

Qualification Pack



Driving Assistant

QP Code: ASC/Q9701

Version: 1.0

NSQF Level: 2

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building
New Delhi - 110020

Qualification Pack

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ASC/Q9701: Driving Assistant

Brief Job Description

Driving Assistant is often called Cleaner or Helper. Individuals at this job need to assist the driver by doing the washing and cleaning of the external/internal structure of vehicle, maintaining up keep of tool box, assisting in minor repairs and running miscellaneous errands.

Personal Attributes

This job requires the individual to have continuous mobility as he would have to perform the job on the move for long hours. Individual must be reliable. The individual should preferably be able to speak in working Hindi since during trips, often he will have to be dealing with people across several states. The individual must also be medically fit and physically strong and maintain personal hygiene.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N0002: Work effectively in a team](#)
2. [ASC/N0012: Practice HSE and security related guidelines](#)
3. [ASC/N9702: Carry out cleaning of a vehicle](#)
4. [ASC/N9708: Perform a routine check of basic functioning of vehicle and provide assistance to driver in servicing or minor repairs](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	2
Aligned to NCO/ISCO/ISIC Code	NCO-2015/9122.0301
Minimum Educational Qualification & Experience	5th Class with 0-6 Months of experience Cleaning a Light Motor Vehicle (LMV) OR Certificate (ASDC Driving Assistant Certificate) with 0-6 Months of experience

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Minimum Level of Education for Training in School	
Pre-Requisite License or Training	ASDC Driving Assistant Certificate Or Training on cleaning process for vehicle Familiarity with titles of various documents required as per regulations of RTO and other agencies.
Minimum Job Entry Age	18 Years
Last Reviewed On	15/06/2013
Next Review Date	31/03/2021
Deactivation Date	31/03/2021
NSQC Approval Date	20/07/2015
Version	1.0

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ASC/N0002: Work effectively in a team

Description

This NOS unit is about working effectively with colleagues, either in individuals own work group or in other work groups within organisation

Scope

This unit/task covers the following: Colleagues:

- Superiors
- Members of own work group
- People in other work groups within or outside the organisation Communicate:
- Face-to-face
- By telephone
- In writing

Elements and Performance Criteria

Effective communication

To be competent, the user/individual on the job must be able to:

- PC1.** maintain clear communication with colleagues
- PC2.** work with colleagues
- PC3.** pass on information to colleagues in line with organisational requirements
- PC4..** work in ways that show respect for colleagues
- PC5.** carry out commitments made to colleagues
- PC6.** let colleagues know in good time if cannot carry out commitments, explaining the reasons
- PC7.** identify problems in working with colleagues and take the initiative to solve these problems
- PC8.** follow the organisations policies and procedures for working with colleagues
- PC9.** ability to share resources with other members as per priority of tasks

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** the organisations policies and procedures for working with colleagues, role and responsibilities in relation to this
- KU2.** the importance of effective communication and establishing good working relationships with colleagues
- KU3.** different methods of communication and the circumstances in which it is appropriate to use these
- KU4.** benefits of developing productive working relationships with colleagues
- KU5.** the importance of creating an environment of trust and mutual respect
- KU6.** whether not meeting commitments, will have implications on individuals and the organisation

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- KU7.** different types of information that colleagues might need and the importance of providing this information when it is required
- KU8.** the importance of problems, from colleagues perspective and how to provide support, where necessary, to resolve these

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** complete well written work with attention to detail
- GS2.** read instructions, guidelines/procedures
- GS3.** listen effectively and orally communicate information
- GS4.** make decisions on a suitable course of action or response
- GS5.** plan and organise work to achieve targets and deadlines
- GS6.** check that the work meets customer requirements
- GS7.** deliver consistent and reliable service to customers
- GS8.** apply problem solving approaches in different situations
- GS9.** apply balanced judgements to different situations
- GS10.** apply good attention to detail
- GS11.** check that the work is complete and free from errors
- GS12.** get work checked by peers
- GS13.** work effectively in a team environment

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Effective communication</i>	25	75	-	-
PC1. maintain clear communication with colleagues	4	10	-	-
PC2. work with colleagues	2	7	-	-
PC3. pass on information to colleagues in line with organisational requirements	3	8	-	-
PC4.. work in ways that show respect for colleagues	3	8	-	-
PC5. carry out commitments made to colleagues	2	8	-	-
PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons	2	8	-	-
PC7. identify problems in working with colleagues and take the initiative to solve these problems	4	9	-	-
PC8. follow the organisations policies and procedures for working with colleagues	3	9	-	-
PC9. ability to share resources with other members as per priority of tasks	2	8	-	-
NOS Total	25	75	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0002
NOS Name	Work effectively in a team
Sector	Automotive
Sub-Sector	Manufacturing and R&D, Sales and Service, Road Transportation
Occupation	Maintenance
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	23/09/2013
Next Review Date	30/09/2015
NSQC Clearance Date	28/09/2015

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ASC/N0012: Practice HSE and security related guidelines

Description

This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining a clean work environment

Elements and Performance Criteria

Communicating potential accident points

To be competent, the user/individual on the job must be able to:

- PC1.** spot and report potential safety issues while driving
- PC2.** follow rules and regulations laid down by transport authorities
- PC3..** follow company policy and rules to avoid safety, health and environmental problems

Cleanliness and hygiene

To be competent, the user/individual on the job must be able to:

- PC4..** ensure cleanliness of ambulance
- PC5.** escalate issues related to cleanliness and hygiene issues to concern department
- PC6..** escalate issues related to hazardous material to concerned authority internal and external

Limit damage to people/client and public

To be competent, the user/individual on the job must be able to:

- PC7..** take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others
- PC8.** follow instructions or guidelines for limiting danger or damage in respect of equipment on board such as oxygen cylinders.
- PC9.** escalate the issue immediately if you cannot deal effectively with the danger
- PC10..** give clear information or instructions to others to allow them to take appropriate action
- PC11.** record and report details of the danger in line with operator guidelines
- PC12.** report any difficulties you have keeping to your organizations health and safety instructions or guidelines, giving full and accurate details
- PC13..** check the exhaust as per the recommended guideline and ensure the ambulance is meeting the emission norms. in case not get the ambulance retuned/ adjusted.
- PC14.** get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's instructions or guidelines relating to dealing with and reporting safety and emergency issues
- KU2.** what action you can take, and are authorized to take, to limit danger
- KU3.** methods of effective and appropriate communication to let others know about the safety, cleanliness and emergency situations

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- KU4.** where and how to get help in dealing with safety and emergency situations
- KU5.** how to use appropriate equipment and alarm systems to limit danger
- KU6.** alternate routes in case of natural calamity, road construction work etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** to effectively communicate the safety, cleanliness and emergency issues
- GS2.** keep all the safety equipments in an organized manner so that there is no difficulty to find them
- GS3.** report potential sources of danger
- GS4.** follow prescribed procedure to address safety and emergency issues
- GS5.** learn from past mistakes regarding use of safety and emergency issues
- GS6.** spot safety and cleanliness issues
- GS7.** assess impact of hazardous material, activity, incident

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicating potential accident points</i>	7	15	-	-
PC1. spot and report potential safety issues while driving	3	5	-	-
PC2. follow rules and regulations laid down by transport authorities	2	5	-	-
PC3.. follow company policy and rules to avoid safety, health and environmental problems	2	5	-	-
<i>Cleanliness and hygiene</i>	7	15	-	-
PC4.. ensure cleanliness of ambulance	3	5	-	-
PC5. escalate issues related to cleanliness and hygiene issues to concern department	2	5	-	-
PC6.. escalate issues related to hazardous material to concerned authority internal and external	2	5	-	-
<i>Limit damage to people/client and public</i>	16	40	-	-
PC7.. take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others	2	5	-	-
PC8. follow instructions or guidelines for limiting danger or damage in respect of equipment on board such as oxygen cylinders.	2	5	-	-
PC9. escalate the issue immediately if you cannot deal effectively with the danger	2	5	-	-
PC10.. give clear information or instructions to others to allow them to take appropriate action	2	5	-	-
PC11. record and report details of the danger in line with operator guidelines	2	5	-	-
PC12. report any difficulties you have keeping to your organizations health and safety instructions or guidelines, giving full and accurate details	2	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13.. check the exhaust as per the recommended guideline and ensure the ambulance is meeting the emission norms. in case not get the ambulance retuned/ adjusted.	2	5	-	-
PC14. get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms	2	5	-	-
NOS Total	30	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0012
NOS Name	Practice HSE and security related guidelines
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	30/07/2013
Next Review Date	30/07/2013
NSQC Clearance Date	28/09/2015

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ASC/N9702: Carry out cleaning of a vehicle

Description

This OS unit is about carrying out routine daily washing and cleaning of the vehicle before the start of the trip as well as during trip

Scope

The unit/ task covers the following:

- washing the vehicle with running water
- cleaning the vehicle with a surfactant
- re-washing the vehicle and wiping with cloth

Elements and Performance Criteria

Washing of vehicle

To be competent, the user/individual on the job must be able to:

PC1.. start the water pump and check for water supply in the pipe

PC2.. thoroughly wash the external structure of the vehicle like the body, tyres, windshield , rear view mirrors etc. from the running water in pipe in order to clean the settled loose dust and dirt

PC3.. while washing the vehicle with running water, to ensure that water does not enter into components like starter motor, alternator and horn.

Cleaning of vehicle

To be competent, the user/individual on the job must be able to:

PC4.. rub the surfactant on the previously washed external structure properly using a spongy cloth in order to clean the hard-to-remove stains

PC5.. ensure that the stains are not visible on the vehicle after rubbing.

PC6.. while cleaning the vehicle, to observe and report any loose/broken/missing parts like mountings, seals, chassis fasteners

Re-washing and wiping

To be competent, the user/individual on the job must be able to:

PC7.. after cleaning the vehicle, spray a jet of running water on the surfactant applied parts of vehicle in order to completely wash out the residue deposited on the vehicle.

PC8.. while re - washing the vehicle with running water, to ensure that water does not enter into components like starter motor, alternator and horn.

PC9.. take a clean wiping cloth and thoroughly wipe the whole vehicle including parts like dashboard , instrument panel , seats , steering wheel , driver console that cannot be surfactant cleaned as it would lead to malfunctioning

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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- KU1.** point of contact in case of unavailability of surfactant/cloth
- KU2.** any applicable rules and employee code of conduct stated by the organization
- KU3.** vehicle model and its appearance features which will aid him in cleaning
- KU4.** type of surfactant and cloth to be used for the cleaning process

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** execute task of cleaning and escalate and convey areas of concern to driver/supervisor
- GS2.** clean the various vehicle models in coordination with respective drivers
- GS3.** share requisite knowledge with newly joined cleaners
- GS4.** plan the cleaning activity so as to complete it in scheduled time

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Washing of vehicle</i>	6	22	-	-
PC1.. start the water pump and check for water supply in the pipe	1	7	-	-
PC2.. thoroughly wash the external structure of the vehicle like the body, tyres, windshield , rear view mirrors etc. from the running water in pipe in order to clean the settled loose dust and dirt	3	9	-	-
PC3.. while washing the vehicle with running water, to ensure that water does not enter into components like starter motor, alternator and horn.	2	6	-	-
<i>Cleaning of vehicle</i>	8	26	-	-
PC4.. rub the surfactant on the previously washed external structure properly using a spongy cloth in order to clean the hard-to-remove stains	3	9	-	-
PC5.. ensure that the stains are not visible on the vehicle after rubbing.	2	9	-	-
PC6.. while cleaning the vehicle, to observe and report any loose/broken/missing parts like mountings,seals, chassissfasteners	3	8	-	-
<i>Re-washing and wiping</i>	6	22	-	-
PC7.. after cleaning the vehicle, spray a jet of running water on the surfactant applied parts of vehicle in order to completely wash out the residue deposited on the vehicle.	2	8	-	-
PC8.. while re - washing the vehicle with running water, to ensure that water does not enter into components like starter motor, alternator and horn.	2	6	-	-
PC9.. take a clean wiping cloth and thoroughly wipe the whole vehicle including parts like dashboard , instrument panel , seats , steering wheel , driver console that cannot be surfactant cleaned as it would lead to malfunctioning	2	8	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	20	70	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9702
NOS Name	Carry out cleaning of a vehicle
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	2
Credits	TBD
Version	1.0
Last Reviewed Date	15/06/2013
Next Review Date	30/07/2015
NSQC Clearance Date	

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ASC/N9708: Perform a routine check of basic functioning of vehicle and provide assistance to driver in servicing or minor repairs

Description

This OS unit is about carrying out basic technical checks on a vehicle

Scope

This unit/ task covers the following: Basic technical checks for

- fluid levels in various systems
- condition of tyres and spare tyre
- working of lights & other equipment (Wipers, Indicators etc.)
- availability and functioning of basic equipments like jack and other spares in the toolkit
- physical damages Assisting Driver in servicing or minor repairs

Elements and Performance Criteria

Basic technical check before the trip

To be competent, the user/individual on the job must be able to:

- PC1..** before start of the trip , refer a standard check list if available and ensure correct levels of engine oil coolant clutch, brake oil water in wiper washer
- PC2..** check all the tyres including spare tyre for inflation with a pressure gauge and ensure correct levels by deflating or inflating suitably
- PC3..** check that all lights, wiper and horn are working and report to the driver/supervisor in case of any malfunctioning
- PC4..** check the tool box and ensure availability of all the hand tools including jack,props,wheel choke etc
- PC5..** observe allexterior and interior parts of the vehicle for any damages to body panels, lights and wind shield , other glass parts and mirrors.

Escalation and assistance in case of technical problem

To be competent, the user/individual on the job must be able to:

- PC6..** in case of any problemobserved in any of the checkpoints, immediately inform the driver/supervisor
- PC7..** assist the driver in resolution of problem by providing him the required tools and equipments on the spot and physically lend him a helping hand in doing the strenuous jobs like lifting of vehicle by jack in case of punctured tyre replacement , opening of screws and fixtures for lights , wiper, tyres etc. while repairing and filling the engine/brake/coolant oil and other fluids to ensure optimum levels

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** point of contact to inform in case of any technical deficiencies

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- KU2.** documents required for inspection as per government regulations (only familiarization with titles of various documents)
- KU3.** vehicle model and its various technical features
- KU4.** operating criteria for all the points mentioned in the checklist

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** technical standards of vehicle operation in terms of level of engine oil , illumination of various lights, air pressure in tyres etc.
- GS2.** follow driverinstructions about the rectification guidelines
- GS3.** how to learn from past mistakes and identify potential problems

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Basic technical check before the trip</i>	15	57	-	-
PC1.. before start of the trip , refer a standard check list if available and ensure correct levels of engine oil coolant clutch, brake oil water in wiper washer	3	11	-	-
PC2.. check all the tyres including spare tyre for inflation with a pressure gauge and ensure correct levels by deflating or inflating suitably	3	12	-	-
PC3.. check that all lights, wiper and horn are working and report to the driver/supervisor in case of any malfunctioning	3	12	-	-
PC4.. check the tool box and ensure availability of all the hand tools including jack,props,wheel choke etc	3	11	-	-
PC5.. observe allexterior and interior parts of the vehicle for any damages to body panels, lights and wind shield , other glass parts and mirrors.	3	11	-	-
<i>Escalation and assistance in case of technical problem</i>	5	23	-	-
PC6.. in case of any problemobserved in any of the checkpoints, immediately inform the driver/supervisor	2	11	-	-
PC7.. assist the driver in resolution of problem by providing him the required tools and equipments on the spot and physically lend him a helping hand in doing the strenuous jobs like lifting of vehicle by jack in case of punctured tyre replacement , opening of screws and fixtures for lights , wiper, tyres etc. while repairing and filling the engine/brake/coolant oil and other fluids to ensure optimum levels	3	12	-	-
NOS Total	20	80	-	-

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9708
NOS Name	Perform a routine check of basic functioning of vehicle and provide assistance to driver in servicing or minor repairs
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	2
Credits	TBD
Version	1.0
Last Reviewed Date	15/07/2013
Next Review Date	30/07/2015
NSQC Clearance Date	

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Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Recommended Pass % : 60

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N0002.Work effectively in a team	25	75	-	-	100	15
ASC/N0012.Practice HSE and security related guidelines	30	70	-	-	100	10
ASC/N9702.Carry out cleaning of a vehicle	20	70	-	-	90	20

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9708.Perform a routine check of basic functioning of vehicle and provide assistance to driver in servicing or minor repairs	20	80	-	-	100	55
Total	95	295	-	-	390	100

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Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.

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Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.