



# Auto/E-Rickshaw Driver & Service Technician

QP Code: ASC/Q9719

Version: 1.0

NSQF Level: 4

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## ASC/Q9719: Auto/E-Rickshaw Driver & Service Technician

### Brief Job Description

An Auto / E Rickshaw Driver Assistant Service Technician is expected to help passengers in commuting from one destination to another in a 3 wheeler (of all types viz. traditional auto or modern electrically operated) within the city. This role also expects the person to have Vehicle Servicing capability.

### 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. Person shouls preferably have above average motor skills

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [ASC/N0001: Plan and organise work to meet expected outcomes](#)
2. [ASC/N0002: Work effectively in a team](#)
3. [ASC/N0003: Maintain a healthy, safe and secure working environment](#)
4. [ASC/N0012: Practice HSE and security related guidelines](#)
5. [ASC/N1401: Assist in service, maintenance and repair of the vehicle.](#)
6. [ASC/N9703: Assess and ensure road worthiness of the vehicle](#)
7. [ASC/N9716: Drop the customer safely using the quickest route for Aoturickshaw](#)

### Qualification Pack (QP) Parameters

<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>Country</b>	India
<b>NSQF Level</b>	4
<b>Credits</b>	NA

<b>Aligned to NCO/ISCO/ISIC Code</b>	NCO-2015/8321.0101,7231.0400
<b>Minimum Educational Qualification &amp; Experience</b>	8th Class with 0-6 Months of experience OR Certificate (ASDC Driver Assistant or Car Washer Certificate) with 0-6 Months of experience As driver assistant/car washer/vehicle cleaner
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	ASDC Driver Assistant module and preferably also ASDC Car Washer qualification. Laws and regulations related to road use and safety. Voluntary: stress management.
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	18/10/2016
<b>Next Review Date</b>	31/03/2021
<b>Deactivation Date</b>	31/03/2021
<b>NSQC Approval Date</b>	19/12/2018
<b>Version</b>	1.0

## **ASC/N0001: Plan and organise work to meet expected outcomes**

### **Description**

This NOS unit is about planning and organising an individual's work in order to complete it to the required standards on time.

### **Elements and Performance Criteria**

#### *Work requirements including various activities within the given time and set quality standards*

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

- PC1.** keep immediate work area clean and tidy
- PC2.** treat confidential information as per the organisation's guidelines
- PC3.** work in line with organisation's policies and procedures
- PC4.** work within the limits of job role
- PC5.** obtain guidance from appropriate people, where necessary
- PC6.** ensure work meets the agreed requirements

#### *Appropriate use of resources*

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

- PC7.** establish and agree on work requirements with appropriate people
- PC8.** manage time, materials and cost effectively
- PC9.** use resources in a responsible manner

### **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** the organisation's policies, procedures and priorities for area of work, role and responsibilities in carrying out that work
- KU2.** the limits of responsibilities and when to involve others
- KU3.** specific work requirements and who these must be agreed with
- KU4.** the importance of having a tidy work area and how to do this
- KU5.** how to prioritize workload according to urgency and importance and the benefits of this
- KU6.** the organisation's policies and procedures for dealing with confidential information and the importance of complying with these
- KU7.** the purpose of keeping others updated with the progress of work
- KU8.** who to obtain guidance from and the typical circumstances when this may be required
- KU9.** the purpose and value of being flexible and adapting work plans
- KU10.** how to complete tasks accurately by following standard procedures
- KU11.** technical resources needed for work and how to obtain and use these

### **Generic Skills (GS)**

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

- GS1.** write in at least one language
- GS2.** read instructions, guidelines/procedures
- GS3.** ask for clarification and advice from appropriate persons
- GS4.** communicate orally with colleagues
- GS5.** make a decision on a suitable course of action appropriate for accurately completing the task within resources
- GS6.** agree objectives and work requirements
- GS7.** plan and organise work to achieve targets and deadlines
- GS8.** deliver consistent and reliable service to customers
- GS9.** check own work and ensure it meets customer requirements
- GS10.** anomalies to the concerned persons
- GS11.** analyse problems and identify work-arounds taking help from
- GS12.** apply own judgement to identify solutions in different situations

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Work requirements including various activities within the given time and set quality standards</i>	<b>16</b>	<b>47</b>	-	-
<b>PC1.</b> keep immediate work area clean and tidy	2	9	-	-
<b>PC2.</b> treat confidential information as per the organisations guidelines	2	6	-	-
<b>PC3.</b> work in line with organisations policies and procedures	3	8	-	-
<b>PC4.</b> work within the limits of job role	3	6	-	-
<b>PC5.</b> obtain guidance from appropriate people, where necessary	3	7	-	-
<b>PC6.</b> ensure work meets the agreed requirements	3	11	-	-
<i>Appropriate use of resources</i>	<b>9</b>	<b>28</b>	-	-
<b>PC7.</b> establish and agree on work requirements with appropriate people	3	9	-	-
<b>PC8.</b> manage time, materials and cost effectively	3	11	-	-
<b>PC9.</b> use resources in a responsible manner	3	8	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0001
<b>NOS Name</b>	Plan and organise work to meet expected outcomes
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Manufacturing and R&D, Sales and Service, Road Transportation
<b>Occupation</b>	Auto Components /Aggregates Repair
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	24/02/2022
<b>Next Review Date</b>	24/02/2025
<b>NSQC Clearance Date</b>	24/02/2022

## **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 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

## Assessment Criteria

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

**National Occupational Standards (NOS) Parameters**

<b>NOS Code</b>	ASC/N0002
<b>NOS Name</b>	Work effectively in a team
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Manufacturing and R&D, Sales and Service, Road Transportation
<b>Occupation</b>	Maintenance
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	23/09/2013
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	28/09/2015

## ASC/N0003: Maintain a healthy, safe and secure working environment

### Description

This NOS unit is about monitoring the working environment and making sure it meets requirements for health, safety and security

### Scope

This unit/task covers the following:

- Resources (both material & manpower) needed to maintain a safe working environment as per the prevalent norms & government policies including emergency procedures for illness, accidents, fires or any other reason which may involve evacuation of the premises

### Elements and Performance Criteria

#### *Resources needed to maintain a safe, secure working environment*

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

- PC1.** comply with organisations current health,safety and security policies and procedures
- PC2.** report any identified breaches in health,safety, and security policies and procedures to the designated person
- PC3..** Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires,earthquakes etc.
- PC4.** identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority
- PC5.** report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected
- PC6.** follow organisations emergency procedures for accidents, fires or any other natural calamity
- PC7.** identify and recommend opportunities for improving health,safety, and security to the designated person
- PC8.** complete all health and safety records are updates and procedures well defined

### Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** legislative requirements and organisations procedures for health, safety and security and individuals role and responsibilities in relation to this
- KU2.** what is meant by a hazard, including the different types of health and safety hazards that can be found in the workplace
- KU3.** how and when to report hazards
- KU4.** the limits of responsibility for dealing with hazards
- KU5.** the organisations emergency procedures for different emergency situations and the importance of following these

- KU6.** the importance of maintaining high standards of health, safety and security
- KU7.** implications that any non-compliance with health, safety and security may have on individuals and the organisation
- KU8.** different types of breaches in health, safety and security and how and when to report these
- KU9.** evacuation procedures for workers and visitors
- KU10.** how to summon medical assistance and the emergency services, where necessary
- KU11.** how to use the health, safety and accident reporting procedures and the importance of these

### **Generic Skills (GS)**

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

- GS1.** complete accurate, well written work with attention to detail
- GS2.** read instructions, guidelines/procedures/rules
- GS3.** listen 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.** build and maintain positive and effective relationships with colleagues and customers
- GS7.** apply problem solving approaches in different situations
- GS8.** analyse data and activities
- 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
<i>Resources needed to maintain a safe, secure working environment</i>	<b>25</b>	<b>75</b>	-	-
<b>PC1.</b> comply with organisations current health,safety and security policies and procedures	3	9	-	-
<b>PC2.</b> report any identified breaches in health,safety, and security policies and procedures to the designated person	3	10	-	-
<b>PC3..</b> Coordinate with other resources at the workplace to achieve the healthy, safe and secure environment for all incorporating all government norms esp. for emergency situations like fires,earthquakes etc.	3	10	-	-
<b>PC4.</b> identify and correct any hazards like illness, accidents, fires or any other natural calamity safely and within the limits of individuals authority	5	10	-	-
<b>PC5.</b> report any hazards outside the individuals authority to the relevant person in line with organisational procedures and warn other people who may be affected	3	9	-	-
<b>PC6.</b> follow organisations emergency procedures for accidents, fires or any other natural calamity	3	10	-	-
<b>PC7.</b> identify and recommend opportunities for improving health,safety, and security to the designated person	3	8	-	-
<b>PC8.</b> complete all health and safety records are updates and procedures well defined	2	9	-	-
<b>NOS Total</b>	<b>25</b>	<b>75</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0003
<b>NOS Name</b>	Maintain a healthy, safe and secure working environment
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Manufacturing and R&D, Sales and Service, Road Transportation
<b>Occupation</b>	Auto Components/Aggregates Repair
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	10/06/2013
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	20/07/2015

## 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
<i>Communicating potential accident points</i>	<b>7</b>	<b>15</b>	-	-
<b>PC1.</b> spot and report potential safety issues while driving	3	5	-	-
<b>PC2.</b> follow rules and regulations laid down by transport authorities	2	5	-	-
<b>PC3..</b> follow company policy and rules to avoid safety, health and environmental problems	2	5	-	-
<i>Cleanliness and hygiene</i>	<b>7</b>	<b>15</b>	-	-
<b>PC4..</b> ensure cleanliness of ambulance	3	5	-	-
<b>PC5.</b> escalate issues related to cleanliness and hygiene issues to concern department	2	5	-	-
<b>PC6..</b> escalate issues related to hazardous material to concerned authority internal and external	2	5	-	-
<i>Limit damage to people/client and public</i>	<b>16</b>	<b>40</b>	-	-
<b>PC7..</b> take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others	2	5	-	-
<b>PC8.</b> follow instructions or guidelines for limiting danger or damage in respect of equipment on board such as oxygen cylinders.	2	5	-	-
<b>PC9.</b> escalate the issue immediately if you cannot deal effectively with the danger	2	5	-	-
<b>PC10..</b> give clear information or instructions to others to allow them to take appropriate action	2	5	-	-
<b>PC11.</b> record and report details of the danger in line with operator guidelines	2	5	-	-
<b>PC12.</b> 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
<b>PC13..</b> 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	-	-
<b>PC14.</b> get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms	2	5	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N0012
<b>NOS Name</b>	Practice HSE and security related guidelines
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	30/07/2013

## **ASC/N1401: Assist in service, maintenance and repair of the vehicle.**

### **Description**

This OS unit is about an individual assisting in vehicle service, maintenance and technical repairs in a vehicle including petrol, diesel, CNG, LPG, electric and hybrid vehicles .

### **Scope**

This unit/task covers the following:

- assist in performing vehicle service and maintenance
- assist in performing the actual repair/ replacement of various parts/ aggregates in a vehicle

### **Elements and Performance Criteria**

#### *Assist in service, maintenance and actual repair of the vehicle*

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

- PC1.** . collect and safely handover personal belongings of customer like phone, pen, documents etc, at the time of taking a vehicle for servicing or repairs
- PC2.** . place the vehicle on a suitable platform, before the painting actually starts
- PC3.** . assist in organising the secure parking area and moving vehicles around as directed
- PC4.** . lift raw materials, finished products, and packed items, manually or using hoists
- PC5.** . understand the autocomponent manufacturer specifications related to the various components/ aggregates in the vehicle
- PC6.** . ensure that service, maintenance and repair activities are carried out on the vehicle without causing damage to any other aggregate/ component
- PC7.** . run errands at the direction of the senior technician such as getting fetching parts, tools, gauges, instruments, fixtures, workshop supplies, taking vehicles to dealerships etc.
- PC8.** . assist in performing service or repair of vehicles under supervision of senior technician such as: carrying out minor component repair or replacement carrying out oil changes and lubrication washing vehicles as per prescribed standard process fetching correct materials or tools or gauges mixing cleaning solutions, abrasive compositions, or other compounds, as per the directions given by senior technician
- PC9.** . dismantle aggregates like wheels, suspension system, steering column, braking system, engine assembly etc.
- PC10..** count and report serviced or repaired vehicles to determine if product orders are complete
- PC11.** . assist in maintaining and managing the workshop, tools, equipment and machinery in required condition by: cleaning and lubricating equipment rinsing objects, tools and equipment and placing them on drying racks using cloth, squeegees or air compressors to dry surfaces cleaning and organising the workshop placing tools at their shelf after use keeping workshop clean of debris
- PC12.** . follow standard operating procedures specially vehicle service manuals for using workshop tools and equipments
- PC13.** . ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person

- PC14.** . ensure any malfunctions observed in tools and equipments are reported to the concerned persons
- PC15.** . assist in fitting and balancing the replaced and refitted parts
- PC16..** ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** standard operating procedures of the organisation/ dealership for inspection, servicing and repair of vehicles to be followed
- KU2.** standard operating procedures recommended by the dealership/ suppliers/OEM for using tools and equipment to be followed as per the manufacturer instructions
- KU3.** safety requirements for equipment and components/ aggregates as prescribed by the OEM(e.g. preventing/ dealing with oil spillage and inflammable materials)
- KU4.** documentation requirements for each procedure carried outas part of roles and responsibilities as specified by OEM/ autocomponent manufacturer
- KU5.** organisational and professional code of ethics and standards of practice
- KU6.** safety, health and environmental policies and regulations for the workplace as well as for automotive trade in general (e.g. safe practices while working in pits/ under vehicles)
- KU7.** workplace policies and schedules for housekeeping activities and equipment maintenance
- KU8.** the basic functioning of various components and aggregates of vehicles including: engines and fuel system (diesel, petrol, electrical, gas, hybrid etc.) cooling system air supply systems emission and exhaust system ignition systems clutch assembly clutch operating system gearbox (manual and automatic) drivelines and hubs drive-train assembly and transmission systems (manual, automatic etc.) steering system suspension system brake system (including regenerative braking systems) tyres and wheels (including wheel alignment) radiator batteries and power storage system power-generating systems (including charging systems especially for electrical and hybrid vehicles) electrical wire harness, lighting, ignition, electronic and air-conditioning systems etc. energy recuperation systems, if applicable (e.g. in electric, gas and hybrid vehicles) electronic systems including active and passive safety, media and other systems electronic control unit hydraulic and pneumatic system various lubrication systems
- KU9.** the storage location for the tools and materials used in the workshop
- KU10.** the tools used during routine servicing and repairs, including use of: pressure indicators: fuel pressure testers, manifold gauge sets, oil pressure gauges, tire pressure gauges etc. pullers: ball joint separators, bearing pullers, gear puller tools, slide hammers etc. specialty wrenches: alignment wrenches, chain wrenches, locking wrenches, lug wrenches etc. measuring equipment: veneer calipers, micrometer, feeler gauges, etc.
- KU11.** the type, quality and codification system of components specified by the OEM for use as replacement parts
- KU12.** the instructions related to grade of oils, lubricants and greases specified by the OEM for use

## **Generic Skills (GS)**

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

- GS1.** record and document the basic details of repairs and maintenance performed on various aggregates/ components
- GS2.** record all diagnostics done by senior technicians as per the prescribed format recommended by the OEM/ autocomponent manufacturer
- GS3.** write in at least one language
- GS4.** read the basic specification of a vehicle or any other component or part
- GS5.** read work orders, specifications etc. related to the job including instructions mentioned on the job card
- GS6.** read the service circulars/ sign boards placed in the workshop with respect to the overall process to be followed for service, repair and maintenance of the vehicle
- GS7.** read any specific safety related guideline (applicable for CNG/ LPG/ Electric vehicle)
- GS8.** interact with customer/ service advisor and senior technicians
- GS9.** interact with team members including colleagues in the workshop to work efficiently
- GS10.** judge when to seek assistance from a superior
- GS11.** decide on the level of top up required of various lubricants/ oil/ coolant/ grease for routine maintenance of the vehicle after judging the current levels
- GS12.** plan work according to the required schedule and location
- GS13.** organise the schedule to complete the work on the vehicle timely in case other aggregate repairs/ maintenance work is also required to be done
- GS14.** organise the workplace and work according to the principles of 5S
- GS15.** ensure that customer needs are assessed and every effort is made to provide satisfactory service
- GS16.** assist in repairs under the supervision of the senior technician
- GS17.** bring any noticeable issues (both in the aggregates currently working or any other aggregate on which there is no work to be done) to the attention of the supervisor
- GS18.** evaluate the complexity of the tasks to determine if he/she needs any assistance from the senior technician
- GS19.** analyse, evaluate and apply the information gathered from observation, experience, reasoning, or communication to act efficiently

## Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Assist in service, maintenance and actual repair of the vehicle</i>	<b>30</b>	<b>70</b>	-	-
<b>PC1.</b> . collect and safely handover personal belongings of customer like phone, pen, documents etc, at the time of taking a vehicle for servicing or repairs	2	4	-	-
<b>PC2.</b> . place the vehicle on a suitable platform, before the painting actually starts	1	4	-	-
<b>PC3.</b> . assist in organising the secure parking area and moving vehicles around as directed	2	3	-	-
<b>PC4.</b> . lift raw materials, finished products, and packed items, manually or using hoists	2	5	-	-
<b>PC5.</b> . understand the autocomponent manufacturer specifications related to the various components/ aggregates in the vehicle	2	4	-	-
<b>PC6.</b> . ensure that service, maintenance and repair activities are carried out on the vehicle without causing damage to any other other aggregate/ component	2	4	-	-
<b>PC7.</b> . run errands at the direction of the senior technician such as getting fetching parts, tools, gauges, instruments, fixtures, workshop supplies, taking vehicles to dealerships etc.	2	4	-	-
<b>PC8.</b> . assist in performing service or repair of vehicles under supervision of senior technician such as: carrying out minor component repair or replacement carrying out oil changes and lubrication washing vehicles as per prescribed standard process fetching correct materials or tools or gauges mixing cleaning solutions, abrasive compositions, or other compounds, as per the directions given by senior technician	2	5	-	-
<b>PC9.</b> . dismantle aggregates like wheels, suspension system, steering column, braking system, engine assembly etc.	2	5	-	-
<b>PC10.</b> . count and report serviced or repaired vehicles to determine if product orders are complete	2	5	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC11.</b> . assist in maintaining and managing the workshop, tools, equipment and machinery in required condition by: cleaning and lubricating equipment rinsing objects, tools and equipment and placing them on drying racks using cloth, squeegees or air compressors to dry surfaces cleaning and organising the workshop placing tools at their shelf after use keeping workshop clean of debris	2	5	-	-
<b>PC12.</b> . follow standard operating procedures specially vehicle service manuals for using workshop tools and equipments	2	5	-	-
<b>PC13.</b> . ensure any malfunctions or repair requirements observed in vehicles (and beyond own scope of work) are reported to the concerned person	2	5	-	-
<b>PC14.</b> . ensure any malfunctions observed in tools and equipments are reported to the concerned persons	2	4	-	-
<b>PC15.</b> . assist in fitting and balancing the replaced and refitted parts	2	4	-	-
<b>PC16..</b> ensure that trainings organized by the OEM from time-to-time are attended and knowledge levels are upgraded (esp. in case of newly launched products, product refreshes)	1	4	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N1401
<b>NOS Name</b>	Assist in service, maintenance and repair of the vehicle.
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Automotive Vehicle Service
<b>Occupation</b>	Technical service & Repair
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	19/06/2013
<b>Next Review Date</b>	31/03/2022
<b>NSQC Clearance Date</b>	20/07/2015

## 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
<i>Vehicle road worthiness</i>	<b>15</b>	<b>36</b>	-	-
<b>PC1..</b> 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	-	-
<b>PC2..</b> check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change	5	12	-	-
<b>PC3..</b> record any other deviations observed during the trip	5	12	-	-
<i>Basic technical check before the trip</i>	<b>5</b>	<b>11</b>	-	-
<b>PC4..</b> supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure	5	11	-	-
<i>Escalation of technical problem</i>	<b>10</b>	<b>23</b>	-	-
<b>PC5..</b> 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	-	-
<b>PC6..</b> In consultation with owner conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.	5	12	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

**National Occupational Standards (NOS) Parameters**

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

## **ASC/N9716: Drop the customer safely using the quickest route for Aoturickshaw**

### **Description**

This OS unit is about the individual driving safely and dropping the passengers by taking the quickest route and collecting the requisite fare

### **Scope**

This unit/ task covers the following:

- driving safely to ensure passengers and public safety
- picking and dropping the passenger safely using the quickest route and collecting fare at the end of the trip
- 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 and documents related to goods etc are available.
- PC3..** ensure extra care while carrying school children, that they are seated properly without limbs exposed outside.
- PC4..** start the vehicle and before moving re confirm all gauges are functioning including mct and in built navigation system if available.
- PC5..** for electrical vehicles verify before throttling for parking brake release and ensure that lever is in forward position.
- PC6..** apply throttle (increase/decrease in speed) gradually for better control, maximising the range and for longevity of electric motor and circuits.
- PC7..** ensure to drive within the safe speed limit of 25 kmph or as legislated. this will ensure safe stopping distance .
- PC8..** after starting but within few meters of moving to check the brakes.
- PC9..** change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration
- PC10..** use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely
- PC11..** 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/ a passerby.
- PC12..** use the wiper controls so that you can see clearly
- PC13..** monitor and respond correctly to gauges, warning lights and other aids when driving

**PC14..** 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

*Picking and dropping passenger and fare collection*

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

**PC15..** understand the routine trips with timing of pick up and drop location like school, clinic frequency like daily, weekly or any fixed days

**PC16..** after reaching the pickup point, confirm the name with the customer and

**PC17..** greet the customer appropriately

**PC18..** load the passengers luggage (if any) in the vehicle

**PC19..** offer help for boarding to elderly or differently abled customers

**PC20..** point out to customer any newspapers, magazines, entertainment media available on vehicle.

**PC21..** in case of adverse weather conditions like rains, ensure side entry areas are covered with water-proof/resistant sheets to avoid inconvenience to passengers.

**PC22..** check with the passenger about his destination and start the fare meter and show the starting reading to the customer

**PC23..** select the destination route of the passenger considering the traffic condition and distance

**PC24..** start and check passenger and ensure they are seated properly and move

**PC25..** drive through the selected route without violating any traffic norms

**PC26..** if unsure about the route stop and ask for directions from locals

**PC27..** avoid unnecessary honking and avoid using high beam lights in city

**PC28..** en-route, pay toll charges if any, and collect from customer along with fare

**PC29..** do not use mobile phone while driving

**PC30..** do not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues.

**PC31..** to an out station customer do point out any landmark on the route

**PC32..** stop the vehicle and the fare meter and help customers in de-boarding safely taking special care in case of elderly and differently abled.

**PC33..** collect the fare based on the reading that is displayed on the meter or based on fare prior settled with customer. fare may be collected in cash. be sure to return balance

**PC34..** change to customer strictly as per fare calculations.

**PC35..** do not demand any tips but accept thankfully if the customer offers

**PC36..** unload the luggage from the vehicle if any and hand it over to the passenger. verify no valuables or belongings of the customer have been left in the vehicle.

**PC37..** wish the customer appropriately before parting

*Conformance to traffic regulation*

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

**PC38..** conformance to state specific traffic regulations such as change lanes safely at appropriate speed and observing traffic conditions ensure lane discipline avoid road-hogging- especially not to drive in the first lane meant for speedier vehicles avoid over-speeding while turning/cornering avoid over-loading, side hanging of passengers, protruding bags to prevent mishaps 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. make your intentions clear to other road users. Use indicators signals as per the traffic requirements while turning right/left. 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/ alighting park the vehicle in the space designated for the same taking care so as not to cause obstruction , damage to other vehicles. Apply parking brakes . In case of emergency condition apply /place suitable warning indicators. 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:

**PC39..** give preference and right of road usage to children, elderly and differentlyabled. 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.** problem escalation procedure
- 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.** requirements /aspects of electrical vehicles when the brakes are applied, throttle will not function. Range depends upon the traffic, load factor, as indicated by the Battery amps meter in the dashboard. Need to plan the trip according to the Battery meter reading on Dashboard: otherwise battery needs to be charged before the trip. Battery needs to be charged on a daily basis on everyday vehicle usage. When vehicle is not in use, battery needs to be charged fully once in 15 days.

- KU9.** elements of good driving habits for obtaining fuel efficiency : avoid clutch riding avoid frequent changing of gears avoid frequent braking avoid over speeding avoid idling of engine beyond reasonable limit avoid high idling speed setting in engine ensure there is no brake binding obtain right grade of fuel from authorized outlets only ensure correct quantity of fuel received as per billKB7. fare rates applicable within the cityKB8. fare calculation based on the metrics followed i.e. either km or day basis
- KU10.** fare rates applicable within the city
- KU11.** fare calculation based on the metrics followed i.e. either km or day basis

### **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.** communicate information in a format that the passenger is able to interpret
- GS3.** behave courteously with passenger.
- GS4.** effectively communicate to control room any damage or repairs required with respect to smooth functioning of vehicle
- GS5.** seamlessly coordinate with control room to ensure timely pickup and drop of passenger
- GS6.** assist other drivers who require help and take help where needed
- GS7.** coordinate with traffic inspectors, toll operators etc.
- GS8.** keep oneself updated with the new vehicle technologies and functionalities
- GS9.** gain knowledge/ experience from driving on of different routes and profile of passengers
- GS10.** plan and drive based on traffic and road condition using radio links/navigation aids where available
- GS11.** 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
- GS12.** fitness of vehicle for safe driving
- GS13.** breakdown condition
- GS14.** accident and emergency situations and medical emergencies
- GS15.** assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
- GS16.** identify immediate or temporary solutions to resolve delays and crisis situations
- GS17.** manage children, aged and differently abled individuals
- GS18.** effective tackling of passengers and public who may be stressed, frustrated, confused, angry or drunken
- GS19.** build passenger friendly work environment and use customer centric approach to resolve crisis
- GS20.** resolve conflict while dealing with passenger and public
- GS21.** 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
<i>Conformance to standard driving practices</i>	<b>14</b>	<b>28</b>	-	-
<b>PC1..</b> confirm all checks have been carried out for road worthiness of the vehicle.	1	2	-	-
<b>PC2..</b> confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available.	1	2	-	-
<b>PC3..</b> ensure extra care while carrying school children, that they are seated properly without limbs exposed outside.	1	2	-	-
<b>PC4..</b> start the vehicle and before moving re confirm all gauges are functioning including mct and in built navigation system if available.	1	2	-	-
<b>PC5..</b> for electrical vehicles verify before throttling for parking brake release and ensure that lever is in forward position.	1	2	-	-
<b>PC6..</b> apply throttle (increase/decrease in speed) gradually for better control, maximising the range and for longevity of electric motor and circuits.	1	2	-	-
<b>PC7..</b> ensure to drive within the safe speed limit of 25 kmph or as legislated. this will ensure safe stopping distance .	1	2	-	-
<b>PC8..</b> after starting but within few meters of moving to check the brakes.	1	2	-	-
<b>PC9..</b> change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration	1	2	-	-
<b>PC10..</b> use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely	1	2	-	-
<b>PC11..</b> 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/ a passerby.	1	2	-	-
<b>PC12..</b> use the wiper controls so that you can see clearly	1	2	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC13.. monitor and respond correctly to gauges, warning lights and other aids when driving</b>	1	2	-	-
<b>PC14.. 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</b>	1	2	-	-
<b>Picking and dropping passenger and fare collection</b>	<b>14.5</b>	<b>38</b>	-	-
<b>PC15.. understand the routine trips with timing of pick up and drop location like school, clinic frequency like daily, weekly or any fixed days</b>	1	2	-	-
<b>PC16.. after reaching the pickup point, confirm the name with the customer and</b>	1	2	-	-
<b>PC17.. greet the customer appropriately</b>	1	2	-	-
<b>PC18.. load the passengers luggage (if any) in the vehicle</b>	0.5	1	-	-
<b>PC19.. offer help for boarding to elderly or differently abled customers</b>	1	2	-	-
<b>PC20.. point out to customer any newspapers, magazines, entertainment media available on vehicle.</b>	0.5	1	-	-
<b>PC21.. in case of adverse weather conditions like rains, ensure side entry areas are covered with water-proof/resistant sheets to avoid inconvenience to passengers.</b>	0.5	2	-	-
<b>PC22.. check with the passenger about his destination and start the fare meter and show the starting reading to the customer</b>	0.5	2	-	-
<b>PC23.. select the destination route of the passenger considering the traffic condition and distance</b>	1	3	-	-
<b>PC24.. start and check passenger and ensure they are seated properly and move</b>	0.5	2	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC25..</b> drive through the selected route without violating any traffic norms	0.5	2	-	-
<b>PC26..</b> if unsure about the route stop and ask for directions from locals	0.5	2	-	-
<b>PC27..</b> avoid unnecessary honking and avoid using high beam lights in city	0.5	2	-	-
<b>PC28..</b> en-route, pay toll charges if any, and collect from customer along with fare	0.5	2	-	-
<b>PC29..</b> do not use mobile phone while driving	0.5	2	-	-
<b>PC30..</b> do not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues.	0.5	1	-	-
<b>PC31..</b> to an out station customer do point out any landmark on the route	0.5	1	-	-
<b>PC32..</b> stop the vehicle and the fare meter and help customers in de-boarding safely taking special care in case of elderly and differently abled.	0.5	1	-	-
<b>PC33..</b> collect the fare based on the reading that is displayed on the meter or based on fare prior settled with customer. fare may be collected in cash. be sure to return balance	0.5	1	-	-
<b>PC34..</b> change to customer strictly as per fare calculations.	1	2	-	-
<b>PC35..</b> do not demand any tips but accept thankfully if the customer offers	0.5	1	-	-
<b>PC36..</b> unload the luggage from the vehicle if any and hand it over to the passenger. verify no valuables or belongings of the customer have been left in the vehicle.	0.5	1	-	-
<b>PC37..</b> wish the customer appropriately before parting	0.5	1	-	-
<b><i>Conformance to traffic regulation</i></b>	<b>1</b>	<b>2</b>	-	-

<b>Assessment Criteria for Outcomes</b>	<b>Theory Marks</b>	<b>Practical Marks</b>	<b>Project Marks</b>	<b>Viva Marks</b>
<b>PC38..</b> conformance to state specific traffic regulations such as change lanes safely at appropriate speed and observing traffic conditions ensure lane discipline avoid road-hogging- especially not to drive in the first lane meant for speedier vehicles avoid over-speeding while turning/cornering avoid over-loading, side hanging of passengers, protruding bags to prevent mishaps 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. make your intentions clear to other road users. Use indicators signals as per the traffic requirements while turning right/left. 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/ alighting park the vehicle in the space designated for the same taking care so as not to cause obstruction , damage to other vehicles. Apply parking brakes . In case of emergency condition apply /place suitable warning indicators. remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public	1	2	-	-
<i>General conduct on the road</i>	0.5	2	-	-
<b>PC39..</b> give preference and right of road usage to children, elderly and differentlyabled. comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.	0.5	2	-	-
<b>NOS Total</b>	<b>30</b>	<b>70</b>	-	-

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9716
<b>NOS Name</b>	Drop the customer safely using the quickest route for Aoturickshaw
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Next Review Date</b>	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 : 70

(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/N0001.Plan and organise work to meet expected outcomes	25	75	-	-	100	10
ASC/N0002.Work effectively in a team	25	75	-	-	100	10
ASC/N0003.Maintain a healthy, safe and secure working environment	25	75	-	-	100	10
ASC/N0012.Practice HSE and security related guidelines	30	70	-	-	100	10
ASC/N1401.Assist in service, maintenance and repair of the vehicle.	30	70	-	-	100	20
ASC/N9703.Assess and ensure road worthiness of the vehicle	30	70	-	-	100	20
ASC/N9716.Drop the customer safely using the quickest route for Aoturickshaw	30	70	-	-	100	20
<b>Total</b>	<b>195</b>	<b>505</b>	<b>-</b>	<b>-</b>	<b>700</b>	<b>100</b>

## Acronyms

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

## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.