

Draft Curriculum

Transport Coordinator

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1. Preface

This competence-based curriculum for the training programme TRANSPORT COORDINATOR offered at **NAME OF TRAINING PROVIDER** will prepare participants for employment in Indian industries and businesses in the Logistics industry. A multi-staged methodology, including workshops and meetings with associations and companies, functional analysis and site visits in close cooperation with Indian logistic enterprises, was used to tailor the curriculum to the occupational requirements of such positions in the Indian world of work.

A labour market scan was conducted to identify types of industries and businesses that have a potential for employing graduates as TRANSPORT COORDINATOR, both regarding the skills, knowledge and aptitudes that would be acquired by trainees at **NAME OF TRAINING PROVIDER** as well as regarding the social and cultural acceptability for graduates.

Typical occupational/job role profiles for the potential employment opportunities identified in the scan were procured from relevant sources locally and internationally and summarized in National Occupational Standards (NOS). These NOS, describing typical duties and tasks to be performed by job holders of identified positions were cross-referenced with the specific conditions and work environment in India by conducting interviews with occupational experts and representatives from relevant businesses and industries. The NOS and Qualifications Pack covered in this curriculum were developed according to the guidelines laid down by the National Skills Development Cooperation (NSDC).

The curriculum is presented in a structured format comprising a mix of outcome-oriented learning units relating to technical-vocational (core) competences, competences with regard to health, safety and security at the workplace as well as interdisciplinary / management / entrepreneurship competences and soft skills.

To develop this competence-based curriculum, the National Occupational Standards were used as the key reference documents. Based on the duties (elements) and tasks (performance criteria) determined in the NOS, teams of local and international subject matter experts, e.g. teachers with extensive experience, trainers and master trainers at industrial companies and businesses, Technical and Vocational Education and Training (TVET) experts, developed the Qualifications Pack outline and the learning units. Each learning unit specifies the purpose, learning outcomes, contents, pre-requisite courses, assessment method and instruments, duration of learning (credits), teaching and learning approaches, resources required. In the process of writing the curriculum, the teams of subject matter experts draw upon and cross reference the units under development with curriculum materials of similar and comparable programmes in other education and training systems. Draft modular curricula are cross-checked by the Heads of Department responsible for the programme at the Logistics Skill Council (LSC), training providers and industrial companies before they enter the formal accreditation process.

2. Qualifications Pack Information

Job Role	Transport Coordinator
Organization	NAME OF TRAINING PROVIDER
Qualifications Pack Reference ID	LSC / Q 1118
Instructional Level	Certificate
Industrial Area	Logistic Sector with Sub-Sector Land Transportation
Occupational Area	Transport Coordinator
NSQF Level	4
Minimum Educational Qualifications	Class XII
Minimum Vocational Qualifications	No Previous Vocational Training Required
Aligned to	NCO-2004/1226.20

2.1 Target Population

It is necessary that learners will have completed secondary education in India at year 10 certification or above, together with a satisfactory level of English language ability. Individuals with the following skills, interests and attributes are most likely to complete the training and to succeed as Transport Coordinators later on.

Plan and Organize	Priorities and execute tasks within scheduled time limits.
Numeracy	Ability to perform basic mathematical techniques.
Writing	Ability to make notes for instructions.
Communications	Communicate well with people on all levels.
Cleanliness	Awareness of the importance of cleanliness in the work area.
Self-Management	Ability to work under pressure and to organize work so as to meet deadlines.
Team Skills	Ability to work co-operatively with others to solve common problems.
Safety Consciousness	Basic awareness of the importance of safety in working with machinery such as power tools, tools and technical equipment.

2.2 Description

A **Transport Coordinator** in the Logistics industry are also known as Transport controllers or Route Coordinators. Individuals in this job role are responsible for monitoring all consignments in real time, identifying and rectifying problems and confirming that the customer has received the order.

Transportation coordinators typically work in the material movement and warehousing industry. They arrange the delivery products to customers or companies such as production facilities. Coordinators may work in a logistics company arranging the transport of goods for multiple clients or in a materials department of a company arranging deliveries.

Logistics and transportation coordinators also arrange for the storage of deliverable goods. Coordinators work in a fast-paced environment, which includes daily scheduling and handling multiple routes, drivers, and deliveries.

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.

3. National Occupational Standards Applied

- LSC/N1110 Setup systems, update information and plan the operations for the day.
- LSC/N1111 Monitor status of consignments that are under way.
- LSC/N1112 Confirm delivery is completed with client and report.
- LSC/N1113 Prepare for shift handover.
- LSC/N1126 Maintain health, safety and security measures in coordinating transportation routes.

3.1 LSC / N 1110: Setup systems, update information and plan the operations for the day.

This National Occupational Standard is about preparing for the day's work.

Main elements/duties of this NOS are:

- Set up computer and tracking systems for operations.
- Update available information.
- Plan the operations.

3.2 LSC / N 1111: Monitor status of consignments that are under way.

This National Occupational Standard is about overseeing and solving any problem related to warehouse activities.

Main elements/duties of this NOS are:

- Coordinate with trucking companies.
- Follow up consignments that are underway.

3.3 LSC / N 1112: Confirm delivery is completed with client and report.

This National Occupational Standard is about keeping track of goods in the warehouse.

Main elements/duties of this NOS are:

- Close deliveries with clients.
- Report to management.

3.4 LSC / N 1113: Prepare for shift handover.

This National Occupational Standard is about performing end of day activities.

Main elements/duties of this NOS are:

- Update status of all consignments.
- Shift handover to the next transport coordinator.

3.5 LSC / N 1126: Maintain health, safety and security measures in coordinating transportation routes.

This National Occupational Standard is about performing end of day activities.

Main elements/duties of this NOS are:

- 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.

4. List of units – Assessable learning outcomes-Teaching hours-Credits

Unit-1 Title: LSC/N 1110 Setup systems, update information and planning operations				
Element Code	Element Name (course)	Assessable Learning Outcomes	Teaching Hours Theory/Practice	Credits
TC 01	Set up computer and tracking systems for operation.	3	4/8	
TC 02	Update available information.	5	7/21	
TC 03	Plan the operations.	8	8/12	
	Totals	16	19/41	

Unit-2 Title: LSC / N 1111: Monitor status of consignments that are underway				
Element Code	Element Name (course)	Assessable Learning Outcomes	Teaching Hours Theory/Practice	Credits
TC 04	Maintain general safety and discipline	4	10/20	
TC 05	Monitor loading and unloading activity	9	14/36	
	Totals	13	24/56	

Unit-3 Title: LSC / N 1112: Confirm delivery is completed with client and report.				
Element Code	Element Name (course)	Assessable Learning Outcomes	Teaching Hours Theory/Practice	Credits
TC 06	Close deliveries with clients.	5	12/28	
TC 07	Report to management.	6	8/22	
	Totals	11	20/50	

Unit-4 Title: LSC / N 1113: Prepare for the shift handover.

Element Code	Element Name (course)	Assessable Learning Outcomes	Teaching Hours Theory/Practice	Credits
TC 08	Update status of all activities.	5	10/10	
TC 09	Prepare for the next workday.	3	15/15	
	Totals	8	25/25	

Unit-5 Title: LSC / N 1126: Maintain health, safety and security measures in coordinating transportation routes.

Element Code	Element Name (course)	Assessable Learning Outcomes	Teaching Hours Theory/Practice	Credits
TC 10	Identify and report all emergencies/accidents/safety breaches.	5	7/8	
TC 11	Inspect activity area and equipment to ensure it is in safe/working condition.	3	8/12	
TC 12	Maintain health, safety and security protocol during all activities.	7	10/15	
	Totals	15	35/25	

The **overall teaching hours** for theory + practice are **320 notional hours**

Ratio theory/practice in hours: 113 hours theory/ 207 hours practice

Ratio theory/practice in %: 35,3 % theory/ 64,7 % practice

5. Learning Outcomes

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

5.1.1 TC-01 Set up computer and tracking systems for operation

Learner is able to:

Criteria

1. Power up computer terminal and log in using company credentials
2. Identify errors in the tracking system if any and have it rectified by IT team.
3. Ensure readiness of computer, GPS and all other tracking systems in the tracking grid

5.1.2 TC-02 Update available information

Learner is able to:

Criteria

1. Understand status from the transport coordinator of the previous shift, what work is pending and concerns if any.
2. Receive any new order data, new client details, etc. from Data Entry Operator (DEO).
3. Understand any changes in priority of existing orders from DEO.
4. Understand from the despatcher about any delays or problems in outgoing consignments from the previous day.
5. Update all information into the computer and tracking systems

5.1.3 TC-03 Plan the operations

Learner is able to:

Criteria

1. Confirm inventory and labour availability with supervisor and get an estimate of throughput time from the supervisor.
2. Ensure the availability of vehicles on time
3. Calculate optimum utilization for containers/vehicles
4. Co-ordinate with the loading team to load the vehicles.
5. Estimate the transport time for the consignment to reach the customer.
6. In case of priorities/special needs, determine how much the consignment can be expedited at a reasonable cost.
7. Coordinate with warehouse loading supervisors as per developed loading plan
8. 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

5.2 Monitor status of consignments that are under way

5.2.1 TC-04 Coordinate with trucking companies

Learner is able to:

Criteria

1. Contact the concerned person in the trucking companies, explain needs, make new bookings and arrange to have the new orders picked up.
2. Follow up on existing truck bookings that have already been scheduled.
3. Discuss any concerns regarding consignments already underway and have them addressed.
4. Liaise with transport company representatives in case of any issues/emergencies

5.2.2 TC-05 Follow up on consignments that are underway

Learner is able to:

Criteria

1. Take stock of the current status of each ongoing consignment.
2. Continuously keep track of the news to alert drivers in case of any problems or concerns along the route.
3. Reroute the consignment if required and convey the change to the driver.
4. Continuously track all ongoing consignments and keep in touch with drivers to identify any issues or errors.
5. In case of problems, contact or respond to calls from the driver of the concerned truck and understand the issue.
6. Discuss possible solutions with the driver and agree on the corrective action to be taken.
7. Contact local authorities and request their assistance if needed.
8. Log the issue and follow up with the driver to ensure that the transport of the consignment has resumed.
9. Update information on the estimated delivery time of the consignment accordingly.

5.3 Confirm delivery is completed with client and report

5.3.1 TC-06 Close deliveries with clients

Learner is able to:

Criteria

1. Check the tracking system to verify that the truck has reached the destination.
2. Call or email client to verify that the truck has arrived with the consignment in good condition.
3. Complete any closing formalities that may be required at either end.
4. Add any comments if required and close the consignment on the tracking system.
5. In case of delays, discrepancies etc. inform client representative

5.3.2 TC-07 Report to management

Learner is able to:

Criteria

1. Escalate to manager receipt shortages and dealer/end customer claims for timely closure along with the necessary inventory adjustments.
2. Prepare vendor rating report with details on which transporter provided vehicles on time, how many vehicles reached the destination on time, etc.
3. Notify manager regarding any concerns faced during the day.
4. Provide daily report to manager regarding the condition of the routes, accidents or damage if any, delays, inability to meet an order, etc.
5. After obtaining the manager's approval, inform DEO to place orders.
6. Complete any forms as required by management

5.4 Prepare for shift handover

5.4.1 TC-08 Update status of all consignments

Learner is able to:

Criteria

1. Discuss with despatcher to understand if there is any delay and update the departure times of consignments.
2. Take note of consignments that had recently departed as well as those already underway.
3. Note down the consignments which had any issues or which have special priorities.
4. Update the estimated arrival times of all consignments.
5. Inform customers on the updated estimates of arrival times if necessary

5.4.2 TC-09 Shift handover to the next transport coordinator

Learner is able to:

Criteria

1. Clean up the work area for the next shift transport coordinator.
2. Handover the log and any other documentation that was maintained for the shift.
3. Briefly explain the important events and areas which require careful monitoring to the relieving transport coordinator

5.5 Maintain Health, Safety and security measures in coordinating transport routes

5.5.1 TC-10 Identify and report all emergencies/accidents/safety breaches

Learner is able to:

Criteria

1. In case of signs of any emergency situation or accident or breach of safety immediately follow organizational protocol to deploy action
2. Identify reasons for occurrence of incident
3. Capture reasons and response/action taken into incident report/note to manager
4. Report any deviations from standard protocol along with reasons (if any)

5.5.2 TC-11 Inspect activity area and equipment to ensure it is in safe/working condition

Learner is able to:

Criteria

1. Visually inspect the activity area and equipment for appropriate and safe condition.
2. Report any issues related to equipment and activity area to the concerned personnel or management.
3. Ensure all safety/emergency/medical equipment is readily accessible in case of any incident

5.5.3 TC-12 Maintain health, safety and security protocol during all activities

Learner is able to:

Criteria

1. Follow Material Safety Data Sheet (MSDS) and other security procedures as per company policy.
2. Follow all precautionary data handling procedures
3. Maintain clean work table area.
4. Ensure data privacy and independence in all dealings.
5. Ensure one's own physical fitness is in good condition
6. Follow all health and safety guidelines as per organizational procedures
7. Ensure appropriate protocol is followed in case of any incident by all relevant staff

6. Examples of Courses

6.1 TC-01 Setup computer and tracking systems for operations

Course Number:	TC-01
Number of Credits:	TBD
Teaching hours total:	60
Pre-Requisite Courses:	Nil
Last Revision Date:	31 October 2016

6.1.1 Course Description

After completing this course, trainees will be able to set up computer and tracking systems for operation. Therefore, they know how to power the computer and log in using the company credentials. Participants will also be able to identify errors in the tracking system if any and have contact to the relevant people who can rectify. They will update all information available and plan the operations for the day. They will have knowledge of the different types of documents used in their company, know the risk and impact of not following defined work safety and security procedures. The participants will also be able to confirm inventory and labour availability with supervisor and plan as per developed loading plan.

6.1.2 Linked external standards

- Rules and regulations set by the industry and the company standards.
- NOS LSC /N 1110

6.1.3 Linked core/generic skills, underpinning organisational and operational knowledge

The participants have to know and understand how to:

- Use the types of documentation in organization and importance of the same
- Risk and impact of not following defined work, safety and security procedures
- Records and log books to be maintained and the importance of the same
- Security procedures to be followed
- Escalation matrix for reporting identified problems
- Chain of command for reporting problems and status of delivery
- Value of items handled and implications of damage/loss of the same
- Knowledge of how the company deals with damage or pilferage
- Knowledge of transit rules and regulations.
- Knowledge of various clients and their requirements
- Implications of poor performance such as delayed pick-up, improper documentation and high error rate
- An end to end understanding of all activities that will be done.
- Nature of the products transported and the variances in their characteristics
- Detailed understanding of the tracking systems
- Ability to accurately estimate travel time required
- Understanding of common problems and solutions for the same

- Basic computer and system skills to operate and perform minor fixes
- Knowledge of processes and differences in processes across clients/products
- Knowledge of routes and ability to reroute if required.
- Knowledge of controls and processes for operating computer terminal
- Ability to make note of instructions for supervisors, despatchers and the relieving transport coordinator.
- Ability to develop operating procedures, improvements and create documents for internal understanding/use
- Good reading skills, ability to comprehend written instructions, standard operating procedures
- Read and understand documents required for all operational activities

6.1.4 Course contents

1. Power up computer terminal and log in using company credentials.

- Check availability of power
- Identify the needed IT equipment being available
- Entering password and account ID
- Start relevant applications
- Update system as necessary

2. Identify errors in the tracking system if any and have it rectified by IT team.

- Being able to identify errors in the tracking system
- Receive information about errors in the tracking system
- Make contact with IT Admin
- Note problems
- Make screenshots from error messages

3. Ensure readiness of computer, GPS and all other tracking systems in the tracking grid.

- Turning on computer, GPS and all other tracking system
- Make sure batteries are loaded completely
- Additional power packs available for long term usage
- Update systems as required by system providers
- Full use of all information within the system

6.1.5 Grading criteria

A range of assessment methodologies are used to assess trainees in a holistic manner that reflect a work-based methodology. Assessments are mapped according to trainee learning outcomes using appropriate assessment strategies.

The assessment grading criteria is used as follows:

Range	Grade	Nomenclature
90-100	A	Distinction
75-89	B	Merit
60-74	C	Competent
<60	NC	Not competent

Formative assessments that take place throughout the training will provide valuable feedback to trainees on their performance and provide an opportunity to reflect on their learning. The formative assessments will provide 60% of the total marks.

Summative assessment will take place at no more than two points throughout the training and will reflect a holistic approach to assessment by incorporating all critical/important learning outcomes within a course. The summative assessments will provide 30% of the total marks.

In addition to formative and summative assessments, 10% will be allocated for behaviour, attendance and teamwork.

6.1.6 Trainer's Guide for Delivery

The trainer's role is to facilitate learning, design course materials and guide and motivate the learner to ensure a successful outcome. In addition, the trainer creates and organizes the appropriate learning strategies ensuring a stimulating learning environment exists.

The method of instruction encompasses the trainer identifying occupational situations within their vocational area and constructing a learning assignment based on the trainee outcomes incorporated within the curriculum. The training therefore becomes a practical, hands-on approach with clear vocational learning outcomes and delivered within the context of real work situations.

The holistic action-based training framework combines theory and practice and incorporates trainee centred learning methodologies. Project based exercises, individual and in group work, simulated case studies and discovery and research-based learning are examples of learning approaches which are integrated into workshops, laboratories and classrooms which provide trainees with the opportunity to become autonomous and responsible learners within an active classroom environment.

In this course, it is anticipated that trainees will develop their skills through learning activities which involve projects, motivational competitions, presentations and group work.

These formative activities will enable trainers to give practical support and guidance as well as prepare trainees for assessment activities. Throughout this process it is important to emphasise the evaluation and examination of safety & health and environmental procedures and regulations, develop the background information required for understanding the principles and translate this information into tasks that produce exercises to become applicable to internationally agreed standards.

For this course, there are reference notes that guide the trainer on how each learning outcome should be delivered, to ensure that each trainer has the same understanding and that consistency is applied.

6.1.7 Trainer's Guide for Assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this course.

The assessments are performed by the trainer/trainers engaged in the course.

The following assessment tools are observed:

- written tests, using a range of test item types such as essay and short answers, multiple choice and matching
- performance tests (ranging from individual assignments to group projects)
- observation
- discussion
- peer assessment
- project
- oral test
- portfolio

6.1.8 Assessment plan

Course: TC-01: Prepare for the day's work Learning Outcomes	Written Test	Performance Test	Observation	Discussion	Role Play	Peer Assessment	Project	Oral Test	Portfolio	Other (Explain)	Marking Guide/Rubric available
Obtain sufficient copies of the pick list, BOM and incoming truck schedules from the DEO	0	0		0	0	0	0				
Obtain an inventory tracking sheet from the DEO to use for cycle counting	0	0			0			0			
Collect printed product labels from DEO		0									
Mutually agree on priorities and deadlines related to customer orders with the DEO after discussing labour activities	0	0	0	0	0			0			
Find out from workers if there is any pending work from the previous day	0	0			0		0				

6.1.9 Physical Resources Needed

The following tools, equipment and materials are suggestive. A detailed list should be prepared by the trainer.

- Class room with daylight and electricity
- Blackboard/Whiteboard
- Flipchart, markers
- Projector, computer
- Demonstration material
- Internet access
- Library
- Copy machine
- Paper, pens

6.2 TC-02 Update available information

Course Number:	TC-02
Number of Credits:	TBD
Teaching hours total:	80
Pre-Requisite Courses:	Nil
Last Revision Date:	30 September 2016

6.2.1 Course Description

After completing this course, trainees will be able to understand status from the transport coordinator of the previous shift, what work is pending and concerns if any. Receive any new order data, new client details, etc. from Data Entry Operator (DEO). Understand any changes in priority of existing orders from DEO. Understand from the despatcher about any delays or problems in outgoing consignments from the previous day. Update all information into the computer and tracking systems.

6.2.2 Linked external standards

- Rules and regulations set by the industry and the company standards.
- NOS LSC /N 2312

6.2.3 Linked core/generic skills, underpinning organisational and technical knowledge

The participants have to know and understand how to:

- Ability to read and understand customer orders. Ability to read and match labels to products kitted. Ability to read management directions in English.
- Communicate clearly in local language or English with management. Provide advice and guidance to peers & juniors. Communicate with workers for delays and updates in schedules
- Ability to estimate time required for each activity. Ability to make realistic day plans for each activity. Ability to translate plans into targets for each activity. Ability to monitor smooth functioning of all activities.
- Prioritize and execute tasks in within the scheduled time limits Flexibility to re-assess schedule in case of delays/additional orders
- Be a team player and motivate team to achieve joint goals.
- Ensure adequate knowledge sharing with peers and subordinates.
- Ability to interact with employees within and outside the organization.
- Ability to judge the quality of goods and pay attention to detail and ability to identify components required to make a product.

- Ability to verify quantity of goods being sent out with pick list as well as to rapidly identify and correct errors.
- Suggest methods to improve warehousing activities.
- Identify trends/common causes for errors and suggest possible solutions to management.
- Ability to judge the quality of goods and pay attention to detail.
- Ability to identify components required to make a product and ability to verify quantity of goods being sent out with pick list.
- Ability to rapidly identify and correct errors.
- Suggest methods to improve warehousing activities and Identify trends/common causes for errors and suggest possible solutions to management.

6.2.4 Course contents

- 1. Understand status from the transport coordinator of the previous shift, what work is pending and concerns if any.**
 - Overview of differences in the shifts
 - Documentation required by all shifts and responsible persons
 - Write day plans for daily activity and handover to staff
 - Understand the importance of handing over relevant information
 - Relevant actions mentioned in time due to available information
- 2. Receive any new order data, new client details, etc. from Data Entry Operator (DEO).**
 - Possible content of any new order data
 - Find data of new clients details
 - Relevant data needed for successful daily operation
 - Actions and their timing due to the daily operation plan
 - Update in time and check correct data and be aware of data failures
- 3. Understand any changes in priority of existing orders from DEO.**
 - Different orders from DEO
 - Different contents relevant to DEO orders
 - Manage timing of delivery in accordance with DEO and time and date of data entry
 - Observe system and identify relevant changes
 - React on changes and decide which actions need to be done
- 4. Understand from the despatcher about any delays or problems in outgoing consignments from the previous day.**
 - Sources for problems and delays in outgoing consignments
 - Differences in relevance of information due to timing of delivery
 - Content of correct consignments and complete action needed to succeed
 - Sort information from despatcher in order of appearance and relevance to action plan
 - Update relevant people with necessary information

5. Update all information into the computer and tracking systems.

- Handle all installed tracking systems
- Understand differences in pages of tracking system and relevance of transport status
- Complete all information and check availability of needed information
- Update relevant people with new information

6.2.5 Grading criteria

A range of assessment methodologies are used to assess trainees in a holistic manner that reflect a work-based methodology. Assessments are mapped according to trainee learning outcomes using appropriate assessment strategies.

The assessment grading criteria is used as follows:

Range	Grade	Nomenclature
90-100	A	Distinction
75-89	B	Merit
60-74	C	Competent
<60	NC	Not competent

Formative assessments that take place throughout the training will provide valuable feedback to trainees on their performance and provide an opportunity to reflect on their learning. The formative assessments will provide 60% of the total marks.

Summative assessment will take place at no more than two points throughout the training and will reflect a holistic approach to assessment by incorporating all critical/important learning outcomes within a course. The summative assessments will provide 30% of the total marks.

In addition to formative and summative assessments, 10% will be allocated for behaviour, attendance and teamwork.

6.2.6 Trainer's Guide for Delivery

The trainer's role is to facilitate learning, design course materials and guide and motivate the learner to ensure a successful outcome. In addition, the trainer creates and organizes the appropriate learning strategies ensuring a stimulating learning environment exists.

The method of instruction encompasses the trainer identifying occupational situations within their vocational area and constructing a learning assignment based on the trainee outcomes incorporated within the curriculum. The training therefore becomes a practical, hands-on approach with clear vocational learning outcomes and delivered within the context of real work situations.

The holistic action-based training framework combines theory and practice and incorporates trainee centred learning methodologies. Project based exercises, individual and in group work, simulated case studies and discovery and research-based learning are examples of learning approaches which are integrated into workshops, laboratories and classrooms which provide trainees with the opportunity to become autonomous and responsible learners within an active classroom environment.

In this course, it is anticipated that trainees will develop their skills through learning activities which involve projects, motivational competitions, presentations and group work.

These formative activities will enable trainers to give practical support and guidance as well as prepare trainees for assessment activities. Throughout this process it is important to emphasise the importance of proper and organised work preparation, develop the background information required for understanding the principles and translate this information into tasks that produce exercises to become applicable to internationally agreed standards.

For this course, there are reference notes that guide the trainer on how each learning outcome should be delivered, to ensure that each trainer has the same understanding and that consistency is applied.

6.2.7 Trainer's Guide for Assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this course.

The assessments are performed by the trainer/trainers engaged in the course.

The following assessment tools are observed:

- written tests, using a range of test item types such as essay and short answers, multiple choice and matching
- performance tests (ranging from individual assignments to group projects)
- observation
- discussion
- peer assessment
- project
- oral test
- portfolio

6.2.8 Assessment plan

Course: TC-02: Schedule activities and allocate tasks Learning Outcomes	Written Test	Performance Test	Observation	Discussion	Role Play	Peer Assessment	Project	Oral Test	Portfolio	Other (Explain)	Marking Guide/Rubric available
Understand status from the transport coordinator of the previous shift, what work is pending and concerns if any.	0	0		0				0	0		
Receive any new order data, new client details, etc. from Data Entry Operator (DEO)	0	0		0				0			
Understand any changes in priority of existing orders from DEO	0	0	0		0				0		
Understand from the despatcher about any delays or problems in outgoing consignments from the previous day	0	0	0		0		0				
Update all information into the computer and tracking systems	0	0					0				

6.2.9 Physical Resources Needed

The following tools, equipment and materials are suggestive. A detailed list should be prepared by the trainer.

- Class room with daylight and electricity
- Blackboard/Whiteboard
- Flipchart, markers
- Projector, computer
- Demonstration material
- Internet access
- Library
- Copy machine
- Paper, pens

6.3 TC-03 Plan the Operations

Course Number:	TC-03
Number of Credits:	TBD
Teaching hours total:	70
Pre-Requisite Courses:	Nil
Last Revision Date:	30 September 2016

6.3.1 Course Description

After completing this course, trainees will be able to confirm inventory and labour availability with supervisor and get an estimate of throughput time from the supervisor. They will also be able to ensure the availability of vehicles on time and calculate optimum utilization for containers/vehicles. They co-ordinate with the loading team to load the vehicles and estimate the transport time for the consignment to reach the customer. In case of priorities/special needs, they determine how much the consignment can be expedited at a reasonable cost. The participants coordinate with warehouse loading supervisors as per developed loading plan.

6.3.2 Linked external standards

- Rules and regulations set by the industry and the company standards.
- NOS LSC /N 2313

6.3.3 Linked core/generic skills, underpinning organisational and technical knowledge

- Knowledge of organizational products and procedures and of role and responsibilities of workers on the shop floor
- Procedures for dealing with loss or damage to goods
- Risk and impact of not following defined procedures/work instructions
- Nature and characteristics of components in the warehouse
- Knowledge of all relevant safety and security procedures
- Knowledge of entire shop floor activities and persons in charge of each function
- Knowledge of coding system being used by the organization for labelling
- Knowledge of Standard Operating Procedures (SOPs) and how to react in emergencies
- Knowledge of quick fixes for minor issues.
- Detailed knowledge of all activities being done in a warehouse.
- Knowledge of packing materials that can be used for components of different products.
- Knowledge of product labels to be pasted onto each kits.
- Types of workplace hazards that one can encounter on the job and safe operating practices.
- Knowledge of technical specifications of goods in the warehouse.
- Knowledge of possible difficulties in each warehousing activity

6.3.4 Course contents

1. Confirm inventory and labour availability with supervisor and get an estimate of throughput time from the supervisor.

- Content of inventory sheets
- Meaning of confirming inventory to logistic process
- Define needs of labour availability due to the work that has to be done
- Communicate with Supervisor and other related persons to confirm inventory
- Be sure to give all relevant information to relevant persons in organisation
- Check information received with supervisor

2. Ensure the availability of vehicles on time.

- Get everything ready for daily duty
- Timing of vehicles depending on upcoming work
- Availability of vehicles
- Check readiness of vehicles
- Update functions and mobile devices for vehicles
- Overview of vehicles and place of delivery
- Traffic situation in cities and areas

3. Calculate optimum utilization for containers/vehicles.

- Knowing sizes and measures of different types of containers
- Understanding use of different types of containers relevant to loading
- Different vehicles owned by the company and use for relevant goods
- Loading securing and physical aspects in trucks and containers
- Climate in trucks and containers relevant to transported goods

4. Co-ordinate with the loading team to load the vehicles.

- Coordinate different loading that has to be loaded on the vehicles
- Measures of different loadings and amount of vehicles needed
- Loading securing of different types of loading
- Possibilities for loading securing with simple methods
- Deliver all relevant information needed in time

5. Estimate the transport time for the consignment to reach the customer.

- Relevant key facts available: ordering time, amount of goods, weight, seize, availability
- Deliver information to drivers
- Plan and coordinate drivers
- Awareness of additional information needed (road conditions, weather, traffic)
- Update DEO and Supervisors on changes in timing

6. In case of priorities/special needs, determine how much the consignment can be expedited at a reasonable cost.

- Awareness of costs for special transportation needs
- Costs for express highway, plane transport or other possibilities to speed up transport
- Deciding with team about needs and possibilities of priorities and inform DEO
- Deliver information to drivers
- Plan and coordinate drivers

7. Coordinate with warehouse loading supervisors as per developed loading plan.

- Information in transport system available and updated
- Schedule meetings and document results
- Deliver relevant information and updates as soon as possible to ensure deliveries in time
- Check availability of recourses due to the loading plan and shifts

6.3.5 Grading criteria

A range of assessment methodologies are used to assess trainees in a holistic manner that reflect a work-based methodology. Assessments are mapped according to trainee learning outcomes using appropriate assessment strategies.

The assessment grading criteria is used as follows:

Range	Grade	Nomenclature
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6.3.6 Trainer's Guide for Delivery

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The method of instruction encompasses the trainer identifying occupational situations within their vocational area and constructing a learning assignment based on the trainee outcomes incorporated within the curriculum. The training therefore becomes a practical, hands-on approach with clear vocational learning outcomes and delivered within the context of real work situations.

The holistic action-based training framework combines theory and practice and incorporates trainee centred learning methodologies. Project based exercises, individual and in group work, simulated case studies and discovery and research-based learning are examples of learning approaches which are integrated into workshops, laboratories and classrooms which provide trainees with the opportunity to become autonomous and responsible learners within an active classroom environment.

In this course, it is anticipated that trainees will develop their skills through learning activities which involve projects, motivational competitions, presentations and group work.

These formative activities will enable trainers to give practical support and guidance as well as prepare trainees for assessment activities. Throughout this process it is important to emphasise the importance of proper and organised work preparation, develop the background information required for understanding the principles and translate this information into tasks that produce exercises to become applicable to internationally agreed standards.

For this course, there are reference notes that guide the trainer on how each learning outcome should be delivered, to ensure that each trainer has the same understanding and that consistency is applied.

6.3.7 Trainer's Guide for Assessment

A range of assessment methods should be used to assess practical skills and knowledge. The following examples are appropriate for this course.

The assessments are performed by the trainer/trainers engaged in the course.

The following assessment tools are observed:

- written tests, using a range of test item types such as essay and short answers, multiple choice and matching
- performance tests (ranging from individual assignments to group projects)
- observation
- discussion
- role play
- peer assessment
- project
- oral test

6.3.8 Assessment plan

Course: TC-03: Plan the Operations Learning Outcomes	Written Test	Performance Test	Observation	Discussion	Role Play	Peer Assessment	Project	Oral Test	Portfolio	Other (Explain)	Marking Guide/Rubric available
Confirm inventory and labour availability with supervisor and get an estimate of throughput time from the supervisor.	0	0	0	0				0			
Ensure the availability of vehicles on time.	0	0	0	0		0					
Calculate optimum utilization for containers/vehicles.	0	0	0	0	0		0				
Co-ordinate with the loading team to load the vehicles.	0	0	0	0	0	0	0				
Estimate the transport time for the consignment to reach the customer.	0	0	0					0			
In case of priorities/special needs, determine how much the consignment can be expedited at a reasonable cost.	0	0	0	0							
Coordinate with warehouse loading supervisors as per developed loading plan.	0	0	0	0		0	0				

6.3.9 Physical Resources Needed

The following tools, equipment and materials are suggestive. A detailed list should be prepared by the trainer.

- Class room with daylight and electricity
- Blackboard/Whiteboard
- Flipchart, markers
- Projector, computer
- Demonstration material
- Internet access
- Library
- Copy machine
- Paper, pens
- Example papers from different warehouses