Chauffeur Level 5

QP Code: ASC/Q9711

Version: 1.0

NSQF Level: 5

Automotive Skills Development Council || 153, GF, Okhla Industrial Area, Phase 3
New Delhi 110020 || email:garima@asdc.org.in

Contents

ASC/Q9711: Chauffeur Level 5 3
Brief Job Description 3
Applicable National Occupational Standards (NOS) 3
Compulsory NOS 3
Qualification Pack (QP) Parameters 3
ASC/N0002: Work effectively in a team 5
ASC/N0012: Practice HSE and security related guidelines 9
ASC/N0025: Develop abilities to communicate with senior members of the society 14
ASC/N9703: Assess and ensure road worthiness of the vehicle 19
ASC/N9719: Coordinate schedule and drop members/run errands 23
ASC/N9720: Drop the customer safely using the quickest route 28
Assessment Guidelines and Weightage 34
Assessment Guidelines 34
Assessment Weightage 34
Acronyms 36
Glossary 37

ASC/Q9711: Chauffeur Level 5

Brief Job Description

A Chauffeur, Driver, personal driver attached to a owner for driving his/her/transport agency vehicle for commuting from one destination to another within the city/out station trips. Essentially at this level the individual will be expected to drive high end vehicles and deal with senior members of the society, tourists and foreigners.

Personal Attributes

This job requires the individual to drive for long and awkward hours and unpredictable schedules. Individual must be polite and dependable with the ability to remain calm and composed under stressful conditions of traffic and demanding customers.

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/N0025: Develop abilities to communicate with senior members of the society
4. ASC/N9703: Assess and ensure road worthiness of the vehicle
5. ASC/N9719: Coordinate schedule and drop members/run errands
6. ASC/N9720: Drop the customer safely using the quickest route

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	5
Credits	NA

Aligned to NCO/ISCO/ISIC Code	NCO-2015/8322.0101
Minimum Educational Qualification & Experience	12th Class with 3-5 years of experience Driving a high end Four Wheeler Vehicle OR Certificate (ASDC Driver Level 3 Certificate) with 0-6 Months of experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	ASDC Chauffeur L4 and preferably also ASDC Auto Service Technician Level 3 Compulsory: laws and regulations related to road use and safety , GPS/Navigation system Voluntary: stress management, Personal grooming , Communication skills
Minimum Job Entry Age	18 Years
Last Reviewed On	15/07/2013
Next Review Date	30/09/2021
Deactivation Date	30/09/2021
NSQC Approval Date	28/09/2015
Version	1.0
Reference code on NQR	2015/AUT/ASDC/01388
NQR Version	1.0

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 withcolleagues, role and responsibilities in relation to this

KU2. the importance of effective communication and establishing goodworking relationships with colleagues

KU3. different methods of communication and the circumstances inwhich it is appropriate to use these

KU4. benefits of developing productive working relationships withcolleagues

KU5. the importance of creating an environment of trust and mutualrespect

KU6. whether not meeting commitments, will have implications onindividuals and the organisation

KU7. different types of information that colleagues might need and theimportance of providing this information when it is required

KU8. the importance of problems, from colleagues perspective andhow 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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Effective communication	**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**	**-**	**-**

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	31/03/2022
NSQC Clearance Date	28/09/2015

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communicating potential accident points	**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	-	-
Cleanliness and hygiene	**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	-	-
Limit damage to people/client and public	**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	-	-

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**	**-**	**-**

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
Next Review Date	30/07/2013

ASC/N0025: Develop abilities to communicate with senior members of the society

Description

This NOS unit is about developing abilities to deal with senior members of the society , foreign nationals tourists etc effectively to give them sense of dependability

Scope

This unit/task covers

- developing fine communication
- systems to assure dependability and reliability.

Elements and Performance Criteria

Communication Time Management & Reliability

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

PC1.. maintain clear communication with passengers and employers in minimum two languages

PC2. . work on scheduling and planning to manage different types of activities viz site seeing; multiple trips to different locations / pick and drop etc

PC3. . show places of historic importance and public interest to touristswith general information on the spots.

PC4. . work in ways that show respect for various cultures

PC5.. carry out commitments made to clients on time and completion of tasks.

PC6. . continuously update on information and general knowledge for the city & its surroundings

PC7. . know about events, food / eating joints, other modes of transport etc

PC8. . use the information so gathered to improve scheduling planning of tours

PC9. . follow the organisations policies and procedures for working with the clients/ passengers (employer / agency)

PC10.. maintain the special features of the vehicle & utility stocks as needed by the customers.

PC11.. ability to share resources / tasks with other members as per priority of tasks

Personal grooming & profile

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

PC12. . dress appropriately in neat and clean clothes/ uniform

PC13. . follow basic etiquettes of opening the doors, managing the luggage or in simple words be service oriented.

PC14. . be sensitive to the special needs of the passengers viz. female members, foreigners

PC.15. follow simple rules viz. speak when spoken to ,show readiness to Help.

PC 16. . use feedback received from clients for improvement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. the organizations policies and procedures for working with clients , role and responsibilities in relation to this

KU2. the importance of effective communication and establishing good working relationships with clients

KU3. different methods of communication and the circumstances in which it is appropriate to use these

KU4. the importance of creating an environment of trust and mutual respect

KU5. the implications of own work on the work and schedule of others

KU6. different types of information that clients might need and the importance of providing this information when it is required

KU7. the importance of helping clients with problems, in order to meet quality and time standards

Generic Skills (GS)

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

GS1. draw/ write navigation maps , address etc when required by clients

GS2. write passes/ entry tickets with basic information complete written work with attention to detail

GS3. read instructions, guidelines/procedures

GS4. listen effectively and orally communicate information

GS5. ask for clarification and advice from the concerned person

GS6. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments

GS7. plan and organize work to achieve targets and deadlines

GS8. check that the work meets customer requirements

GS9. deliver consistent and reliable service to customers

GS10. apply problem solving approaches in different situations

GS11. apply balanced judgments to different situations

GS12. improve working methods based on client feedback

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Communication Time Management & Reliability	**15**	**57**	**-**	**-**
PC1.. maintain clear communication with passengers and employers in minimum two languages	2	4	-	-
PC2. . work on scheduling and planning to manage different types of activities viz site seeing; multiple trips to different locations / pick and drop etc	2	6	-	-
PC3. . show places of historic importance and public interest to touristswith general information on the spots.	1	5	-	-
PC4. . work in ways that show respect for various cultures	1	5	-	-
PC5.. carry out commitments made to clients on time and completion of tasks.	1	6	-	-
PC6. . continuously update on information and general knowledge for the city & its surroundings	2	5	-	-
PC7. . know about events, food / eating joints, other modes of transport etc	2	5	-	-
PC8. . use the information so gathered to improve scheduling planning of tours	1	6	-	-
PC9. . follow the organisations policies and procedures for working with the clients/ passengers (employer / agency)	1	5	-	-
PC10.. maintain the special features of the vehicle & utility stocks as needed by the customers.	1	6	-	-
PC11.. ability to share resources / tasks with other members as per priority of tasks	1	4	-	-
Personal grooming & profile	**5**	**23**	**-**	**-**
PC12. . dress appropriately in neat and clean clothes/ uniform	1	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. . follow basic etiquettes of opening the doors, managing the luggage or in simple words be service oriented.	1	5	-	-
PC14. . be sensitive to the special needs of the passengers viz. female members, foreigners	1	5	-	-
PC.15. follow simple rules viz. speak when spoken to ,show readiness to Help.	1	4	-	-
PC 16. . use feedback received from clients for improvement	1	4	-	-
NOS Total	**20**	**80**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0025
NOS Name	Develop abilities to communicate with senior members of the society
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	5
Credits	TBD
Version	1.0
Next Review Date	31/12/2015

ASC/N9703: Assess and ensure road worthiness of the vehicle

Description

This OS unit is about to ensure that the vehicle is road worthy for use. The individual is responsible to check the vehicle thoroughly before starting the trip.

Scope

This unit/ task covers the following: Assess the road worthiness of the vehicle as per the:

- Service Manual requirements
- CMVR guidelines
- Additional HSE requirements
- Technical requirements

Elements and Performance Criteria

Vehicle road worthiness

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

PC1.. check that the vehicle meets basic legal and compliance related requirements as per : the organization guidelines erg rule books of STUs CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs any other safety, security and environmental guidelines

PC2.. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change

PC3.. record any other deviations observed during the trip

Basic technical check before the trip

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

PC4.. supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure

Escalation of technical problem

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

PC5.. report actual or possible defects to the senior driver or owner or service supervisor in enough detail so they can diagnose the problem

PC6.. In consultation with owner conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. companys policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards

KU2. CMVR guidelines and other specific local regulations

KU3. organization structure

KU4. escalation procedure

Generic Skills (GS)

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

GS1. Read and understand technical standards of vehicle operation in terms of fuel system and other control systems in vehicle.
GS2. document technical issues pertaining to vehicle
GS3. follow supervisors instructions
GS4. communicate with assistant and other personnel
GS5. when not to use the vehicle due to technical and/or compliance related issues
GS6. how to learn from past mistakes and identify potential problems

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Vehicle road worthiness	**15**	**36**	**-**	**-**
PC1.. check that the vehicle meets basic legal and compliance related requirements as per : the organization guidelines erg rule books of STUs CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs any other safety, security and environmental guidelines	5	12	-	-
PC2.. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change	5	12	-	-
PC3.. record any other deviations observed during the trip	5	12	-	-
Basic technical check before the trip	**5**	**11**	**-**	**-**
PC4.. supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure	5	11	-	-
Escalation of technical problem	**10**	**23**	**-**	**-**
PC5.. report actual or possible defects to the senior driver or owner or service supervisor in enough detail so they can diagnose the problem	5	11	-	-
PC6.. In consultation with owner conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.	5	12	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9703
NOS Name	Assess and ensure road worthiness of the vehicle
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	31/12/2015

ASC/N9719: Coordinate schedule and drop members/run errands

Description

This OS unit is about the chauffeur driver coordinating with the customerforcompletion of multiple activities

Elements and Performance Criteria

Compliance to duty

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

PC1. report to duty on time as per the schedule

PC2. ensuring thevehicle maintenance, cleanliness and stocking levels as per the customer needs

PC3.. reporting on completion of responsibilities for the day

Schedule coordination and execution of the tasks

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

PC4.. communicating the status of previous journey completion to the customer.

PC5.. understand different tasks of routine and occasional nature . e.g drop to the office / schools under routine and shopping, visit to doctors/ banks/ service station / other family members as occasional

PC6. understand the locations for all tasks well in terms of route , alternatives, address, phone numbers to inform delays

PC7.. handle planning for longer durations such as a week to factor activities such as maintenance, topping up utility stocks, completion of tasks en-route to save travel distance etc

PC8.. take an alternate route in case of jams, accidents etc on the standard routes

PC9.. Handle account keeping for routine shopping, toll, parking charges entrusted to him/ her

Customer centricity on the job

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

PC10.. inform about the inability to reach reporting location in case of traffic jams or vehicle breakdown or leave plan

PC11.. Inform regarding stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues ,music, charger ,rain/ sun protection , current reading material etc

PC12.. maintain vehicle to the expectations of stock & cleanliness levels of the car for each of the occupant from the customers family/ friends .

PC13.. maintain record of reaching destination for the routine schedule activities esp. school , office.

PC14. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation withmembers of the family / public

PC15.. maintain a high standard of self-hygiene and cleanliness . should not carry items with strong odour in the car (tiffin contents , perfume)

PC16.. understand specific requirements of the customer in terms of volume of the music system, specific back support, shopping bags, privacy etc

PC17.. Keep handy all emergency phone numbers for the customer.

PC18. plan the routes with support of google maps etc for any new destination

PC19.. handle simple tasks with the authorities viz. gate pass if visiting an industrial destination, tax/ bill payments with the information to be filled in etc.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. duty reporting procedure and assigned tasks
KU2. reporting structure within the family vis--vis tasks
KU3. problem information procedure
KU4. route planning
KU5. route knowledge within each city
KU6. knowledge of vehicle tracking technologies like GPS

Generic Skills (GS)

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

GS1. fill in complaints pertaining to the vehicle which needs employers/ service station attention
GS2. keep abreast by reading about the city (traffic, events , routes information)
GS3. to handle basic accounts for the errands & money assigned with simple arithmetic & writing the account
GS4. execute task, manage schedules, and distribute work load in time available
GS5. share work load as required
GS6. assist other drivers who require help
GS7. share knowledge with other drivers

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Compliance to duty	**3**	**12**	**-**	**-**
PC1. report to duty on time as per the schedule	1	3	-	-
PC2. ensuring thevehicle maintenance, cleanliness and stocking levels as per the customer needs	1	6	-	-
PC3.. reporting on completion of responsibilities for the day	1	3	-	-
Schedule coordination and execution of the tasks	**9**	**25**	**-**	**-**
PC4.. communicating the status of previous journey completion to the customer.	1	3	-	-
PC5.. understand different tasks of routine and occasional nature . e.g drop to the office / schools under routine and shopping, visit to doctors/ banks/ service station / other family members as occasional	2	4	-	-
PC6. understand the locations for all tasks well in terms of route , alternatives, address, phone numbers to inform delays	2	4	-	-
PC7.. handle planning for longer durations such as a week to factor activities such as maintenance, topping up utility stocks, completion of tasks en-route to save travel distance etc	2	5	-	-
PC8.. take an alternate route in case of jams, accidents etc on the standard routes	1	5	-	-
PC9.. Handle account keeping for routine shopping, toll, parking charges entrusted to him/ her	1	4	-	-
Customer centricity on the job	**13**	**38**	**-**	**-**
PC10.. inform about the inability to reach reporting location in case of traffic jams or vehicle breakdown or leave plan	1	4	-	-
PC11.. Inform regarding stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues ,music, charger ,rain/ sun protection , current reading material etc	2	4	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12.. maintain vehicle to the expectations of stock & cleanliness levels of the car for each of the occupant from the customers family/ friends .	2	4	-	-
PC13.. maintain record of reaching destination for the routine schedule activities esp. school , office.	1	4	-	-
PC14. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation withmembers of the family / public	1	4	-	-
PC15.. maintain a high standard of self-hygiene and cleanliness . should not carry items with strong odour in the car (tiffin contents , perfume)	1	4	-	-
PC16.. understand specific requirements of the customer in terms of volume of the music system, specific back support, shopping bags, privacy etc	1	3	-	-
PC17.. Keep handy all emergency phone numbers for the customer.	1	3	-	-
PC18. plan the routes with support of google maps etc for any new destination	2	5	-	-
PC19.. handle simple tasks with the authorities viz. gate pass if visiting an industrial destination, tax/ bill payments with the information to be filled in etc.	1	3	-	-
NOS Total	**25**	**75**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9719
NOS Name	Coordinate schedule and drop members/run errands
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	30/04/2015

ASC/N9720: Drop the customer safely using the quickest route

Description

This OS unit is about the individual driving safelyand dropping the passengers by taking the quickest route

Scope

This unit/ task covers the following:

- driving safely to ensure passengers and public safety
- picking and dropping the passenger safely using the quickest
- traffic regulations to be followed
- conduct with passengers and public

Elements and Performance Criteria

Conformance to standard driving practices

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

PC1.. confirm all checks have been carried out for road worthiness of the vehicle.

PC2. confirm all papers and documents including driving license, vehicle documents etc are available and valid

PC3. start the vehicle and before moving re confirm all gauges are functioning and in built navigation system if available.

PC4.. after starting, but within few meters of moving- to check the brakes.

PC5.. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration

PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely

PC7. coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant

PC8.. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly

PC9.. monitor and respond correctly to gauges, warning lights and other aids when driving

PC10.. in case of any malfunctioning or breakdown, to immediately attend to the problem by : -stopping the vehicle at a safe place -carrying out a quick diagnostic check -carrying out minor adjustments or temporary repairs if possible -asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available -at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.

PC11. check the working of in-built GPS system if fitted.

Picking and dropping passengers

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

PC12.. load the passengers luggage (if any) in the boot of the vehicle

PC13.. offer help for boarding to elderly or differently abled customers

PC14.. start the engine, wear seat belt, ensure that front row passenger also wearsthebelt. Also ensure that all doors are locked; child locks as needed.

PC15.. check with the passenger about his destination / schedule if not informed in advance

PC16. select the destination route of the passenger considering the traffic condition and distance

PC17.. start and adjust air conditioning and ventilation as per customer requirement.

PC18. tune in to radio station channels as per customer/owner choice

PC19. drive through the selected route without violating any traffic norms

PC20.. If unsure about the route stop and ask for directions from locals

PC21. avoid unnecessary honking and avoid using high beam lights in city

PC22.. Enroute, pay toll charges if any

PC23. do not use mobile phone while driving

PC24. do not indulge in unnecessary talk with customer and specially avoid topics involving sensitive issues.

PC25. on reaching the destination stop the vehicle and help customers in deboardingsafely taking special care in case of elderly and differently abled

PC26.. unload the luggage from the boot of vehicle and keep it inside the house as expected

PC27.. wish the customer appropriately before parting

Conformance to traffic regulation

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

PC28.. Conformance to state specific traffic regulations such as changing lanes safely at appropriate speed and observing traffic conditions overtake other road users legally, safely and by using correct signaling at all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles. signal your intentions correctly to other road users within a safe, systematic routine respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman. use indicators and arm signals to signal intentions as per the traffic requirements Use the parking light when stationary, where needed select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke check for oncoming cyclists, pedestrians and other traffic before opening your door remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public

General conduct on the road

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

PC29. give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. policies on safe driving practices; system and processes to ensure safe driving

KU2. reporting structure

KU3. procedure to be followed for multiple activities in the schedule, clashes,emergency etc.

KU4. safe driving techniques such as avoid over speeding and follow prescribed limits maintain safe distance from other vehicles avoid pot holes, stones, other strewn objects in case of bridges and underpasses, observe and avoid driving when water level is above danger mark observe movement of pedestrians to avoid collision observe movement of stray animals to avoid collision

KU5. alternate routes in case of natural calamity, road construction work etc.

KU6. troubleshooting techniques in the event of technical problems like wheel changing by using jack

KU7. traffic regulations

KU8. elements of good driving habits for obtaining fuel efficiency :avoid clutch ridingavoid frequent changing of gearsavoid frequent brakingavoid over speedingavoid idling of engine beyond reasonable limitavoid high idling speed setting in engineensure there is no brake bindingobtain right grade of fuel from authorized outlets onlyensure correct quantity of fuel received as per bill

Generic Skills (GS)

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

GS1. to communicate effectively in local language and also preferably basic spoken Hindi and basic written English

GS2. comunicate information in a format that the passenger is able to interpret

GS3. behave courteously with owner & other incidental passengers .

GS4. seamlessly coordinate with ownerto ensure timely pickup and drop of members

GS5. assist other drivers who require help and take help where needed (for agencies)

GS6. coordinate with traffic inspectors,toll operators etc.

GS7. keep oneself updated with the new vehicle technologies and functionalities

GS8. gain knowledge/ experience from driving on of different routes and profile of passengers

GS9. plan and drive based on traffic and road condition using radio links/navigation aids where available

GS10. plan safe handling of life and materials as per the exact load being transported e.g special people groups like children,elderly,differently abled or perishable, hazardous goods

GS11. fitness of vehicle for safe driving

GS12. breakdown condition

GS13. accident and emergency situations and medical emergencies

GS14. assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)

GS15. identify immediate or temporary solutions to resolve delays and crisis situations

GS16. manage children, aged and differently abled individuals

GS17. effective tackling ofpassengers and public who may be stressed, frustrated, confused, angry or drunken

GS18. build passenger friendly work environment and use customer centric approach to resolve crisis

GS19. resolve conflict while dealing with passenger and public

GS20. how to learn from past mistakes to resolve technical and non-technical problems

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Conformance to standard driving practices	**15**	**29**	**-**	**-**
PC1.. confirm all checks have been carried out for road worthiness of the vehicle.	1	2	-	-
PC2. confirm all papers and documents including driving license, vehicle documents etc are available and valid	1	2	-	-
PC3. start the vehicle and before moving re confirm all gauges are functioning and in built navigation system if available.	1	2	-	-
PC4.. after starting, but within few meters of moving- to check the brakes.	1	2	-	-
PC5.. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration	2	4	-	-
PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely	2	4	-	-
PC7. coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant	2	4	-	-
PC8.. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly	1	2	-	-
PC9.. monitor and respond correctly to gauges, warning lights and other aids when driving	2	3	-	-
PC10.. in case of any malfunctioning or breakdown, to immediately attend to the problem by : -stopping the vehicle at a safe place -carrying out a quick diagnostic check -carrying out minor adjustments or temporary repairs if possible -asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available -at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. check the working of in-built GPS system if fitted.	1	2	-	-
Picking and dropping passengers	**13**	**35**	**-**	**-**
PC12.. load the passengers luggage (if any) in the boot of the vehicle	0.5	2	-	-
PC13.. offer help for boarding to elderly or differently abled customers	1	2	-	-
PC14.. start the engine, wear seat belt, ensure that front row passenger also wearsthebelt. Also ensure that all doors are locked; child locks as needed.	1	2	-	-
PC15.. check with the passenger about his destination / schedule if not informed in advance	1	3	-	-
PC16. select the destination route of the passenger considering the traffic condition and distance	1	1	-	-
PC17.. start and adjust air conditioning and ventilation as per customer requirement.	1	2	-	-
PC18. tune in to radio station channels as per customer/owner choice	0.5	2	-	-
PC19. drive through the selected route without violating any traffic norms	1	3	-	-
PC20.. If unsure about the route stop and ask for directions from locals	0.5	2	-	-
PC21. avoid unnecessary honking and avoid using high beam lights in city	1	3	-	-
PC22.. Enroute, pay toll charges if any	1	2	-	-
PC23. do not use mobile phone while driving	1	3	-	-
PC24. do not indulge in unnecessary talk with customer and specially avoid topics involving sensitive issues.	0.5	2	-	-
PC25. on reaching the destination stop the vehicle and help customers in deboardingsafely taking special care in case of elderly and differently abled	0.5	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26.. unload the luggage from the boot of vehicle and keep it inside the house as expected	1	2	-	-
PC27.. wish the customer appropriately before parting	0.5	2	-	-
Conformance to traffic regulation	**1**	**3**	**-**	**-**
PC28.. Conformance to state specific traffic regulations such as changing lanes safely at appropriate speed and observing traffic conditions overtake other road users legally, safely and by using correct signaling at all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles. signal your intentions correctly to other road users within a safe, systematic routine respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman. use indicators and arm signals to signal intentions as per the traffic requirements Use the parking light when stationary, where needed select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke check for oncoming cyclists, pedestrians and other traffic before opening your door remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public	1	3	-	-
General conduct on the road	**1**	**3**	**-**	**-**
PC29. give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals	1	3	-	-
NOS Total	**30**	**70**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9720
NOS Name	Drop the customer safely using the quickest route
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	30/07/2015

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.

Minimum Aggregate Passing % at QP Level : 75

(**Please note**: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

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	10
ASC/N0012.Practice HSE and security related guidelines	30	70	-	-	100	10
ASC/N0025.Develop abilities to communicate with senior members of the society	20	80	-	-	100	10
ASC/N9703.Assess and ensure road worthiness of the vehicle	30	70	-	-	100	20
ASC/N9719.Coordinate schedule and drop members/run errands	25	75	-	-	100	15
ASC/N9720.Drop the customer safely using the quickest route	30	70	-	-	100	35
Total	**160**	**440**	**-**	**-**	**600**	**100**

Acronyms

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

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.
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.