

Course Name: Consignment Controller

ABOUT THE COURSE

TOTAL DURATION:	45HRS
MODE OF DELIVERY	PHYSICAL CLASSROOM TRAINING AT RESPECTIVE COLLEGES
TRAINER TO STUDENT RATIO:	1:50
TOTAL MARKS:	75

TABLE 1	
OVERALL COURSE OBJECTIVE:	The individual will collect order information, conduct analysis of past trends; follow-up with trucking companies, coordinate with client; consolidate orders according to destination and monitor all consignments in real time
LEARNING OUTCOME:	<ul style="list-style-type: none">• Analyse transportation data to assess optimal utilisation of assets and identifying reasons for non-performance• Manage internal team, vendors and clients to provide seamless transportation service• Prepare inbound and outbound documentation for vehicle and consignment transportation• Comply to workplace integrity, ethical and regulatory practices.• Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms.• Inspect invoices for correct application of GST.• Prepare transportation consolidation plan to ensure optimal utilisation of resources• Track vehicle movement and ensure timely delivery and compliance to regulatory documentation.• Plan and optimize routes for cost and time efficient consignment pickup and delivery• Prepare and file export/ import documentation to facilitate customs clearance and goods movement• Use transportation telematics to drive efficiency and reduce cost in vehicle fleet operations

TABLE 2: MODULE WISE COURSE CONTENT AND OUTCOME				
SL. NO	MODULE NAME	MODULE CONTENT	MODULE LEARNING OUTCOME	DURATI ON (HRS)
1	Introduction to Land Transportati on Executive	Introduction	<ul style="list-style-type: none"> • Identify the various MHEs and equipment's used in land transportation • Perform various operations functions of a land transportation executive 	3 hrs
2	Transportati on data analysis	Transport data processing and analysis	<ul style="list-style-type: none"> • Collect necessary information for analysis from ERP, and other records • Analyse delivery performance of consignment based on consignment type, geography, vehicle type and client • Assess handing and transportation damages • Calculate necessary parameters such as vehicle utilization, workforce productivity, route variation, fuel consumption, repair and maintenance etc • Prepare trend analysis of performance parameters • Report the findings to Manager with the necessary support data and reasons for deviation from normal 	7 hrs

3	Team and vendor coordination	Coordinate with internal team and external vendors	<ul style="list-style-type: none"> ● Perform necessary coordination to ensure smooth transportation processing ● Prepare documentation for payment and consignment processing ● Track consignment ● Perform vendor coordination during consignment pickup, transit and delivery ● Perform claims processing for damaged/missing goods ● Report issues as per escalation matrix ● Assemble the necessary periodic communications and documentations to be send to the customers 	7 hrs
4	Documentation for land transportation	Perform inbound and outbound documentation	<ul style="list-style-type: none"> ● Prepare documents for consignment processing and vehicle movement ● Inspect consignment, vehicle, transit/goods insurance documentation, tax permits and other relevant documentation ● Inspect consignment loading and unloading based on documentation ● Prepare documentation for claims/ replacement 	7 hrs

			<p>processing for damaged/ missing goods</p> <ul style="list-style-type: none"> • Prepare invoice based on consignment movement • Prepare agreement sheet for consignment movement • Administer documentation approval procedure • Provide instructions to vehicle driver on route, transport regulations, formalities etc. • Describe the acknowledgements to be received from driver for goods transportation 	
5	Guidelines on integrity and ethics	Maintain integrity, ethics and regulatory compliance in operations	<ul style="list-style-type: none"> • Illustrate the importance of integrity and how ethics needs to be followed. • Practice the principles of integrity and ethics • Follow the various regulatory requirements related to logistics industry • Perform data and information security practices • Identify corrupt practices • Comply to regulatory requirements • Practice code of conduct and etiquettes 	7 hrs

			<ul style="list-style-type: none"> • Demonstrate what are the integrity and ethic violations. • Document all integrity and ethics violations • Report deviation as per the escalation matrix 	
6	Compliance to health, safety and security norms	Follow health, safety and security procedures	<ul style="list-style-type: none"> • Demonstrate the health, safety and security procedures to be followed. • Implement 5S at workplace • Inspect the activity area and equipment, for appropriate and safe conditions • Identify unsafe working conditions • Inspect adherence to standard operating procedures (SOP) while handling dangerous and hazardous goods • Implement standard protocol in case of emergency situations, accidents, and breach of safety • Prepare report on health, safety and security violations • Report deviation as per the escalation matrix 	7 hrs

7	Verify GST application	Verify GST application	<ul style="list-style-type: none"> • Apply the right CGST, IGST and SGST as per transaction type • Apply and reverse GST by following the appropriate rules and regulations • Calculate the correct GST based on documentation • Inspect invoice for availability of mandatory information relating to GST application 	7 hrs
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TABLE 3: OVERALL COURSE LEARNING OUTCOME ASSESSMENT CRITERIA AND USECASES

LEARNING OUTCOME	ASSESSMENT CRITERIA	USECASES
<ul style="list-style-type: none"> • Analyse transportation data to assess optimal utilisation of assets and identifying reasons for non-performance • Manage internal team, vendors and clients to provide seamless transportation service • Prepare inbound and outbound documentation for vehicle and consignment transportation • Comply to workplace integrity, ethical and regulatory practices. 	<p>LSC has ensured to have a valid, consistent and fair show of assessments by having an assessment policy and process in place and LSC has also set the minimum qualification and experience criteria.</p> <p>Assessment policy of LSC</p> <ol style="list-style-type: none"> 1) All the assessments have to be carried out based on the criteria code set by LSC in qualification packs. 2) Qualification and experience have to be set for the assessors. 3) LSC will insist the assessment body to hire honest and fair assessors with relevant experience prescribed by LSC. 4) Assessment bodies will strictly stick to the norms prescribed by LSC when conducting assessments. 5) Assessment schedules 	<ol style="list-style-type: none"> 1. Case Study - Basics of Consignment Tracking Controller: A logistics company faces frequent shipment delays and customer complaints. The Controller is tasked with improving consignment tracking. What steps should the Controller take to address the issue? 2. Case Study - Overview of Consignment Booking and Its Role in Logistics: Situation: An e-commerce firm seeks to comprehend the significance of consignment booking in their logistics

<ul style="list-style-type: none"> • Manage workplace for safe and healthy work environment by following compliance to regulatory and safety norms. • Inspect invoices for correct application of GST. • Prepare transportation consolidation plan to ensure optimal utilisation of resources • Track vehicle movement and ensure timely delivery and compliance to regulatory documentation. • Plan and optimize routes for cost and time efficient consignment pickup and delivery • Prepare and file export/ import documentation to facilitate customs clearance and goods movement • Use transportation telematics to drive efficiency and reduce cost in vehicle fleet operations 	<p>have to strictly adhere to as agreed in advance by assessment body and LSC.</p> <p>6) Reporting of MIS by the assessment body to LSC has to be with in the agreed time lines.</p> <p>7) Assessment bodies have to ensure that assessments are conducted in a fair and honest manner</p> <p>8) Any negative remark on the assessor or assessment body if proven will be black listed by LSC</p> <p>9) Assessment tools should be designed to test both practical skills and theoretical knowledge.</p> <p>10) Parameters for assessing student’s abilities or understanding should be aligned to the relevant competencies that are expected to be acquired at the end of the training.</p> <p>11) Expected standards of performance for each competency should be clearly defined and Student’s performance assessed against these standards.</p> <p>12) Questionnaires/ test papers should be as objective as possible (restrict use of open-ended questions to the minimum) such as multiple choice questions, yes/no or True / False types based on blue print.</p> <p>13) Questions framed as per blueprint and without ambiguity by SMEs.</p> <p>14) All assessments should be scored carefully and a log of all scores for every candidate Maintained.</p> <p>15) Hard copies and soft copies of assessment forms and scores should be maintained and be readily</p>	<p>operation. How does consignment booking contribute to order consolidation and efficient utilization of transportation resources?</p>
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	available for any audit by LSC / NSDC or third party	
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Table 4 - Final Projects	
1	Regulatory Compliance Documentation: Task students with researching and compiling documentation related to regulatory requirements governing consignment tracking. This can cover legal documents, permits, and industry standards.
2	Checklist Compilation for Tracking Preparation: Have students create detailed checklists to ensure the completeness and accuracy of consignment preparations. These checklists should cover all essential elements required before initiating tracking.
3	Tracking Log Creation: Assign students to develop a tracking log template that captures essential data points throughout the tracking process. This log should include fields for tracking numbers, shipment details, timestamps, and location updates.
4	Performance Evaluation Reports: Task students with creating standardized templates for post-tracking performance evaluation reports. These reports should analyse delivery times, accuracy, customer feedback, and areas for improvement.
5	Security Protocol Documentation: Students can create comprehensive documentation outlining security protocols for consignment tracking, covering areas such as access control, risk mitigation, and incident reporting procedures

TABLE 5: COURSE ASSESSMENT RUBRICS (TOTAL MARKS: 75)				
ASSESSMENT CRITERIA	DESCRIBE THE CRITERIA OF THE BELOW CATEGORY PERFORMANCE			TOTAL MARKS
	FAIR	GOOD	EXCELLENT	
THEORY	>10	>15	>20	20
PRACTICAL	>25	>30	>35	40
VIVA	<5	<10	<15	15