT 2.10 - Detailed Understanding of the Tracking Systems	2.10.1 Tracking System	https://www.youtube.com/ watch?v=-4pFI8psSI0	40	 Real Time Cargo Tracking & Monitoring
CHAPTER 2 - Prepare for Tracking	UNIT 2.11 - Nature of Products Transported	2.11.1 Nature of Products Transported	https://www.youtube.com/ watch?v=iEhtOuz_NQg	42	 Dangerous Goods Handling
CHAPTER 4 - Perform Post Tracking Activities	UNIT 4.2 - Basic Reporting Procedures	4.2.1 Reporting Structures and Procedures	https://www.youtube.com/ watch?v=o6Dq3ZGmsdA	63	 Transport management system





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