

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Commercial Vehicle Driver

SECTOR: AUTOMOTIVE

SUB-SECTOR: Road Transportation

OCCUPATION: Driving

REFERENCE ID: ASC/Q9703

ALIGNED TO: NCO-2015/ 8332.0100, 8332.9900

Brief Job Description: The individuals at this job need to transport goods & passengers safely from one destination to another in a commercial vehicle of (all types including LCV, pick up trucks, bus, school van etc). The role requires relevant skill to handle minor break downs during long distance)

Personal Attributes: This job requires the individual to drive for long hours under tiring and demanding traffic conditions. Individual must be dependable and able to take responsibility for the assets (vehicle, goods) and passengers. The individual should be calm and composed under stressful conditions of traffic and demanding customers and public.

Job Details	Qualifications Pack Code	ASC/Q9703		
	Job Role	Commercial Vehicle Driver (Applicable for national scenarios)		
	Credits	TBD	Version number	1.0
	Sector	Automotive	Drafted on	18/10/16
	Sub-sector	Road Transportation	Last reviewed on	18/10/16
	Occupation	Driving	Next review date	20/10/18
	NSQC Clearance on			

Job Role	Commercial Vehicle Driver
Role Description	Driving commercial vehicles to safely transport passenger/goods.
NSQF level	4
Minimum Educational Qualifications	8 th Standard pass, preferably
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> ASDC Commercial Vehicle Driver Level 4 ASDC Auto Service Technician Level 3 or Training in road safety, familiarity with Features & basic repairs for four wheelers GPS/ Navigation system Some training in stress management like yoga, meditation etc. servicing and minor repairs of vehicles
Minimum Job Entry Age	20 year with a valid license issued by RTO
Experience	<ul style="list-style-type: none"> 0 years if ASDC Commercial Vehicle Driver Level 4 Certificate or minimum 6 months in driving a Light Motor Vehicle (LMV) and minimum 3 months in driving a Commercial Vehicle in company of an experienced driver.
Applicable National Occupational Standards (NOS)	Compulsory: <ol style="list-style-type: none"> ASC/N9703 Assess and ensure road worthiness of the vehicle ASC/N9705 Drive safely and efficiently on the assigned route including long distance trips ASC/N9701 Coordinate with depot/ branch office

	<p>4. ASC/N0002 Work effectively in a team</p> <p>5. ASC/N0012 Practice HSE and security related guidelines</p> <p>Optional: NA</p>
Performance Criteria	As described in the relevant OS units

Definitions

Keywords /Terms	Description
Core Skills/Generic Skills	Core skills or generic skills 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.
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 NOS they are looking for.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of NOS.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
Knowledge and Understanding	Knowledge and Understanding are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
National Occupational Standards (NOS)	NOS are Occupational Standards which apply uniquely in the Indian context.
Occupation	Occupation is a set of job roles, which perform similar/related set of functions in an industry.
Organisational Context	Organisational Context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance Criteria are statements that together specify the standard of performance required when carrying out a task.
Qualifications Pack (QP)	Qualifications Pack comprises the set of NOS, together with the educational, training and other criteria required to perform a job role. A Qualifications Pack is assigned a unique qualification pack code.
Scope	Scope is the 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 the quality of performance required.
Sector	Sector is a conglomeration of different business operations having similar businesses 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.
Sub-functions	Sub-functions are sub-activities essential to fulfil the achieving the objectives of the function.
Technical Knowledge	Technical Knowledge is the specific knowledge needed to accomplish

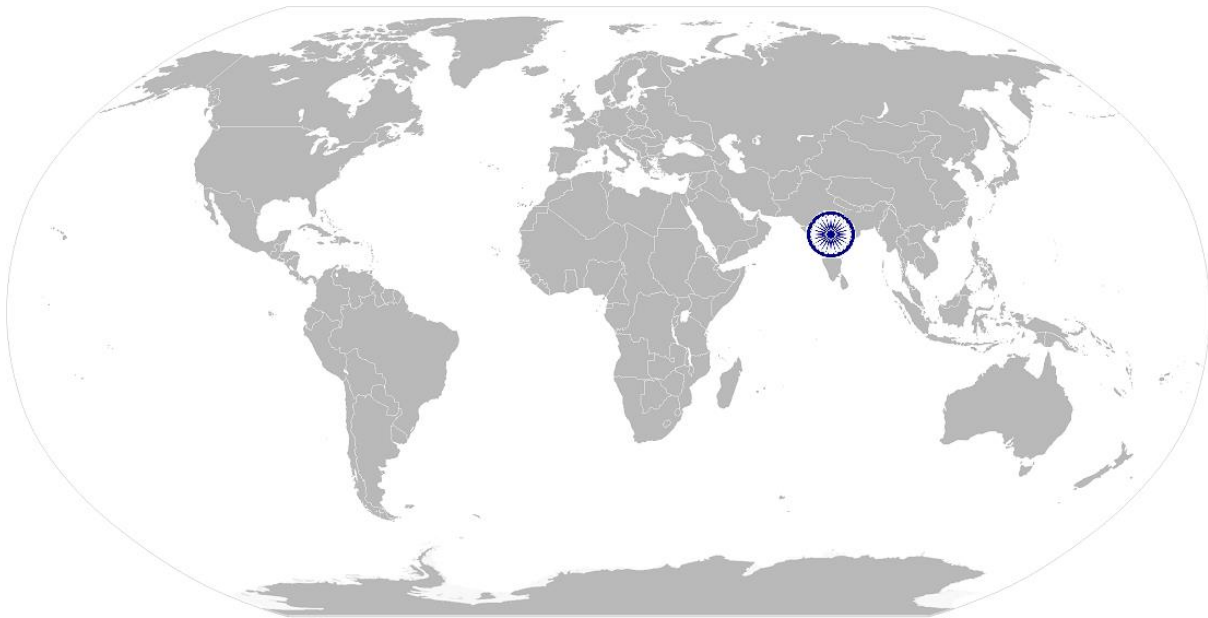
Acronyms

	specific designated responsibilities.
Unit Code	Unit Code is a unique identifier for a NOS unit, which can be denoted with an 'N'
Unit Title	Unit Title gives a clear overall statement about what the incumbent should be able to do.
Keywords/ Terms	Description
NOS	National Occupational Standard (s)
NSQF	National Standards Qualifications Framework
QP	Qualifications Pack

ASC/N9703

Assess and ensure road worthiness of the vehicle

National Occupational Standard



Overview

This unit is about assessing and ensuring that vehicle is fit for being on the road. The assessment would include technical evaluation as well as legal and compliance related guidelines.

ASC/N9703

Assess and ensure road worthiness of the vehicle

National Occupational Standard	Unit Code	ASC/N9703
	Unit Title (Task)	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	<p>This unit/ task covers the following:</p> <p>Assess the road worthiness of commercial vehicle as per the :-</p> <ul style="list-style-type: none"> • Technical requirements • Additional HSE requirements • CMVR guidelines • Organizational requirements
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Vehicle road worthiness	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. check that the vehicle meets basic legal and compliance related requirements</p> <p>Basic legal and compliance related requirements as per: the organization guidelines eg 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</p> <p>PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change</p> <p>PC3. record all deviations observed while carrying out PC1 and PC2</p> <p>PC4. record any other deviations observed during the trip</p>
	Basic technical check before the trip	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC5. ensure all basic technical checks have been carried out as per standard organization or vehicle manual check list /procedure</p> <p>PC6. verify adequate availability of fuel/ charge for the vehicle</p>
	Escalation of technical problem	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. report actual or possible defects to the senior driver or service supervisor in enough detail so they can diagnose the problem</p> <p>PC8. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. where applicable, company's policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and</p>

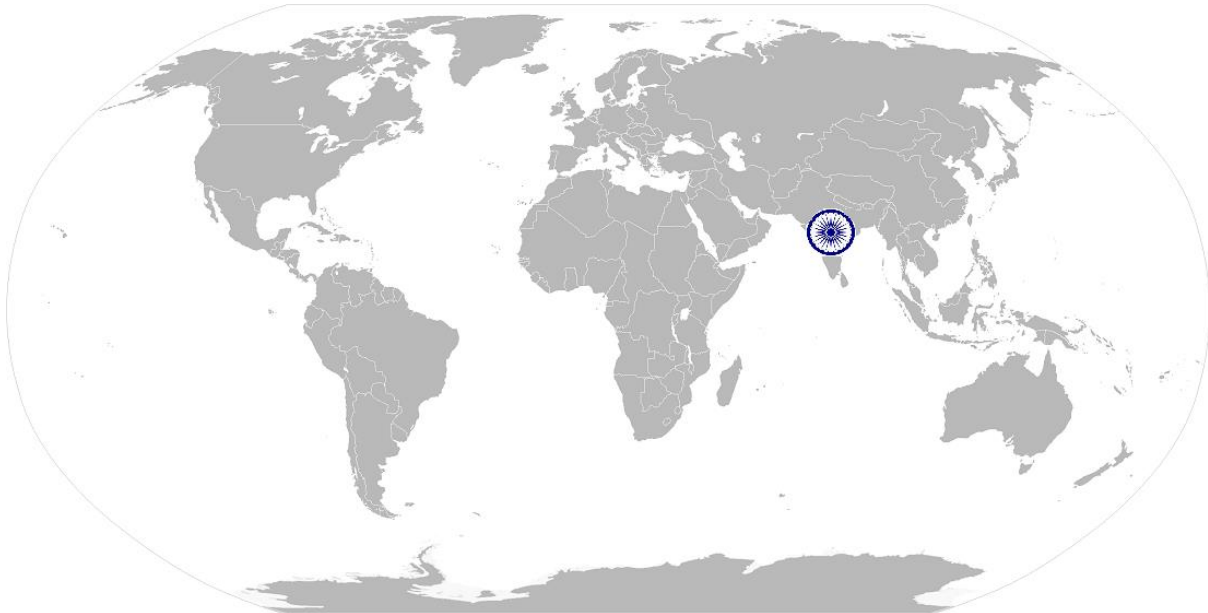
ASC/N9703 Assess and ensure road worthiness of the vehicle

of the company / organization and its processes)	<p>hazards</p> <p>KA2. CMVR guidelines and other specific local regulations</p> <p>KA3. Where applicable, the organization structure</p> <p>KA4. escalation procedure</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. vehicle model and its various technical features</p> <p>KB2. vehicle operation in terms of level of brake oil/coolant, illumination of various lights, air pressure in tires etc.</p> <p>KB3. any other vehicle operating criteria specially related to driver/passenger/ road safety</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	<p>The user/ individual on the job should be able to:</p> <p>SA1. read and understand technical standards of vehicle operation (pictorial at the least) in terms of fuel system and other control systems as provided in vehicle /service manual</p>
	Writing Skills
	<p>The user/individual on the job should be able to:</p> <p>SA2. write down in simple language and document technical issues pertaining to vehicle or other events during the trip</p>
	Oral Communication (Listening and Speaking skills)
	<p>The user/individual on the job should be able to:</p> <p>SA3. follow transport authorities/supervisor's instructions and have an oral dialogue if required</p> <p>SA4. communicate with co-driver/ driver assistant and other personnel</p>
B. Professional Skills	Decision Making
	<p>The user/individual on the job needs to know and understand:</p> <p>SB1. when not to use the vehicle due to technical and/or compliance related issues</p>
	Plan and Organize
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB2. plan work according to the required schedule and location</p> <p>SB3. plan the best route by referring to GPC devices where available</p>
	Customer Centricity
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. ensure that customer needs are assessed and every effort is made to provide satisfactory service</p>
	Problem Solving

ASC/N9703

Assess and ensure road worthiness of the vehicle

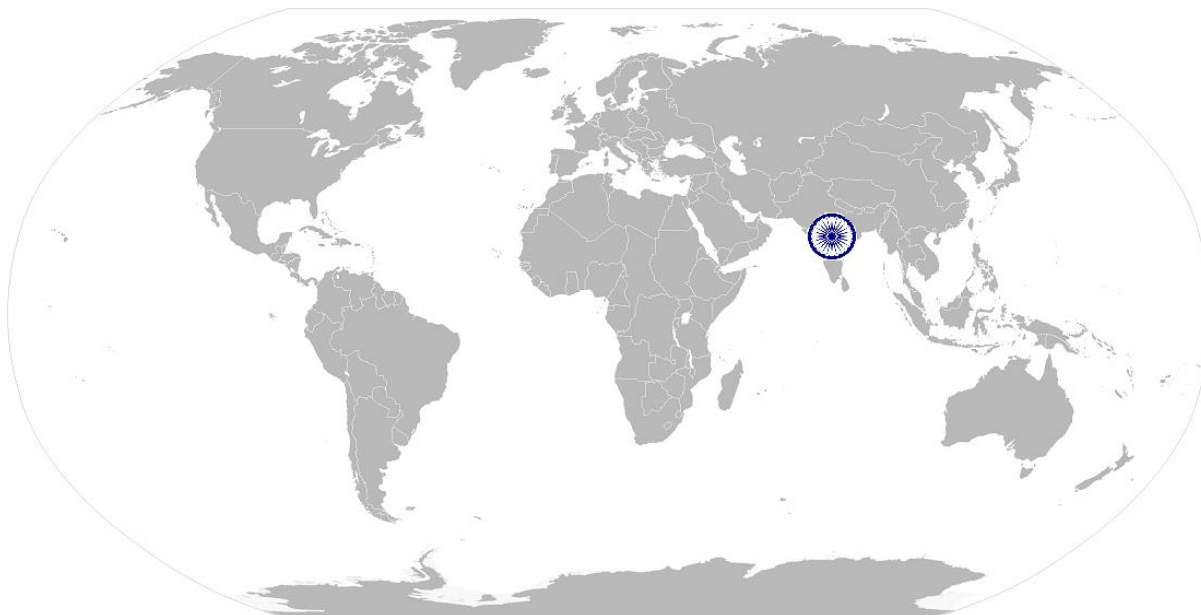
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB5. identify immediate or temporary solutions to resolve delays and crisis situations</p> <p>SB6. amicably resolve conflict while dealing with passenger and public</p>
	Analytical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB7. how to learn from past mistakes and identify potential problems</p>
	Critical Thinking
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. keep oneself updated with the new vehicle technologies and functionalities</p> <p>SB9. gain knowledge/ experience from driving on different routes and profile of passengers</p>



ASC/N9703 Assess and ensure road worthiness of the vehicle

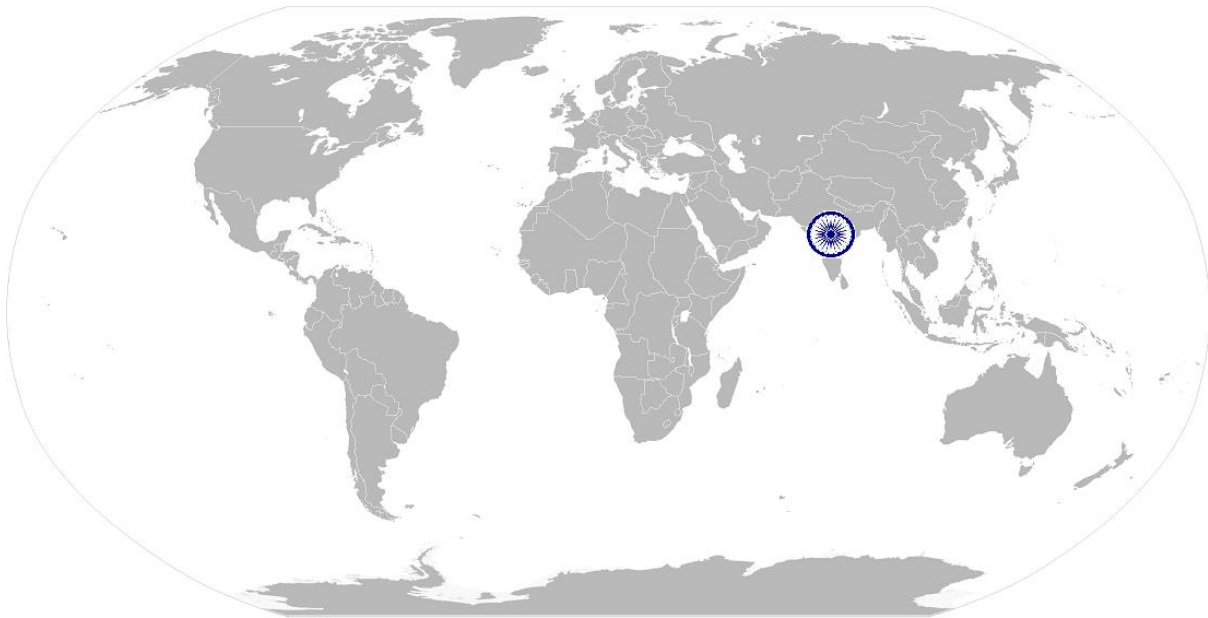
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NOS Code	ASC/N9703		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N9705 Drive safely and efficiently on the assigned route including long distance trips

National Occupational Standard



Overview

This unit is about Coordination with Depot/ Branch Officer to start his assigned duty for the day and intimate the depot/ branch officer post completion of individual duties of the day to ensure smooth functioning of the bus depot/ branch.

ASC/N9705 Drive safely and efficiently on the assigned route including long distance trips

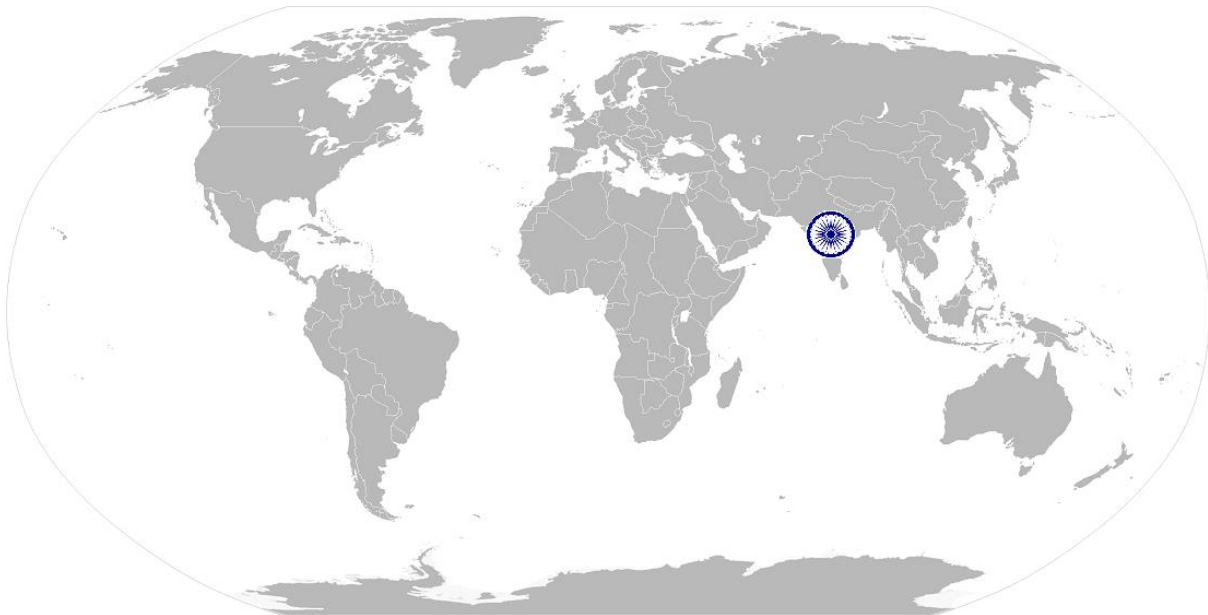
National Occupational Standard	Unit Code	ASC/N9705
	Unit Title (Task)	Drive safely and efficiently on the assigned route including long distance trips
	Description	This OS unit is about the driver to communicate with depot/ branch office for obtaining duty schedule as well as reporting back on completion of given schedule.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> compliance to duty reporting intimating the Depot/Branch Office on completion of given schedule escalation of problems to supervisor
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Compliance to duty	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. report to duty on time as per the schedule</p> <p>PC2. collect information on daily and weekly route/ delivery schedule and special instructions if any</p> <p>PC3. fill details in the log register; for e.g. date, day, time, name, batch number, route to be travelled/ goods to be delivered etc.</p> <p>PC4. compliance to duty closure procedure on completion of responsibilities for the day</p> <p>PC5. Deposit good and delivery note as per instruction & time schedule</p>
	Escalation of problems	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC6. inform about accidents, break downs etc. during the day if any and also any incident leading to dispute or argument with passengers/public while on duty</p>
	Knowledge and Understanding (K)	
	A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: personnel management, duty reporting procedure and associated MIS compliance</p> <p>KA2. reporting structure within organization</p> <p>KA3. problem escalation procedure</p>
	B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. route planning information system if any like GPS</p>
Skills (S)		
A. Core Skills/		Reading Skills

ASC/N9705 Drive safely and efficiently on the assigned route including long distance trips

Generic Skills	The user/ individual on the job should have ability to : SA1. read effectively in local language and also preferably in Hindi/ English
	Writing Skills
	The user/ individual on the job should have ability to : SA2. write simple sentences in local language and also preferably in Hindi/ English
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should have ability to : SA3. orally communicate with passengers, authorities and others in courteous manner
B. Professional Skills	Decision Making
	The user/individual on the job should be able to : SB1. evaluate fitness of vehicle for safe driving SB2. take appropriate remedial action in breakdown / accident/ medical/ emergency situations
	Plan and Organize
	The user/individual on the job should be able to : SB3. plan and drive depending on traffic and road condition and by using radio links/navigation aids (GPS based) where available SB4. plan safe handling of life and materials keeping in mind the load being transported: e.g. special people groups like children, elderly, differently abled or perishable, hazardous goods
	Customer Centricity
	The user/individual on the job should be able to : SB5. seamlessly coordinate with control room to ensure timely pickup and dropping of passenger SB6. assist other drivers who require help and take help where needed SB7. co-operate with traffic inspectors, toll operators etc. SB8. extend specific support and care to children, elderly and differently abled individuals SB9. effective and sensitive tackling of passengers and public who may be stressed, frustrated, confused, angry or drunken SB10. build passenger friendly work environment and use customer centric approach to resolve crisis
	Problem Solving
	The user/individual on the job should be able to : SB11. assess the problem, evaluate the possible solution(s) and use an optimum/ best possible solution(s)

ASC/N9705 Drive safely and efficiently on the assigned route including long distance trips

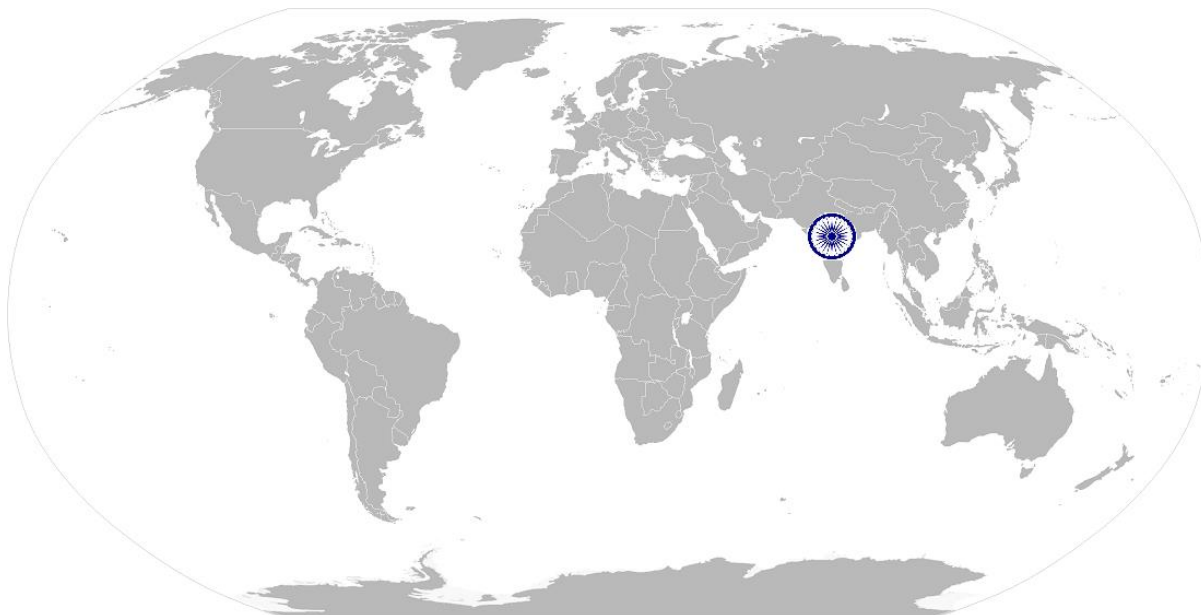
	SB12. identify immediate or temporary solutions to resolve delays and crisis situations
	SB13. amicably resolve conflict while dealing with passenger and public
	Analytical Thinking
	The user/individual on the job should be able to : SB14. learn from past mistakes in resolving technical and non-technical problems
	Critical Thinking
	The user/individual on the job should be able to : SB15. keep oneself updated with the new vehicle technologies and functionalities SB16. gain knowledge/ experience from driving on different routes and dealing with different profiles of passengers



ASC/N9705 Drive safely and efficiently on the assigned route including long distance trips

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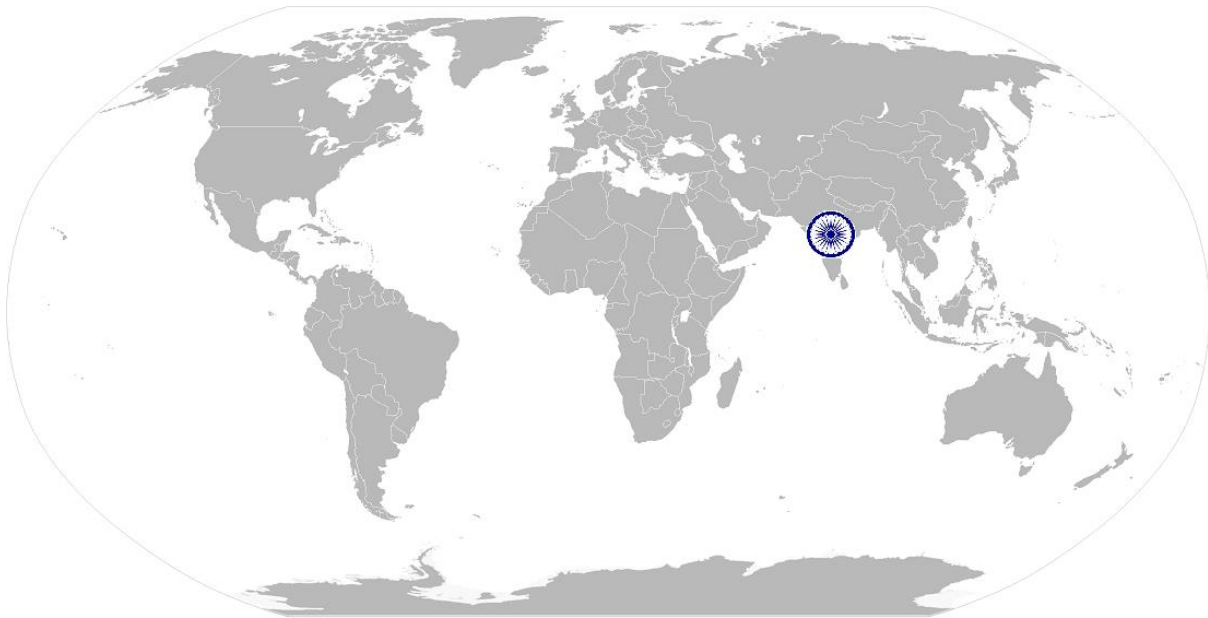
NOS Code	ASC/N9705		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N9701

Coordinate with depot/ branch office

National Occupational Standard



Overview

This unit is about the discipline to be followed by the driver while driving on the assigned route which could include long distance trips crossing several states and geographies.

ASC/N9701

Coordinate with depot/ branch office

National Occupational Standard	Unit Code	ASC/N9701
	Unit Title (Task)	Coordinate with depot/ branch office
	Description	This OS unit is about individual driving safely and dropping the passengers & goods.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> driving practices to ensure safety of life and material traffic and regulatory norms dealing with brake downs and emergencies in varied terrains and far flung geographies dealing with people driving practices to ensure optimum fuel efficiency
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Conformance to standard driving practices	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. conform to standard driving practices covering Standard driving practices: confirm all checks have been carried out for road worthiness of the vehicle, confirm all papers and documents including driving license; vehicle documents and documents related to goods etc are available; start the vehicle and before moving re confirm all gauges are functioning; after starting but within few meters of moving to check the brakes, change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration; use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely; 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; use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly; monitor and respond correctly to gauges, warning lights and other aids when driving; in case of any malfunctioning or breakdown, to immediately attend to the problems 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 etc., at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency</p>
	Conformance to traffic regulation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC2. conform to state specific traffic regulations</p>

ASC/N9701

Coordinate with depot/ branch office

	<p>Specific traffic regulations: change lanes safely at appropriate speed and observing traffic conditions; overtake other road users legally, safely and by using correct signalling; 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</p>
General conduct on the road	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC3. give preference and right of road usage to children, elderly and differently abled</p> <p>PC4. comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's guidelines on safe driving practices; system and processes to ensure safe driving</p> <p>KA2. reporting structure</p> <p>KA3. problem escalation procedure</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. Safe driving techniques: 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</p> <p>KB2. alternate routes in case of natural calamity, road construction work etc.</p> <p>KB3. troubleshooting techniques in the event of technical problems like changing wheels using jack</p> <p>KB4. traffic regulations</p> <p>KB5. elements of good driving habits for obtaining fuel efficiency</p> <p>Good driving habits: avoid clutch riding, avoid frequent changing of gears,</p>

ASC/N9701

Coordinate with depot/ branch office

	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 bill
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should be able to: SA1. read effectively in local language and also preferably basic spoken Hindi and basic English
	Writing Skills
	The user/ individual on the job should be able to: SA2. to communicate effectively in local language and also preferably basic spoken Hindi and basic written English
	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should be able to: SA3. communicate information in a format that meets the requirements
B. Professional Skills	Decision Making
	The user/ individual on the job should be able to: SB1. fitness of vehicle for safe driving SB2. breakdown condition SB3. accident and emergency situations and medical emergencies
	Plan and Organize
	The user/ individual on the job should be able to: SB4. when on long distance/ interstate schedule, plan the trip keeping in mind regulations like 'no entry' times and municipal limits in urban areas SB5. plan and drive based on traffic and road condition using radio links/navigation aids where available SB6. 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
	Customer Centricity
	The user/ individual on the job should be able to: SB7. manage children, aged and differently abled individuals SB8. effective tackling of passengers and public who may be stressed, frustrated, confused, or angry SB9. build passenger friendly work environment and use customer centric approach to resolve crisis SB10. seamless coordination with colleagues

ASC/N9701

Coordinate with depot/ branch office

	SB11. assist others who require help
	SB12. take help from Assistant or junior driver
	Problem Solving
	The user/ individual on the job should be able to:
	SB13. assess the problem, evaluate the possible solution(s) and use an optimum/ best possible solution(s)
	SB14. identify immediate or temporary solutions to resolve delays and crisis situations
	SB15. resolve conflict while dealing with public
	Analytical Thinking
	The user/ individual on the job should be able to:
	SB16. how to learn from past mistakes to resolve technical and non-technical problems
	Critical Thinking
	The user/ individual on the job should be able to:
	SB17. keep oneself updated with the new vehicle technologies and functionalities
	SB18. gain knowledge/ experience from working on different routes

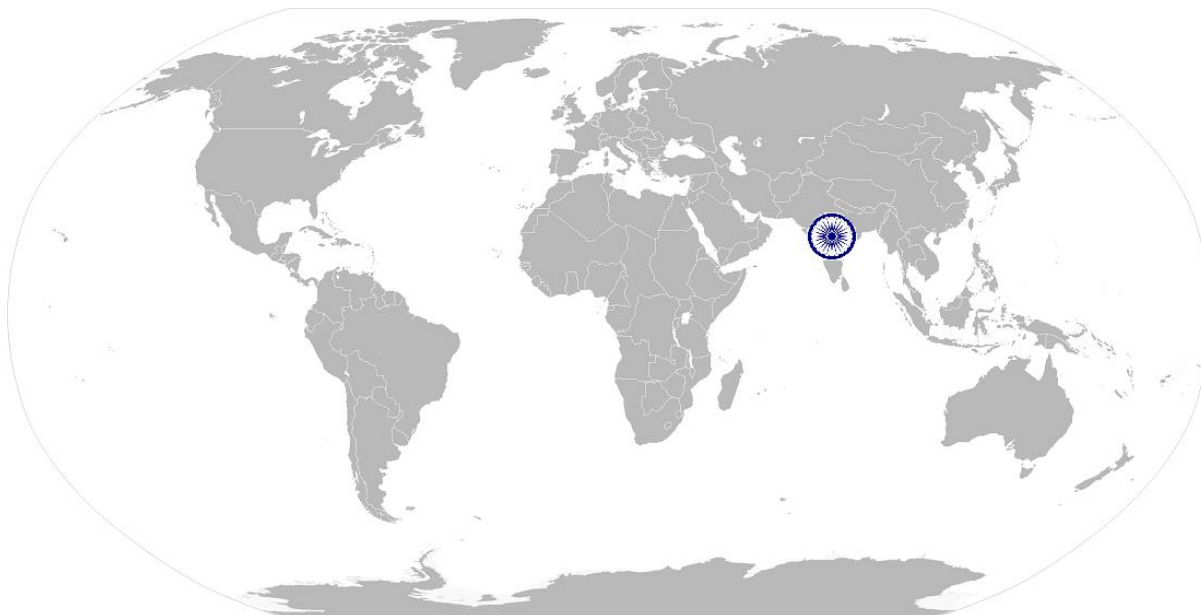


ASC/N9701

Coordinate with depot/ branch office

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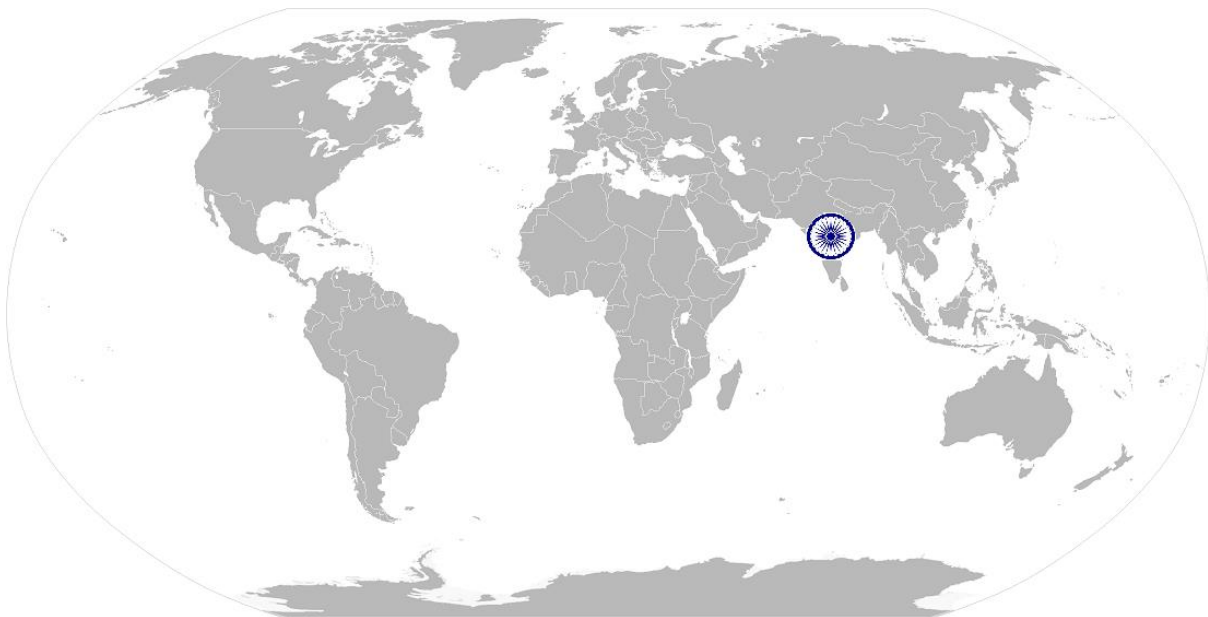
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Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N0002

Work effectively in a team

National Occupational Standard



Overview

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

ASC/N0002

Work effectively in a team

National Occupational Standard

Unit Code	ASC/N0002
Unit Title (Task)	Work effectively in a team
Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organisation.
Scope	<p>This unit/ task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> Interact & communicate effectively with colleagues including member in the own group as well as other groups
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Interact & communicate effectively with colleagues including member in the own group as well as other groups	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)</p> <p>PC2. work with colleagues to integrate work</p> <p>PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments made to colleagues</p> <p>PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons</p> <p>PC7. identify problems in working with colleagues and take the initiative to solve these problems</p> <p>PC8. follow the organisation's policies and procedures for working with colleagues</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organisation's policies and procedures for working with colleagues, role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p> <p>KA4. the importance of creating an environment of trust and mutual respect</p> <p>KA5. the implications of own work on the work and schedule of others</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of information that colleagues might need and the</p>

ASC/N0002

Work effectively in a team

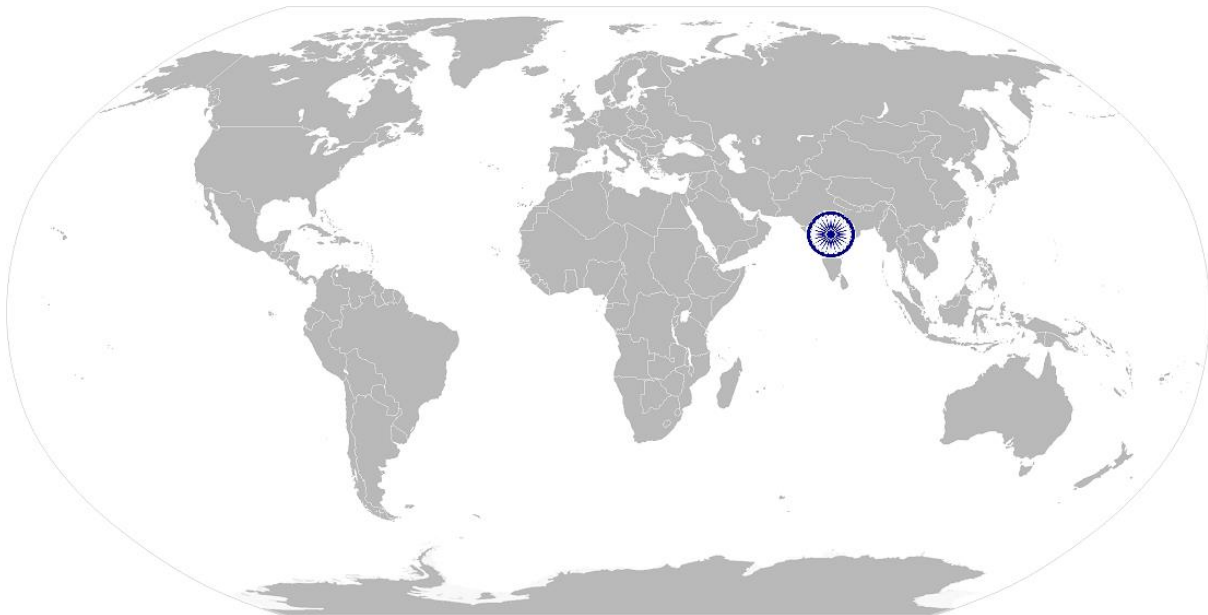
	<p>importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should have ability to :
	SA1. read instructions, guidelines/procedures
	Writing Skills
	The user/ individual on the job should have ability to :
	SA2. write simple sentences in local language and also preferably in Hindi/ English
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should have ability to :
	SA3. listen effectively and orally communicate information
	SA4. ask for clarification and advice from the concerned person
	Decision Making
	The user/individual on the job should be able to :
	SB1. analyses a given situation and decide on an appropriate action for completing the task within resources
	Plan and Organize
	The user/individual on the job should be able to :
	SB2. agree upon required output
	SB3. plan and organize work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job should be able to :
	SB4. meet or exceed customer/team expectations
	Problem Solving
	The user/individual on the job should be able to :
	SB5. analyses a problem and attempt to find an acceptable solution and take help of concerned people if required
	Analytical Thinking
	The user/individual on the job should be able to :
	SB6. anticipate and analyses a given situation from all aspects
	Critical Thinking
	The user/individual on the job should be able to :
	SB7. apply own judgement to identify solutions in different situations

ASC/N0002

Work effectively in a team

NOS Version Control

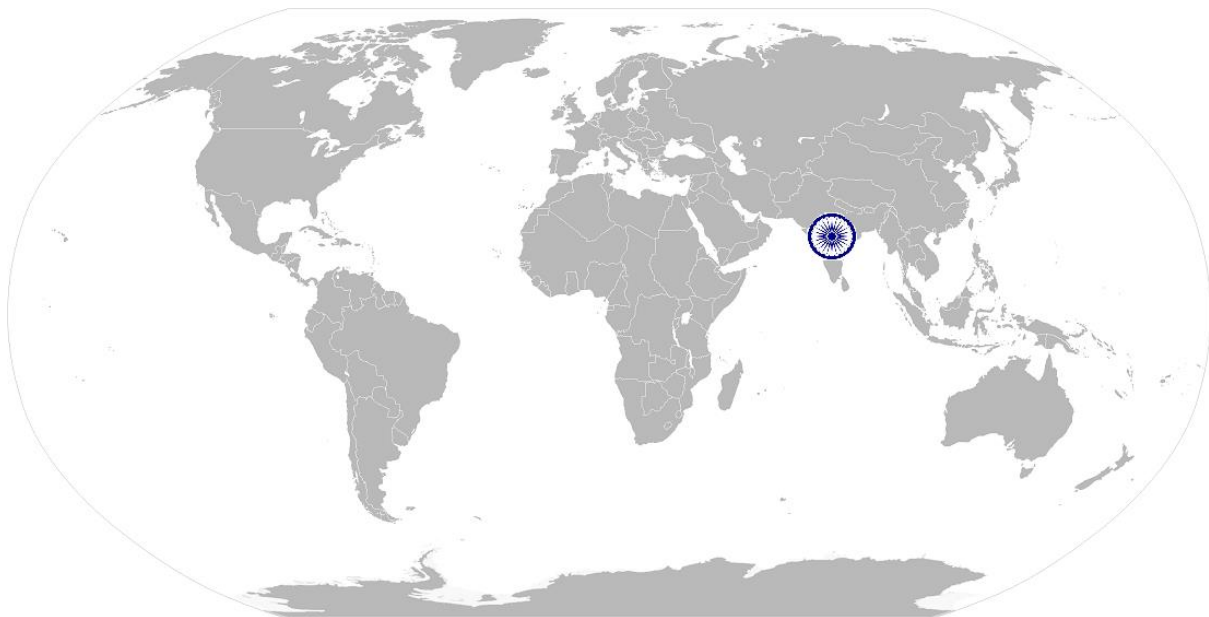
NOS Code	ASC/N0002		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N0012

Practice HSE and security related guidelines

National Occupational Standard



Overview

This unit is about commitment towards reporting potential hazards, taking preventive measures to contain accidents in order to make the work environment safe for self, colleagues, clients and public and maintain a clean working environment.

ASC/N0012

Practice HSE and security related guidelines

National Occupational Standard	Unit Code	ASC/N0012
	Unit Title (Task)	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.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • identification of potential sources of safety issues in driving • follow standard safety standards • keep the work environment clean and organized • communicate to reporting supervisor about safety issues • handling of emergency situations such as accident, fire, passenger, client related issues
	Performance Criteria(PC) w.r.t. the Scope	
	Element	Performance Criteria
	Communicating potential accident points	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. spot and report potential safety issues while driving</p> <p>PC2. follow rules and regulations laid down by transport authorities</p> <p>PC3. follow company policy and rules to avoid safety, health and environmental problems</p>
	Cleanliness and hygiene	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. ensure cleanliness of vehicle</p> <p>PC5. escalate issues related to cleanliness and hygiene issues to concern department</p> <p>PC6. escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external</p>
	Limit damage to people/client and public	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others</p> <p>PC8. follow instructions or guidelines for limiting danger or damage</p> <p>PC9. escalate the issue immediately e.g. to police control room if you cannot deal effectively with the danger</p> <p>PC10. give clear information or instructions to others to allow them to take appropriate action</p> <p>PC11. record and report details of the danger in line with operator guidelines/ manual</p>

ASC/N0012

Practice HSE and security related guidelines

	<p>PC12. report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details</p> <p>PC13. check the exhaust as per the recommended guideline and ensure the vehicle is meeting the emission norms. In case not get the vehicle re-tuned/adjusted</p> <p>PC14. get the waste from routine cleaning, changed spare parts etc. disposed of as per environmental norms</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. organization's instructions or guidelines relating to dealing with and reporting safety and emergency issues</p> <p>KA2. what action you can take, and are authorized to take, to limit danger</p> <p>KA3. methods of effective and appropriate communication to let others know about the safety, cleanliness and emergency situations</p> <p>KA4. where and how to get help in dealing with safety and emergency situations</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. how to use appropriate equipment and alarm systems to limit danger</p> <p>KB2. alternate routes in case of natural calamity, road construction work etc.</p>
Skills (S)	
A. Core Skills/ Generic Skills	Reading Skills
	The user/ individual on the job should have ability to :
	SA1. read instructions, guidelines/ procedures/ rules
	Writing Skills
	The user/ individual on the job should have ability to :
	SA2. Write simple sentences in local language and also preferably in Hindi/ English
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/ individual on the job should have ability to :
	SA3. listen to and orally communicate information with all concerned
	Decision Making
	The user/individual on the job should be able to :
	SB1. report potential sources of danger
	SB2. follow prescribed procedure to address safety and emergency issues
	Plan and Organize
	The user/individual on the job should be able to :
	SB3. keep all the safety equipments in an organized manner so that there is no

ASC/N0012

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	difficulty to find them
	SB4. keep the work environment clean
	Customer Centricity
	The user/individual on the job should be able to :
	SB5. meet or exceed customer/team expectations
	Problem Solving
	The user/individual on the job should be able to :
	SB6. analyses a problem and attempt to find an acceptable solution and take help of concerned people if required
	Analytical Thinking
	The user/individual on the job should be able to :
	SB7. learn from past mistakes regarding use of safety and emergency issues
	Critical Thinking
	The user/individual on the job should be able to :
	SB8. spot safety and cleanliness issues

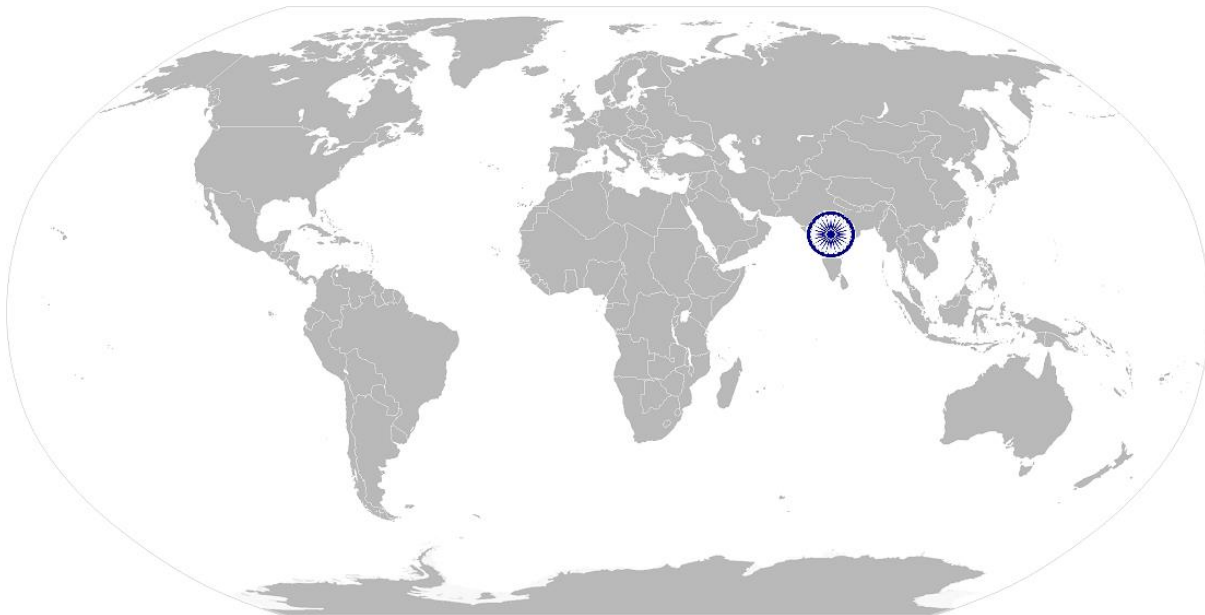


ASC/N0012

Practice HSE and security related guidelines

NOS Version Control

NOS Code	ASC/N0012		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



Annexure

Nomenclature for QP and NOS

Qualifications Pack

9 characters

[ABC]/ Q 0101

[Insert 3 letter codes for SSC]

Q denoting Qualifications Pack



QP number (2 numbers)

Occupation (2 numbers)

Occupational Standard

An example of NOS with 'N'

9 characters

[ABC] / N 0101

[Insert 3 letter codes for SSC]

N denoting National Occupational Standard



OS number (2 numbers)

Occupation (2 numbers)

The following acronyms/ codes have been used in the nomenclature above:

Sub-sector	Range of Occupation numbers
Manufacturing	31 - 45 & 61 - 68
Research & Development	81 - 84
Sales & Service	01 - 21
Road Transportation	96 - 97

Sequence	Description	Example
Three letters	Automotive	ASC
Slash	/	/
Next letter	Whether QP or NOS	N
Next two numbers	Occupation code	01
Next two numbers	OS number	01

CRITERIA FOR ASSESSMENT OF TRAINEES

Job Role: Commercial Vehicle Driver

Qualification Pack: ASC/Q9703

Sector Skill Council: Automotive Skills Development Council

Guidelines for Assessment:

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each 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 PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/ training center (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on this criteria.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS.
6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
ASC/N9703 Assess and ensure road worthiness of the vehicle	PC1. check that the vehicle meets basic legal and compliance related requirements as per : •the organization guidelines eg 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	100			9
	PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change				9
	PC3. record all deviations observed while carrying out PC1 and PC2				9
	PC4. record any other deviations observed during the trip				8
	PC5. ensure all basic technical checks have been carried out as per standard organization or vehicle manual check list /procedure				9
	PC6.verify availability of fuel / charge for the vehicle				8
	PC7. report actual or possible defects to the senior driver or service supervisor in enough detail so they can diagnose the problem				9

	PC8. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle				9
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N9705 Drive safely and efficiently on the assigned route including long distance trips	PC1.report to duty on time as per the schedule				11
	PC2. collect information on daily and weekly route/ delivery schedule and special instructions if any				12
	PC3.fill details in the log register; for e.g. date, day, time, name, batch number, route to be travelled/goods to be delivered etc.				10
	PC4.compliance to duty closure procedure on completion of responsibilities for the day				12
	PC5. deposit good and delivery note as per instruction & time schedule				13
	PC6. inform about accidents, break downs etc. during the day if any and also any incident leading to dispute or argument with passengers/public while on duty				12
	All KA, KB for the NOS			30	
		Total	100	30	70

ASC/N9701 Coordinate with depot/ branch office	<p>PC1.conform to standard driving practices covering such as</p> <ul style="list-style-type: none"> • confirm all checks have been carried out for road worthiness of the vehicle • confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available • start the vehicle and before moving re confirm all gauges are functioning • after starting but within few meters of moving to check the brakes • change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration • use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely • 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 • use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly • monitor and respond correctly to gauges, warning lights and other aids when driving • in case of any malfunctioning or breakdown, to immediately attend to the problem by: <ul style="list-style-type: none"> -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 	100			28
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	<p>PC2.conform to state specific traffic regulations such as</p> <ul style="list-style-type: none"> • change lanes safely at appropriate speed and observing traffic conditions • overtake other road users legally, safely and by using correct signalling • 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 				25
	PC3. give preference and right of road usage to children, elderly and differently abled				7
	PC4. comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals				10
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N0002 Work effectively in a team	PC1.maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)	100			8
	PC2.work with colleagues to integrate work				7
	PC3.pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means				8
	PC4.work in ways that show respect for colleagues				7
	PC5.carry out commitments made to colleagues				9
	PC6.let colleagues know in good time if cannot carry out commitments, explaining the reasons				8
	PC7.identify problems in working with colleagues and take the initiative to solve these problems				9

	PC8.follow the organisation's policies and procedures for working with colleagues				7
	PC9. ability to share resources with other members as per priority of tasks				7
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N0012 Practice HSE and security related guidelines	PC1.spot and report potential safety issues while driving	100			5
	PC2.follow rules and regulations laid down by transport authorities				5
	PC3.follow company policy and rules to avoid safety, health and environmental problems				5
	PC4.ensure cleanliness of vehicle				5
	PC5.escalate issues related to cleanliness and hygiene issues to concern department				5
	PC6.escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external				5
	PC7.take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others				5
	PC8.follow instructions or guidelines for limiting danger or damage				5
	PC9.escalate the issue immediately e.g. to police control room if you cannot deal effectively with the danger				5
	PC10.give clear information or instructions to others to allow them to take appropriate action				5
	PC11.record and report details of the danger in line with operator guidelines/manual				5
	PC12.report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details				5
	PC13.check the exhaust as per the recommended guideline and ensure the vehicle is meeting the emission norms. In case not get the vehicle re-tuned/adjusted				5
	PC14.get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms				5
	All KA, KB for the NOS			30	
		Total	100	30	70