

## 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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## Contents

1. Introduction and Contacts.....1
2. Qualifications Pack.....2
3. [Glossary of Key Terms](#).....4
4. [OSUnits](#).....6
5. [Annexure: Nomenclature for QP & OS](#).....44
6. [Assessment Criteria](#).....46

## Introduction

### Qualifications Pack- Taxi Chauffeur

**SECTOR:** AUTOMOTIVE

**SUB-SECTOR:** Road Transportation

**OCCUPATION:** Driving

**REFERENCE ID:** ASC/Q9714

**ALIGNED TO:** NCO-2015/ 8322.0201, 8322.0100, 8322.0102

**Brief Job Description:** A Taxi Driver/personal driver is also called a chauffeur. Individual at this job help passenger/owner in commuting from one destination to another in a privately hired or a personally owned vehicle.

**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.

Job Details	Qualifications Pack Code	ASC/Q9714		
	Job Role	Taxi Chauffeur (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	Taxi Chauffeur
Role Description	Picking owner or owner's relatives & friends/customers from source and dropping at destination as instructed.
NSQF level	4
Minimum Educational Qualifications	8 <sup>th</sup> Standard pass, preferably
Maximum Educational Qualifications	NA
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> <li>ASDC LMV Driver Level 3 module and preferably also ASDC Auto Service Technician Level 3</li> <li>Compulsory: laws and regulations related to road use and safety, GPS/Navigation system</li> <li>Voluntary: stress management</li> </ul>
Minimum Job Entry Age	Age LMV=18 Years HCV =minimum 20 years With valid license from RTO
Experience	0 years if ASDC Driver Level 3 Certificate or 1-2 years in driving a Four Wheeler Vehicle
Applicable National Occupational Standards (NOS)	<b>Compulsory:</b> <ol style="list-style-type: none"> <li><a href="#">ASC/N9703 Assess and ensure road worthiness of the vehicle</a></li> <li><a href="#">ASC/N9706 Coordinate with control room and reach to the customer pickup point</a></li> <li><a href="#">ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver</a></li> <li><a href="#">ASC/N9719 Coordinate schedule and complete the assigned activities</a></li> <li><a href="#">ASC/N9720 Drop the customer safely using the quickest route for CHAUFFEUR</a></li> <li><a href="#">ASC/N0002 Work effectively in a team</a></li> </ol>

	<p>7. <a href="#">ASC/N0012 Practice HSE and security related guidelines</a></p> <p><b>Optional:</b></p> <p>NA</p>
Performance Criteria	As described in the relevant OS units

Definitions

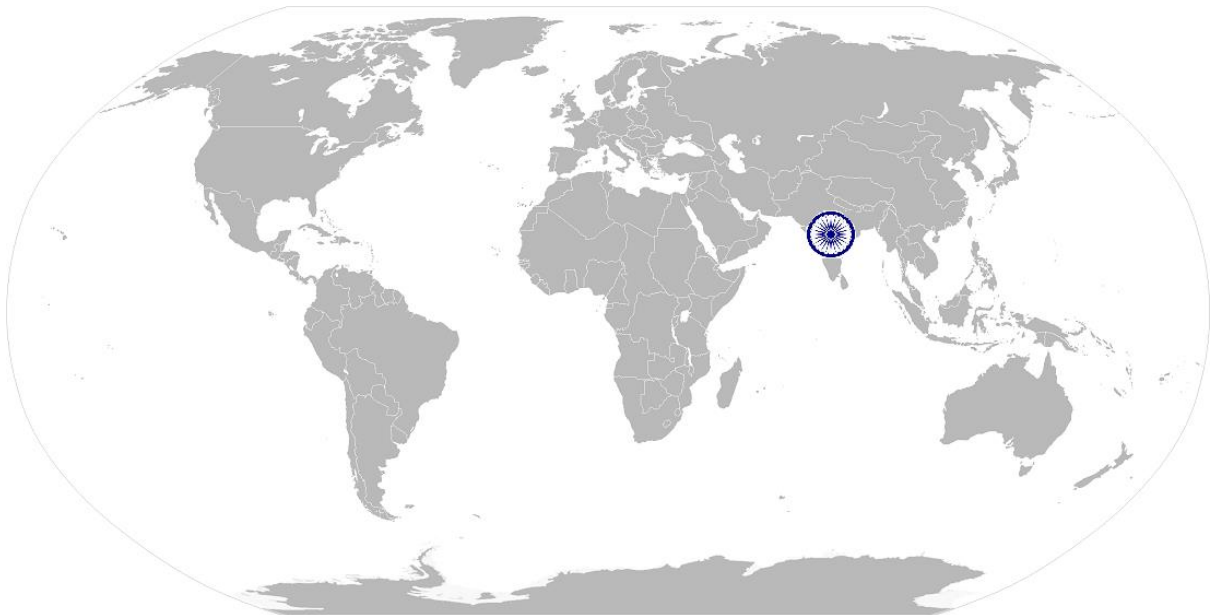
Keywords /Terms	Description
Core Skills/Generic Skills	Core skills or generic skills are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. 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 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
MCT	Mobile Communications Terminal is a device that helps cab drivers accept pickups and intimate the control room once the pickup is done.
GPS	Global Positioning system
LMV	Light Motor Vehicle
LCV	Light Commercial Vehicle
SUV/ MPV	Sports Utility Vehicle, Multi Passenger Vehicle

ASC/N9703 Assess and ensure road worthiness of the vehicle

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# 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"> <li>• Technical requirements</li> <li>• Additional HSE requirements</li> <li>• CMVR guidelines</li> <li>• Organizational requirements</li> </ul>
	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 requirementsBasic 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> <p>PC5. Should be able to check tyre condition pressure, waire and if required able to change.</p> <p>PC6. Should be able to replace fuse bulbs.</p>
	Basic technical check before the trip	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. ensure all basic technical checks have been carried out as per standard organization or vehicle manual check list /procedure</p> <p>PC8. verify 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>PC9. report actual or possible defects to the senior driver or service supervisor in enough detail so they can diagnose the problem</p> <p>PC10. 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)	

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

<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. where applicable, company's policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards <b>KA2. CMVR guidelines and other specific local regulations</b> KA3. Where applicable, the organization structure KA4. escalation procedure
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: KB1. vehicle model and its various technical features KB2. vehicle operation in terms of level of brake oil/coolant, illumination of various lights, air pressure in tires etc. KB3. any other vehicle operating criteria specially related to driver/passenger/ road safety
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job should be able to: 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
	<b>Writing Skills</b>
	The user/individual on the job should be able to: SA2. write down in simple language and document technical issues pertaining to vehicle or other events during the trip
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job should be able to: SA3. follow supervisors instructions SA4. communicate with assistant and other personnel
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand: SB1. when not to use the vehicle due to technical and/or compliance related issues
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB2. plan work according to the required schedule and location SB3. plan the best route by referring to GPC devices where available
	<b>CustomerCentricity</b>
	The user/individual on the job needs to know and understand how to: SB4. ensure that customer needs are assessed and every effort is made to provide satisfactory service



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

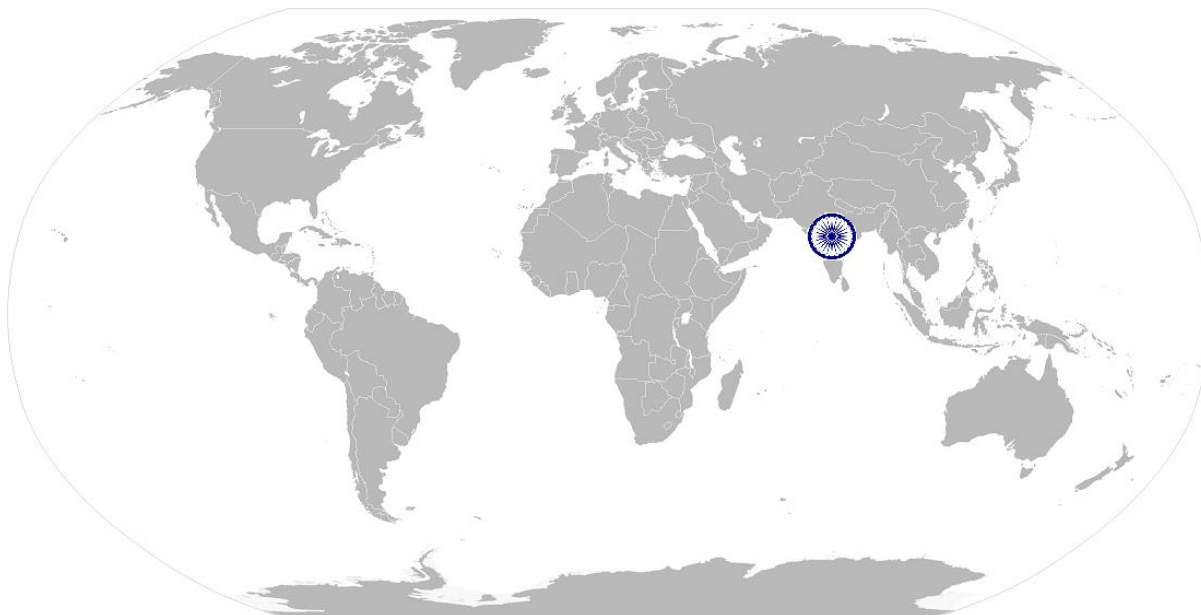
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB5. identify immediate or temporary solutions to resolve delays and crisis situations
	SB6. Amicably resolve conflict while dealing with passenger and public
	<b>Analytical Thinking</b>
	The user/individual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



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

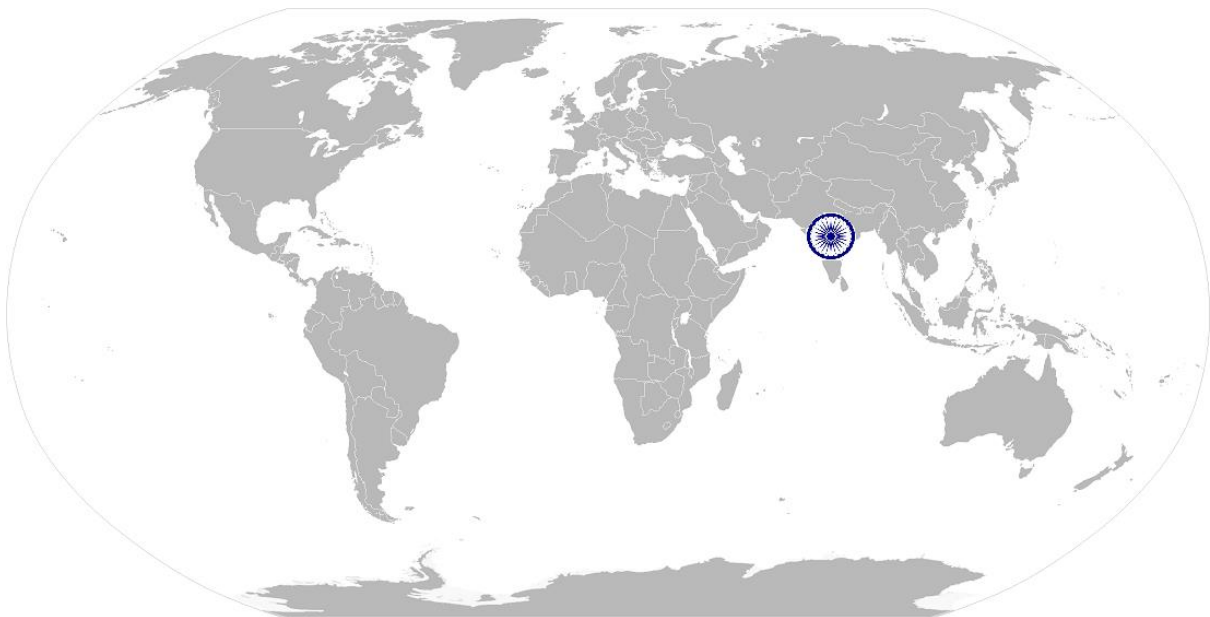
### **NOS Version Control**

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/N9703

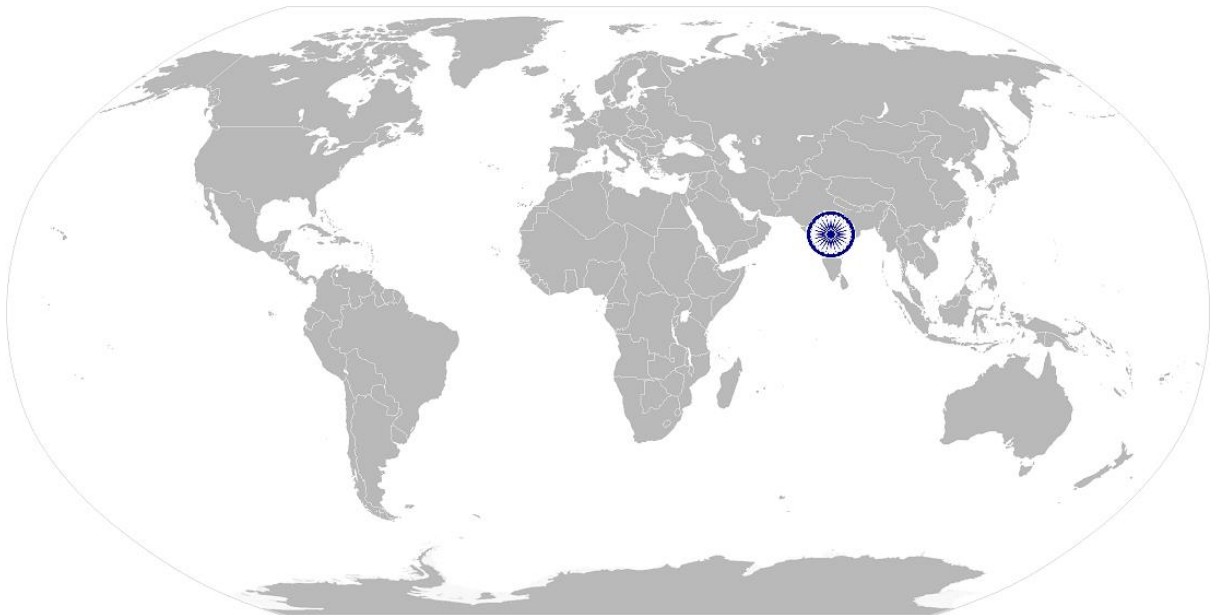
Assess and ensure road worthiness of the vehicle



ASC/N9706 Coordinate with control room and reach to the customer pickup point

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# National Occupational Standard



## Overview

This unit is about coordination with central control room pertaining to the pickup location with the passenger.

## ASC/N9706 Coordinate with control room and reach to the customer pickup point

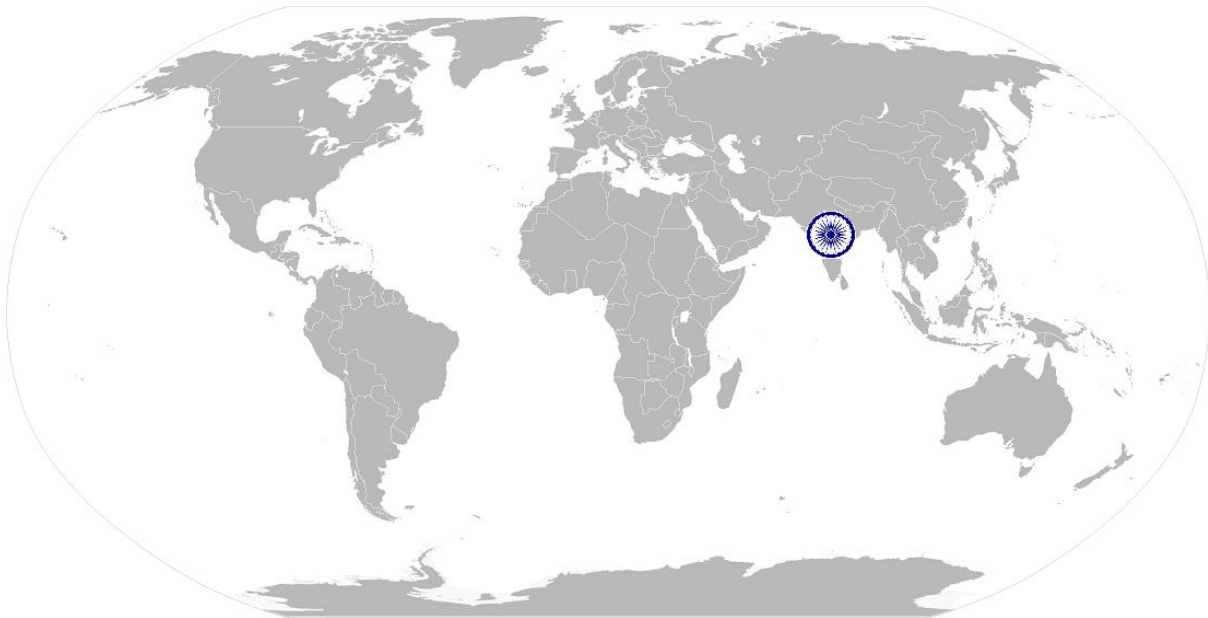
National Occupational Standard	<b>Unit Code</b>	<b>ASC/N9706</b>
	<b>Unit Title (Task)</b>	<b>Coordinate with control room and reach to the customer pickup point</b>
	<b>Description</b>	This OS unit is about the individual driving safely and dropping the passengers by taking the quickest route and collecting the requisite fare.
	<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>driving safely to ensure passengers and public safety</li> <li>picking and dropping the passenger safely using the quickest route and collecting fare at the end of the trip</li> <li>traffic regulations to be followed</li> <li>conduct with passengers and public</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Compliance to duty</b>	<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. log into the MCT system when starting the vehicle for the day</p> <p>PC3. comply to duty closure procedure on completion of responsibilities for the day</p>
	<b>Control room coordination</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. communicating the status of previous journey completion to the control room</p> <p>PC5. continuously contact the control room using MCT for getting details for the pickup passenger on the display screen for next trip based on the current location tracked through in-built GPS</p> <p>PC6. intimating the control room post dropping of the passenger at the desired destination</p>
	<b>Escalation of problems</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. inform about the inability to reach to pick up point in case of traffic jams or vehicle breakdown</p> <p>PC8. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation between passengers/ public/ officials</p>
	<b>Knowledge and Understanding (K)</b>	
	<b>A. Organizational Context (Knowledge of the company / organization and its</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. policies on: personnel management, duty reporting procedure and associated MIS compliance</p> <p>KA2. reporting structure within organization</p> <p>KA3. control room communication protocol and procedure through MCT</p>

### ASC/N9706 Coordinate with control room and reach to the customer pickup point

processes)	KA4. problem escalation procedure
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. route planning information system if any</p> <p>KB2. route knowledge within each city</p> <p>KB3. MCT system components and its functioning</p> <p>KB4. knowledge of vehicle tracking technologies like GPS</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. keep abreast by reading about new policies at an organization level</p>
	<b>Writing Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. fill in complaints pertaining to the vehicle which needs company officer's attention</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA3. execute task, manage schedules, and distribute work-loads amongst peers</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<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>
	<b>Plan and Organize</b>
	<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>
	<b>CustomerCentricity</b>
	<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>
	<b>Problem Solving</b>
	<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>
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to:

### ASC/N9706 Coordinate with control room and reach to the customer pickup point

	SB7. how to learn from past mistakes and identify potential problems
	<b>Critical Thinking</b>
	<p>The user/individual on the job should be able 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 dealing with different profiles of passengers</p>

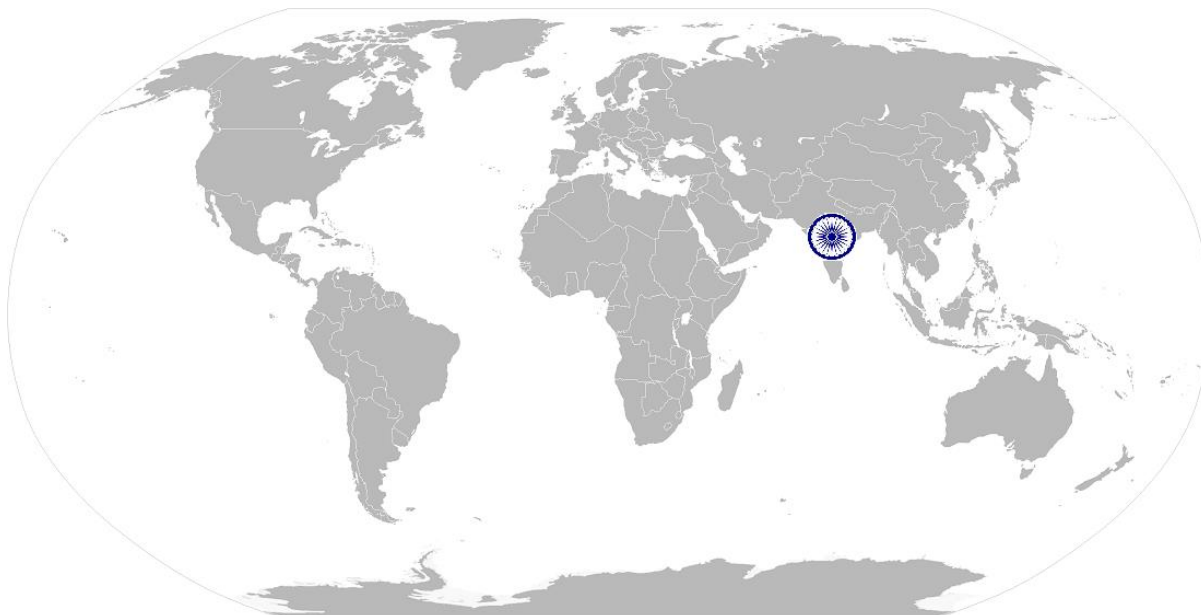




## ASC/N9706 Coordinate with control room and reach to the customer pickup point

### NOS Version Control

NOS Code	ASC/N9706		
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

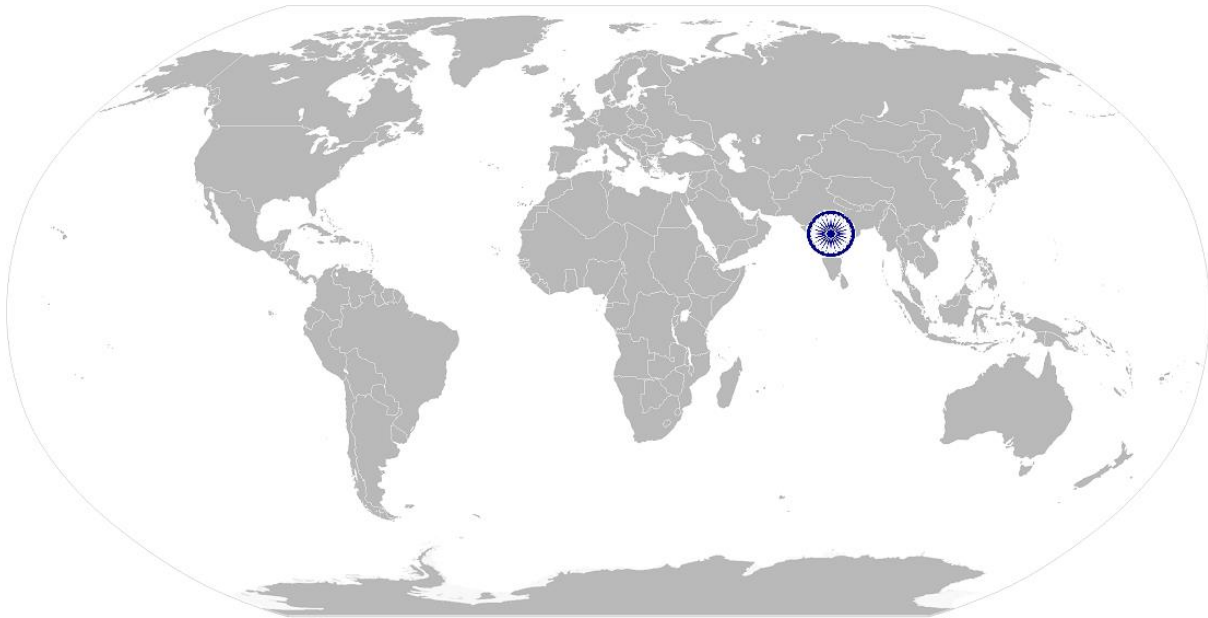




**ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver**

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# National Occupational Standard



## Overview

This unit is about taking the quickest route within the city for dropping the passenger at the desired destination and collects the applicable fare.

## ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver

National Occupational Standard	Unit Code	ASC/N9707
	Unit Title (Task)	Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver
	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	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>driving safely to ensure passengers and public safety</li> <li>picking and dropping the passenger safely using the quickest route and collecting fare at the end of the trip</li> <li>traffic regulations to be followed</li> <li>conduct with passengers and public</li> </ul>
	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. confirm all checks have been carried out for road worthiness of the vehicle</p> <p>PC2. confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available</p> <p>PC3. start the vehicle and before moving re confirm all gauges are functioning including MCT and in built navigation system if available</p> <p>PC4. after starting but within few meters of moving to check the brakes</p> <p>PC5. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration</p> <p>PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely</p> <p>PC7. coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant</p> <p>PC8. use the windows, wipers, demisters, climate and ventilation controls so that you can see clearly</p> <p>PC9. monitor and respond correctly to gauges, warning lights and other aids when driving</p> <p>PC10. in case of any malfunctioning or breakdown, to immediately attend to the problems</p> <p>Malfunctioning or breakdown: 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</p>

**ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver**

	<p>available, at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency</p> <p>PC11. check the working of MCT and in-built GPS system</p>
<b>Picking and dropping passenger and fare collection</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. after reaching the pick-up point, confirm the name with the customer and greet the customer appropriately</p> <p>PC13. load the passenger's luggage (if any) in the boot of the vehicle</p> <p>PC14. offer help for boarding to elderly or differently able customers</p> <p>PC15. start the engine, wear seat belt, and ensure that front row passenger also wears the belt. Ensure that all doors are locked. Point out to customer any newspapers, magazines, entertainment media available on vehicle</p> <p>PC16. check with the passenger about his destination and start the taxi fare meter and show the starting reading to the customer</p> <p>PC17. select the destination route of the passenger considering the traffic condition and distance</p> <p>PC18. start and adjust air conditioning and ventilation as per customer requirement</p> <p>PC19. tune in to radio station channels as per customer choice</p> <p>PC20. drive through the selected route without violating any traffic norms</p> <p>PC21. if unsure about the route stop and ask for directions from locals</p> <p>PC22. avoid unnecessary honking and avoid using high beam lights in city</p> <p>PC23. a route, pay toll charges if any, and collect from customer along with fare</p> <p>PC24. not use mobile phone while driving</p> <p>PC25. not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues</p> <p>PC26. point out any landmark on the route to an out station customer</p> <p>PC27. stop the vehicle and the fare meter and help customers in de-boarding safely taking special care in case of elderly and differently abled</p> <p>PC28. 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 or by swiping credit card as the case may be. Be sure to return balance change to customer strictly as per fare calculations</p> <p>PC29. not demand any tips but accept thankfully if the customer offers</p> <p>PC30. unload the luggage from the boot of vehicle and hand it over to the passenger</p> <p>PC31. wish the customer appropriately before parting</p>
<b>Conformance to traffic regulation</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC32. observe conformance to state specific traffic regulations</p>

## ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver

	<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>
<b>General conduct on the road</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC33. give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. policies on safe driving practices; system and processes to ensure safe driving</p> <p>KA2. reporting structure</p> <p>KA3. problem escalation procedure</p>
<b>B. Technical Knowledge</b>	<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 wheel changing by 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/N9707 Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver**

	<p>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</p> <p>KB6. fare rates applicable within the city</p> <p>KB7. fare calculation based on the metrics followed i.e. either km or day basis</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read effectively in local language and also preferably basic spoken Hindi and basic English
	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to: SA2. to communicate effectively in local language and also preferably basic spoken Hindi and basic written English
	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to: SA3. communicate information in a format that the passenger is able to interpret SA4. behave courteously with passenger SA5. effectively communicate to control room any damage or repairs required with respect to smooth functioning of vehicle
<b>B. Professional Skills</b>	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to: SB1. fitness of vehicle for safe driving SB2. breakdown condition SB3. accident and emergency situations and medical emergencies
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB4. plan and drive based on traffic and road condition using radio links/navigation aids where available SB5. Plan safe handling of life and materials as per the exact load being transported SB6. eg special people groups like children, elderly, differently abled or perishable, hazardous goods
	<b>CustomerCentricity</b>
	The user/individual on the job needs to know and understand how to: SB7. manage children, aged and differently abled individuals



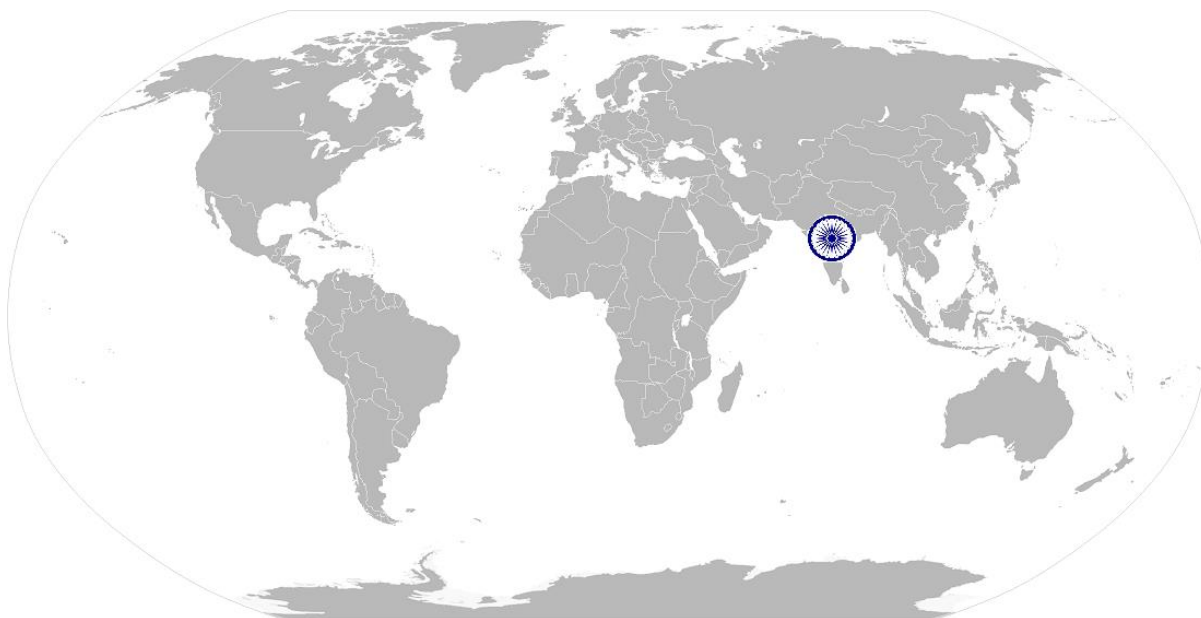
**ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver**

	<p>SB8. effective tackling of passengers and public who may be stressed, frustrated, confused, angry or drunken</p> <p>SB9. build passenger friendly work environment and use customer centric approach to resolve crisis</p> <p>SB10. seamlessly coordinate with control room to ensure timely pickup and drop of passenger</p> <p>SB11. assist other drivers who require help and take help where needed</p> <p>SB12. coordinate with traffic inspectors, toll operators etc.</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB13. assess the problem, evaluate the possible solution(s) and use an optimum/ best possible solution(s)</p> <p>SB14. identify immediate or temporary solutions to resolve delays and crisis situations</p> <p>SB15. resolve conflict while dealing with passenger and public</p>
	<b>Analytical Thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB16. how to learn from past mistakes to resolve technical and non-technical problems</p>
	<b>Critical Thinking</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB17. keep oneself updated with the new vehicle technologies and functionalities</p> <p>SB18. gain knowledge/ experience from driving on of different routes and profile of passengers</p>

**ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver**

## **NOS Version Control**

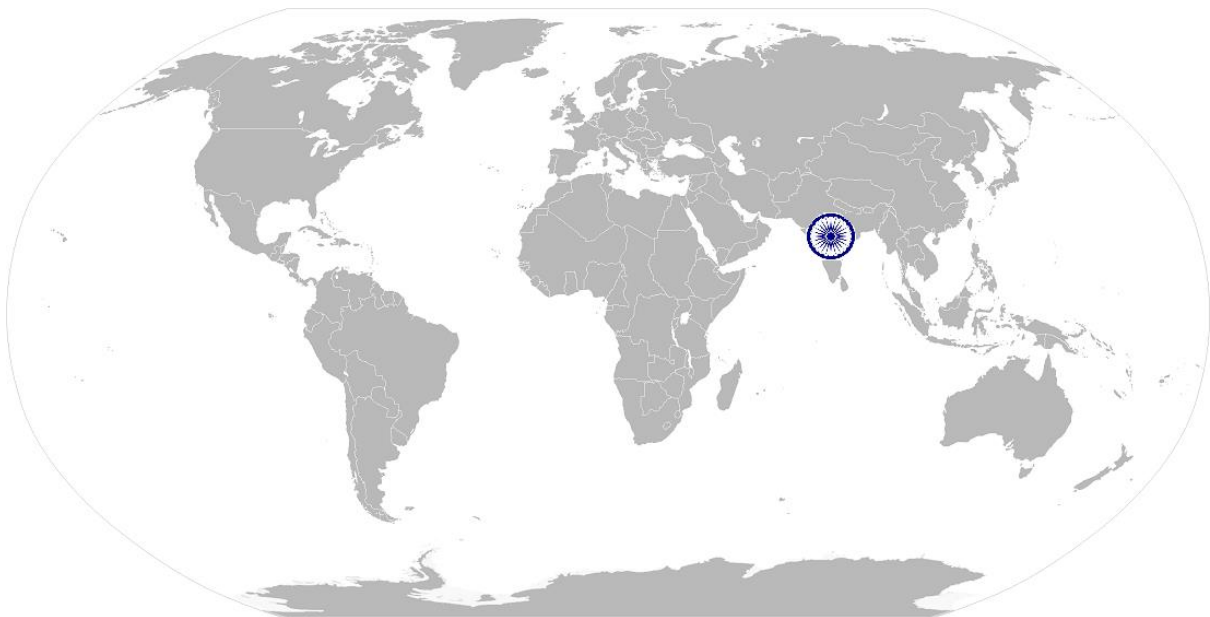
NOS Code	ASC/N9707		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N9719 Coordinate schedule and complete the assigned activities

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# National Occupational Standard



## Overview

This unit is about coordination of the schedule and completing multiple activities such as drops/ picks upset members of the customer's family and running errands.



## ASC/N9719 Coordinate schedule and complete the assigned activities

National Occupational Standard	<b>Unit Code</b>	<b>ASC/N9719</b>
	<b>Unit Title (Task)</b>	<b>Coordinate schedule and complete the assigned activities</b>
	<b>Description</b>	This OS unit is about the chauffeur driver coordinating with the customer for completion of multiple activities.
	<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>understanding of the task assigned in terms of persons/ articles to be picked up/ dropped and activities to be completed and the locations involved for the same.</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Compliance to duty</b>	<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. ensuring the vehicle maintenance, cleanliness and stocking levels as per the customer needs</p> <p>PC3. reporting on completion of responsibilities for the day</p>
	<b>Schedule coordination and execution of the tasks</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. communicating the status of previous journey completion to the customer</p> <p>PC5. understand different tasks of routine and occasional nature, e.g. drop to the office/ schools under routine and shopping, visit to doctors/ banks/ service station/ other family members as occasional</p> <p>PC6. understand the locations for all tasks well in terms of route, alternatives, address, phone numbers to inform delays</p> <p>PC7. handle planning for longer durations such as a week to factor activities such as maintenance, topping up utility stocks, completion of tasks en-route to save travel distance etc.</p> <p>PC8. take an alternate route in case of jams, accidents etc on the standard routes</p> <p>PC9. handle account keeping for routine shopping, toll, parking charges entrusted to him/ her</p>
	<b>Customer centricity on the job</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC10. inform about the inability to reach reporting location in case of traffic jams or vehicle breakdown or leave plan</p> <p>PC11. inform regarding stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues, music, charger, rain/ sun protection, current reading material etc.</p> <p>PC12. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation with members of the family/ public</p>

### ASC/N9719 Coordinate schedule and complete the assigned activities

	<p>PC13. maintain a high standard of self-hygiene and cleanliness. should not carry items with strong odour in the car (Tiffin contents, perfume)</p> <p>PC14. understand specific requirements of the customer in terms of volume of the music system, specific back support, shopping bags, privacy etc.</p> <p>PC15. keep handy all emergency phone numbers for the customer</p> <p>PC16. plan the routes with support of Google maps etc for any new destination</p> <p>PC17. handle simple tasks with the authorities viz. gate pass if visiting an industrial destination, tax/ bill payments with the information to be filled in etc.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. duty reporting procedure and assigned tasks</p> <p>KA2. reporting structure within the family vis-à-vis tasks</p> <p>KA3. problem information procedure</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. route planning</p> <p>KB2. route knowledge within each city</p> <p>KB3. knowledge of vehicle tracking technologies like GPS</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	<p>The user/ individual on the job needs to know and understand how to:</p> <p>SA1. read effectively in local language and also preferably basic spoken Hindi and basic English</p>
	<b>Writing Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. fill in complaints pertaining to the vehicle which needs employers/ service station attention</p> <p>SA3. to handle basic accounts for the errands &amp; money assigned with simple arithmetic's &amp; writing the account</p>
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SA4. execute task, manage schedules, and distribute work load in time available</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. fitness of vehicle for safe driving</p> <p>SB2. breakdown condition</p> <p>SB3. accident and emergency situations and medical emergencies</p>

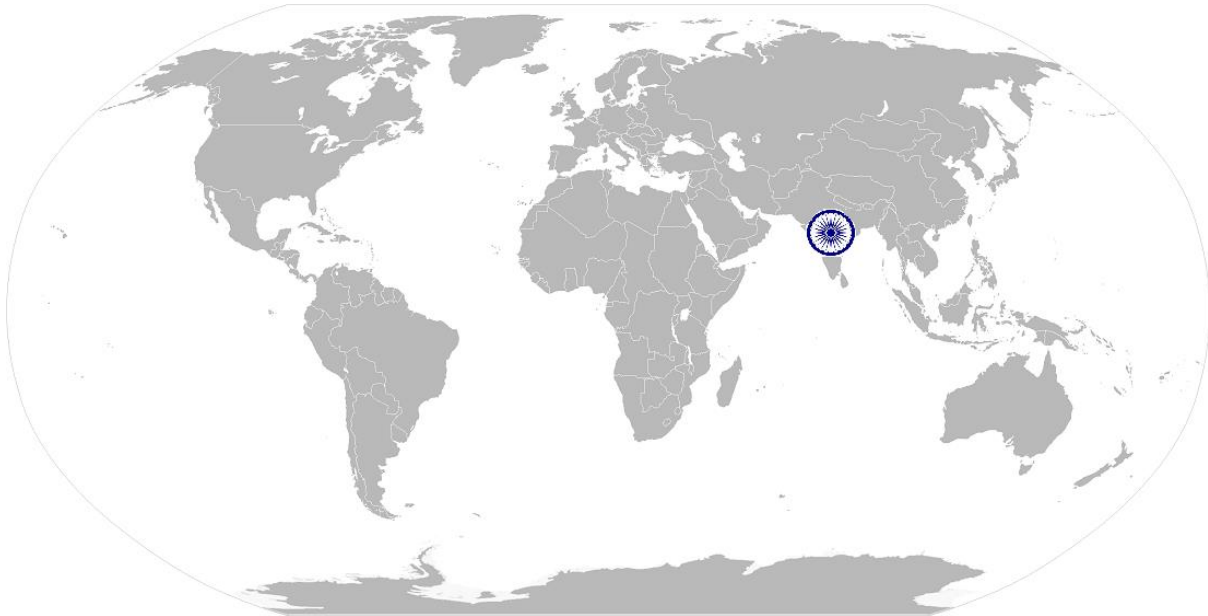
**ASC/N9719      Coordinate schedule and complete the assigned activities**

	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to: SB4. plan and drive based on traffic and road condition using radio links/navigation aids where available SB5. 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
	<b>CustomerCentricity</b>
	The user/individual on the job needs to know and understand how to: SB6. manage children, aged and differently abled individuals SB7. effective tackling of passengers and public who may be stressed, frustrated, confused, angry or drunken SB8. build passenger friendly work environment and use customer centric approach to resolve crisis SB9. seamlessly coordinate with control room to ensure timely pickup and drop of passenger SB10. assist other drivers who require help and take help where needed SB11. coordinate with traffic inspectors, toll operators etc.
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to: SB12. assess the problem, evaluate the possible solution(s) and use an optimum/ best possible solution(s) SB13. identify immediate or temporary solutions to resolve delays and crisis situations SB14. resolve conflict while dealing with passenger and public
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB15. how to learn from past mistakes to resolve technical and non-technical problems
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB16. keep oneself updated with the new vehicle technologies and functionalities SB17. gain knowledge/ experience from driving on of different routes and profile of passengers

**ASC/N9719      Coordinate schedule and complete the assigned activities**

## **NOS Version Control**

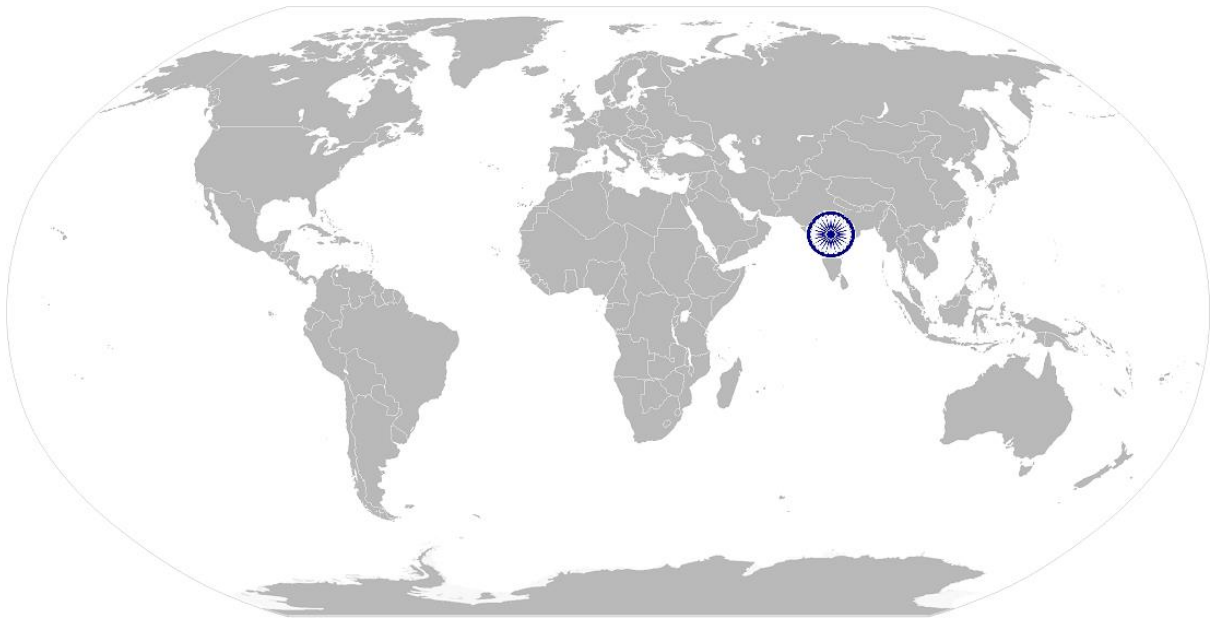
NOS Code	ASC/N9719		
Credits	TBD	Version number	1.0
Industry	Automotive	Drafted on	18/10/16
Industry Sub-sector	Road Transportation	Last reviewed on	18/10/16
Occupation	Driving	Next review date	20/10/18



ASC/N9720 Drop the customer safely using the quickest route for CHAUFFEUR

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# National Occupational Standard



## Overview


This unit is about taking the quickest route within the city for dropping the passenger at the desired location.

## ASC/N9720 Drop the customer safely using the quickest route for CHAUFFEUR

National Occupational Standard	Unit Code	ASC/N9720
	Unit Title (Task)	Drop the customer safely using the quickest route for CHAUFFEUR
	Description	This OS unit is about the individual driving safely and dropping the passengers by taking the quickest route.
	Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>driving safely to ensure passengers and public safety</li> <li>picking and dropping the passenger safely using the quickest route</li> <li>traffic regulations to be followed</li> <li>conduct with passengers and public</li> </ul>
	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. confirm all checks have been carried out for road worthiness of the vehicle</p> <p>PC2. confirm all papers and documents including driving license, vehicle documents etc are available and valid</p> <p>PC3. start the vehicle and before moving re confirm all gauges are functioning and in built navigation system if available</p> <p>PC4. after starting, but within few meters of moving- to check the brakes</p> <p>PC5. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration</p> <p>PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely</p> <p>PC7. coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant</p> <p>PC8. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly</p> <p>PC9. monitor and respond correctly to gauges, warning lights and other aids when driving</p> <p>PC10. in case of any malfunctioning or breakdown, to immediately attend to the problems</p> <p>Malfunctioning or breakdown: 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</p>



### ASC/N9720 Drop the customer safely using the quickest route for CHAUFFEUR

	<p>change, acceleration and braking to ensure obtaining maximum fuel efficiency</p> <p>PC11. check the working of in-built GPS system if fitted.</p>
<b>Picking and dropping passengers</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. load the passenger's luggage (if any) in the boot of the vehicle</p> <p>PC13. offer help for boarding to elderly or differently abled customers</p> <p>PC14. start the engine, wear seat belt, and ensure that front row passenger also wears the belt. Also ensure that all doors are locked; child locks as needed</p> <p>PC15. check with the passenger about his destination/ schedule if not informed in advance</p> <p>PC16. select the destination route of the passenger considering the traffic condition and distance</p> <p>PC17. start and adjust air conditioning and ventilation as per customer requirement</p> <p>PC18. tune in to radio station channels as per customer/owner choice</p> <p>PC19. drive through the selected route without violating any traffic norms</p> <p>PC20. if unsure about the route stop and ask for directions from locals</p> <p>PC21. avoid unnecessary honking and avoid using high beam lights in city</p> <p>PC22. enroute, pay toll charges if any </p> <p>PC23. do not use mobile phone while driving</p> <p>PC24. do not indulge in unnecessary talk with customer and specially avoid topics involving sensitive issues</p> <p>PC25. on reaching the destination stop the vehicle and help customers in de-boarding safely taking special care in case of elderly and differently able</p> <p>PC26. unload the luggage from the boot of vehicle and keep it inside the house as expected</p> <p>PC27. wish the customer appropriately before parting</p>
<b>Conformance to traffic regulation</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC28. conformance to state specific traffic regulations</p> <p>Specific traffic regulations: changing lanes safely at appropriate speed and observing traffic conditions, overtake other road users, 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</p>

### ASC/N9720 Drop the customer safely using the quickest route for CHAUFFEUR

	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
<b>General conduct on the road</b>	To be competent, the user/individual on the job must be able to: PC29. give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. policies on safe driving practices; system and processes to ensure safe driving KA2. reporting structure procedure to be followed for multiple activities in the schedule, clashes, emergency etc.
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand: 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 KB2. alternate routes in case of natural calamity, road construction work etc. KB3. troubleshooting techniques in the event of technical problems like wheel changing by using jack KB4. traffic regulations KB5. elements of good driving habits for obtaining fuel efficiency Good driving habits: 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 bill
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	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
	<b>Writing Skills</b>
	The user/individual on the job should be able to:



### ASC/N9720 Drop the customer safely using the quickest route for CHAUFFEUR

	SA2. to communicate effectively in local language and also preferably basic spoken Hindi and basic written English
	<b>Oral Communication (Listening and Speaking skills)</b>
	<p>The user/individual on the job should be able to:</p> <p>SA3. communicate information in a format that the passenger is able to interpret</p> <p>SA4. behave courteously with passenger</p> <p>SA5. effectively communicate to control room any damage or repairs required with respect to smooth functioning of vehicle</p>
<b>B. Professional Skills</b>	<b>Decision Making</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. fitness of vehicle for safe driving</p> <p>SB2. breakdown condition</p> <p>SB3. accident and emergency situations and medical emergencies</p>
	<b>Plan and Organize</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB4. plan and drive based on traffic and road condition using radio links/navigation aids where available</p> <p>SB5. 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</p>
	<b>CustomerCentricity</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. manage children, aged and differently abled individuals</p> <p>SB7. effective tackling of passengers and public who may be stressed, frustrated, confused, angry or drunken build passenger friendly work environment and use customer centric approach to resolve crisis</p> <p>SB8. seamlessly coordinate with owner to ensure timely pickup and drop of members</p> <p>SB9. assist other drivers who require help and take help where needed (for agencies)</p> <p>SB10. coordinate with traffic inspectors, toll operators etc.</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. assess the problem, evaluate the possible solution(s) and use an optimum/best possible solution(s)</p> <p>SB12. identify immediate or temporary solutions to resolve delays and crisis situations</p> <p>SB13. resolve conflict while dealing with passenger and public</p>

**ASC/N9720 Drop the customer safely using the quickest route for CHAUFFEUR**

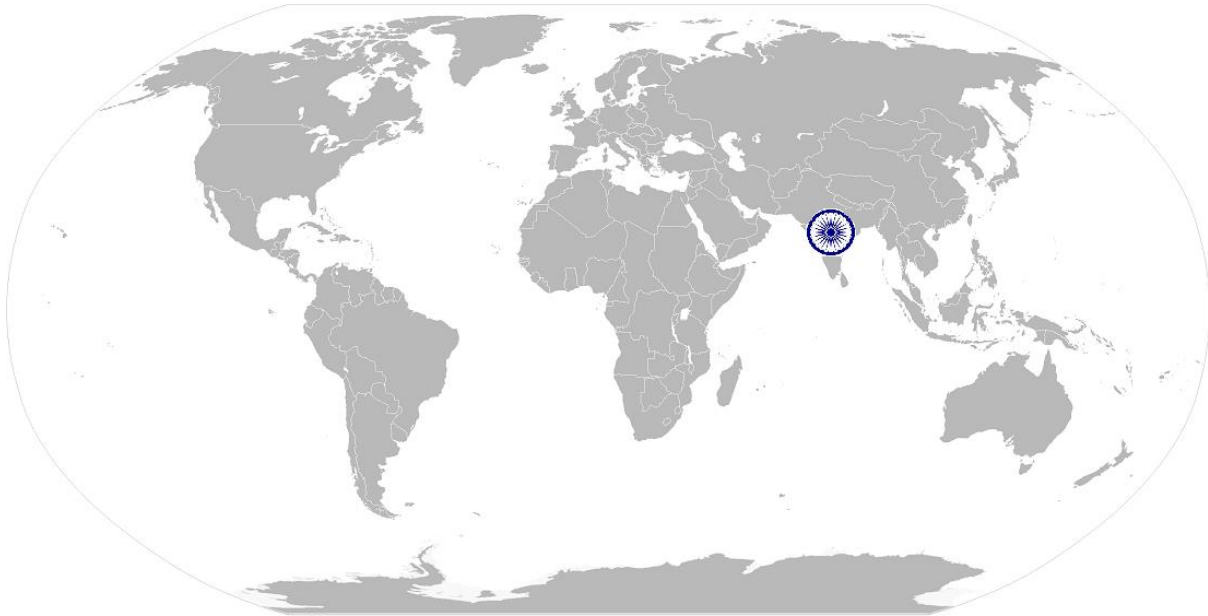
	<b>Analytical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB14. how to learn from past mistakes to resolve technical and non-technical problems
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to: SB15. keep oneself updated with the new vehicle technologies and functionalities SB16. gain knowledge/ experience from driving on of different routes and profile of passengers



## ASC/N9720 Drop the customer safely using the quickest route for CHAUFFEUR

### NOS Version Control

NOS Code	ASC/N9720		
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

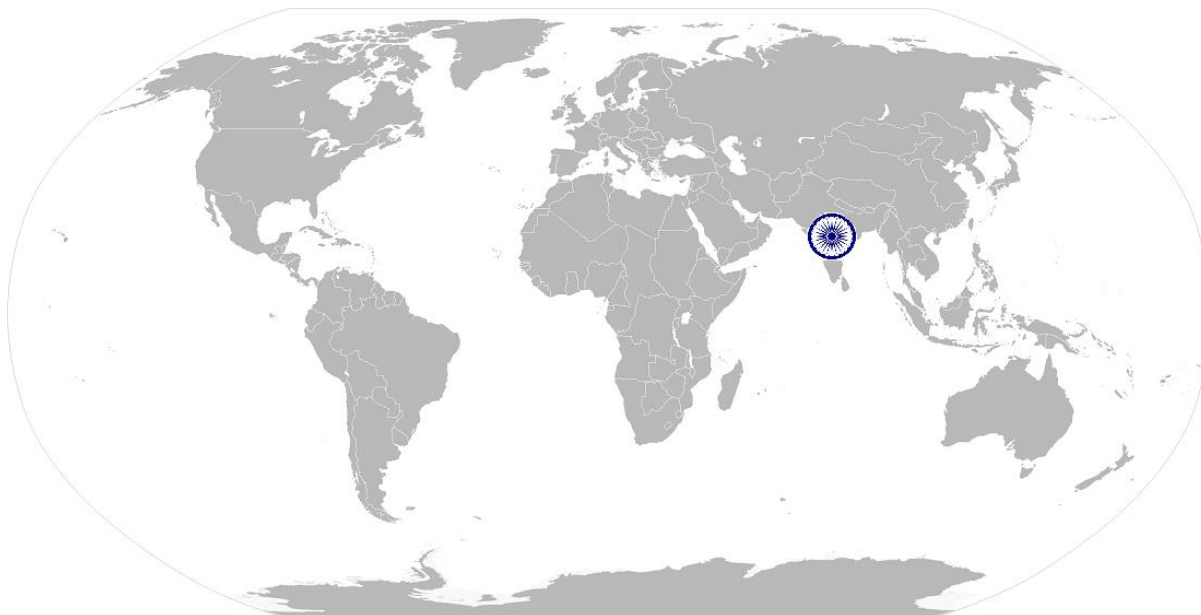


ASC/N0002

Work effectively in a team

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# 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

<b>Unit Code</b>	<b>ASC/N0002</b>
<b>Unit Title (Task)</b>	<b>Work effectively in a team</b>
<b>Description</b>	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.
<b>Scope</b>	<p>This unit/ task covers the following:</p> <p>Colleagues:</p> <ul style="list-style-type: none"> <li>Interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Interact &amp; communicate effectively with colleagues including member in the own group as well as other groups</b>	<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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	<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**

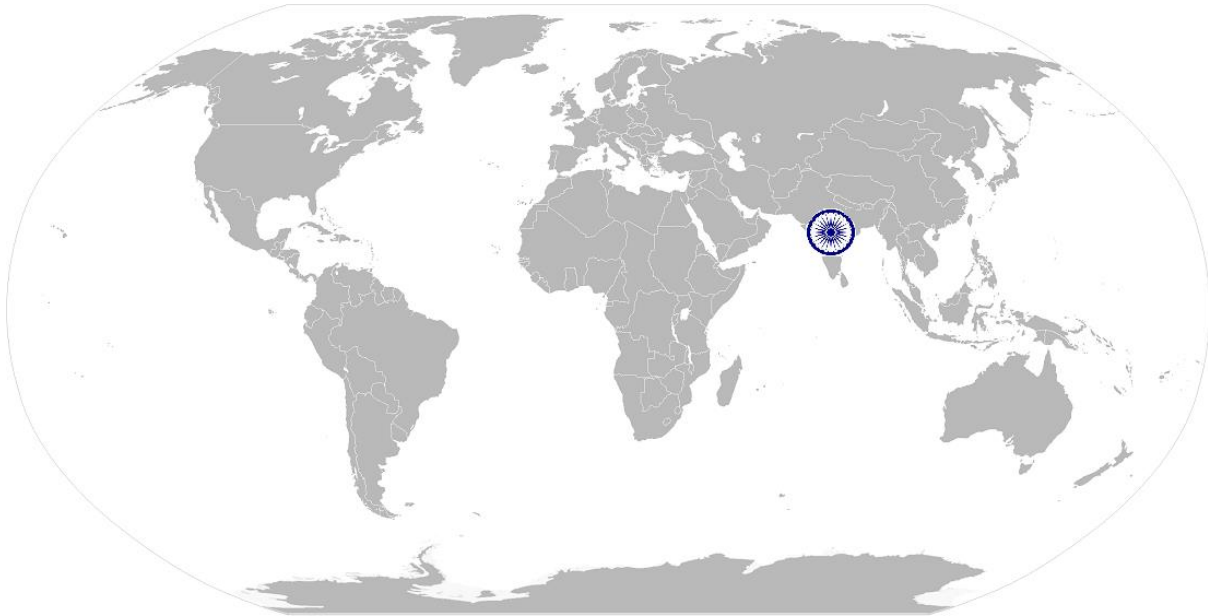
	<p>importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job should have ability to : SA1. read instructions, guidelines/procedures
	<b>Writing Skills</b>
	The user/ individual on the job should have ability to : SA2. write simple sentences in local language and also preferably in Hindi/ English
	<b>Oral Communication (Listening and Speaking skills)</b>
	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
<b>B. Professional Skills</b>	<b>Decision Making</b>
	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
	<b>Plan and Organize</b>
	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
	<b>CustomerCentricity</b>
	The user/individual on the job should be able to : SB4. meet or exceed customer/team expectations
	<b>Problem Solving</b>
	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
	<b>Analytical Thinking</b>
	The user/individual on the job should be able to : SB6. anticipate and analyses a given situation from all aspects
	<b>Critical Thinking</b>
	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



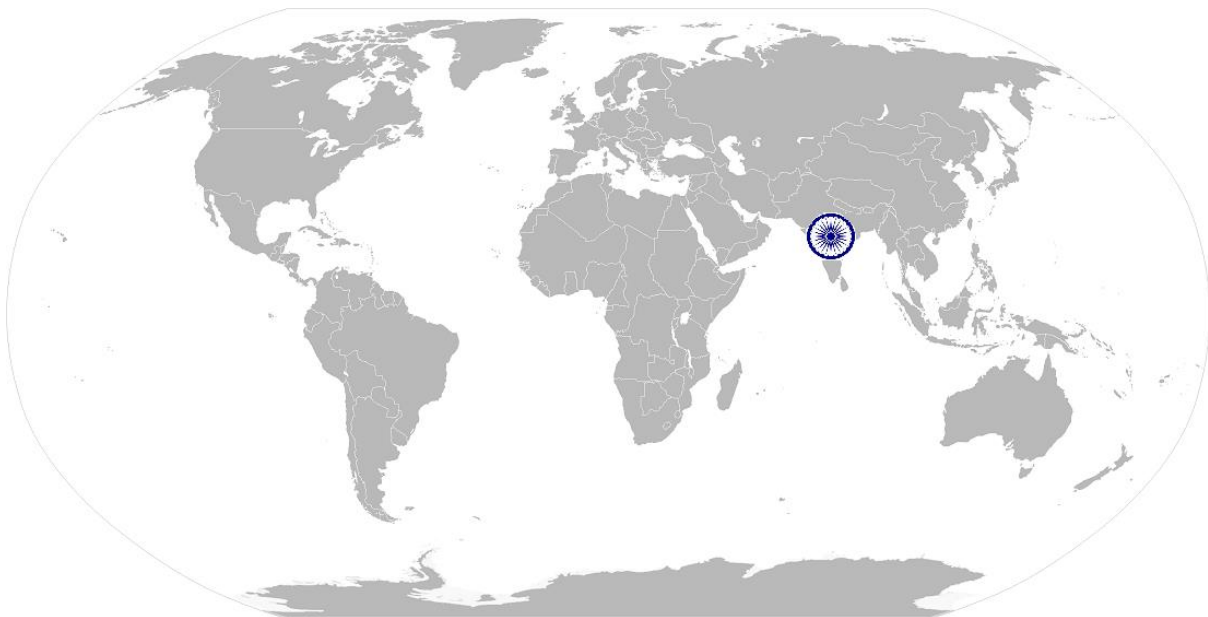


ASC/N0012

Practice HSE and security related guidelines

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# 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"> <li>• identification of potential sources of safety issues in driving</li> <li>• follow standard safety standards</li> <li>• keep the work environment clean and organized</li> <li>• communicate to reporting supervisor about safety issues</li> <li>• handling of emergency situations such as accident, fire, passenger, client related issues</li> </ul>
	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>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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>B. Technical Knowledge</b>	<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>
<b>Skills (S)</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Reading Skills</b>
	The user/ individual on the job should have ability to :
	SA1. read instructions, guidelines/ procedures/ rules NA
	<b>Writing Skills</b>
	The user/ individual on the job should have ability to :
	SA2. write simple sentences in local language and also preferably in Hindi/ English
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/ individual on the job should have ability to :
	SA3. listen to and orally communicate information with all concerned
	<b>Decision Making</b>
	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
	<b>Plan and Organize</b>
	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 difficulty to find them

**ASC/N0012**
**Practice HSE and security related guidelines**

	SB4. keep the work environment clean
	<b>CustomerCentricity</b>
	The user/individual on the job should be able to :
	SB5. meet or exceed customer/team expectations
	<b>Problem Solving</b>
	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
	<b>Analytical Thinking</b>
	The user/individual on the job should be able to :
	SB7. learn from past mistakes regarding use of safety and emergency issues
	<b>Critical Thinking</b>
	The user/individual on the job should be able to :
	SB8. spot safety and cleanliness issues

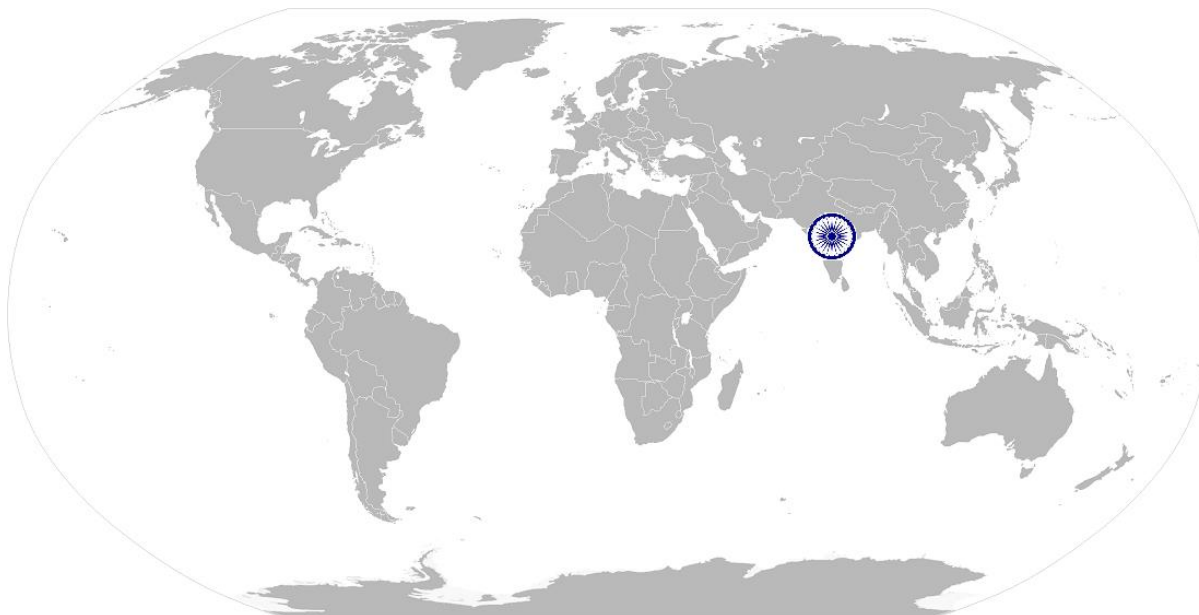


**ASC/N0012**

**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:** Taxi Chauffeur

**Qualification Pack:** ASC/Q9714

**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. 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).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criterion.
5. To pass the Qualification Pack, every trainee should score a minimum of 70% of aggregate marks to successfully clear the assessment.
6. In case of *unsuccessful completion*, the trainee may seek reassessment on the Qualification Pack.

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
<b>ASC/N9703</b> <b>Assess and ensure road worthiness of the vehicle</b>	PC1. check that the vehicle meets basic legal and compliance related requirements	100	8	3	5
	PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/ filter change		14	4	10
	PC3. record all deviations observed while carrying out PC1 and PC2		14	4	10
	PC4. record any other deviations observed during the trip		14	4	10
	PC5. ensure all basic technical checks have been carried out as per standard organization or vehicle manual check list/ procedure		14	4	10
	PC6. verify availability of fuel / charge for the vehicle		14	4	10

	PC7. report actual or possible defects to the senior driver or service supervisor in enough detail so they can diagnose the problem		14	4	10
	PC8. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle		8	3	5
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N9706</b> <b>Coordinate with control room and reach to the customer pickup point</b>	PC1. report to duty on time as per the schedule	100	8	3	5
	PC2. log into the MCT system when starting the vehicle for the day		14	4	10
	PC3. comply to duty closure procedure on completion of responsibilities for the day		14	4	10
	PC4. communicating the status of previous journey completion to the control room		14	4	10
	PC5. continuously contact the control room using MCT for getting details for the pickup passenger on the display screen for next trip based on the current location tracked through in-built GPS		14	4	10
	PC6. intimating the control room post dropping of the passenger at the desired destination		14	4	10
	PC7. inform about the inability to reach to pickup point in case of traffic jams or vehicle breakdown		14	4	10
	PC8. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation between passengers / public / officials		8	3	5
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N9707</b> <b>Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver</b>	PC1. confirm all checks have been carried out for road worthiness of the vehicle	150	3	1	2
	PC2. confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available		3	1	2
	PC3. start the vehicle and before moving re confirm all gauges are functioning including MCT and in built navigation system if available		3	1	2
	PC4. after starting but within few meters of moving to check the brakes		3	1	2

PC5. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration	3	1	2
PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely	3	1	2
PC7. coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant	4	1	3
PC8. use the windows, wipers, demisters, climate and ventilation controls so that you can see clearly	4	1	3
PC9. monitor and respond correctly to gauges, warning lights and other aids when driving	4	1	3
PC10. in case of any malfunctioning or breakdown, to immediately attend to the problems	4	1	3
PC11. check the working of MCT and in-built GPS system	6	2	4
PC12. after reaching the pick-up point ,confirm the name with the customer and greet the customer appropriately	6	2	4
PC13. load the passenger's luggage (if any) in the boot of the vehicle	6	2	4
PC14. offer help for boarding to elderly or differently able customers	7	2	5
PC15. start the engine, wear seat belt, ensure that front row passenger also wears the belt. Ensure that all doors are locked. Point out to customer any newspapers, magazines, entertainment media available on vehicle	7	2	5
PC16. check with the passenger about his destination and start the taxi fare meter and show the starting reading to the customer	7	2	5
PC17. select the destination route of the passenger considering the traffic condition and distance	7	2	5
PC18. start and adjust air conditioning and ventilation as per customer requirement	7	2	5

PC19. tune in to radio station channels as per customer choice	7	2	5
PC20. drive through the selected route without violating any traffic norms	7	2	5
PC21. if unsure about the route stop and ask for directions from locals	6	2	4
PC22. avoid unnecessary honking and avoid using high beam lights in city	6	2	4
PC23. on route, pay toll charges if any, and collect from customer along with fare	4	1	3
PC24. not use mobile phone while driving	4	1	3
PC25. not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues.	4	1	3
PC26. point out any landmark on the route to an out station customer	4	1	3
PC27. stop the vehicle and the fare meter and help customers in de-boarding safely taking special care in case of elderly and differently abled	3	1	2
PC28. 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 or by swiping credit card as the case may be. Be sure to return balance change to customer strictly as per fare calculations	3	1	2
PC29. not to demand any tips but accept thankfully if the customer offers	3	1	2
PC30. unload the luggage from the boot of vehicle and hand it over to the passenger	3	1	2
PC31. wish the customer appropriately before parting	3	1	2
PC32. observe conformance to state specific traffic regulations	3	1	2
PC33. give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals	3	1	2
<b>Total</b>	<b>150</b>	<b>45</b>	<b>105</b>

<b>ASC/N9719</b> <b>Coordinate</b> <b>schedule and</b> <b>complete the</b> <b>assigned</b> <b>activities</b>	PC1. report to duty on time as per the schedule	100	3	1	2
	PC2. ensuring the vehicle maintenance, cleanliness and stocking levels as per the customer needs		3	1	2
	PC3. reporting on completion of responsibilities for the day		6	2	4
	PC4. communicating the status of previous journey completion to the customer		7	2	5
	PC5. understand different tasks of routine and occasional nature. e.g. drop to the office/ schools under routine and shopping, visit to doctors/ banks/ service station / other family members as occasional		7	2	5
	PC6. understand the locations for all tasks well in terms of route , alternatives, address, phone numbers to inform delays		7	2	5
	PC7. handle planning for longer durations such as a week to factor activities such as maintenance, topping up utility stocks, completion of tasks en-route to save travel distance etc.		7	2	5
	PC8. take an alternate route in case of jams, accidents etc on the standard routes		7	2	5
	PC9. handle account keeping for routine shopping, toll, parking charges entrusted to him/ her		7	2	5
	PC10. inform about the inability to reach reporting location in case of traffic jams or vehicle breakdown or leave plan		7	2	5
	PC11. inform regarding stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues, music, charger, rain/ sun protection, current reading material etc.		7	2	5
	PC12. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation with members of the family / public		7	2	5
	PC13. maintain a high standard of self-hygiene and cleanliness. should not carry items with strong odour in the car (Tiffin contents , perfume)		7	2	5
	PC14. understand specific requirements of the customer in terms of volume of		6	2	4

	the music system, specific back support, shopping bags, privacy etc.				
	PC15. keep handy all emergency phone numbers for the customer		6	2	4
	PC16. plan the routes with support of Google maps etc for any new destination		3	1	2
	PC17. handle simple tasks with the authorities viz. gate pass if visiting an industrial destination, tax/ bill payments with the information to be filled in etc.		3	1	2
	<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>	
<b>ASC/N9720 Drop the customer safely using the quickest route for chauffeur</b>	PC1. confirm all checks have been carried out for road worthiness of the vehicle	100	3	1	2
	PC2. confirm all papers and documents including driving license, vehicle documents etc are available and valid		3	1	2
	PC3. start the vehicle and before moving re confirm all gauges are functioning and in built navigation system if available		3	1	2
	PC4. after starting, but within few meters of moving- to check the brakes		3	1	2
	PC5. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration		3	1	2
	PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely		3	1	2
	PC7. coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant		3	1	2
	PC8. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly		3	1	2
	PC9. monitor and respond correctly to gauges, warning lights and other aids when driving		4	1	3
	PC10. in case of any malfunctioning or breakdown, to immediately attend to the problems		4	1	3



PC11. check the working of in-built GPS system if fitted	4	1	3
PC12. load the passenger's luggage (if any) in the boot of the vehicle	5	2	3
PC13. offer help for boarding to elderly or differently abled customers	4	1	3
PC14. start the engine, wear seat belt, ensure that front row passenger also wears the belt. Also ensure that all doors are locked; child locks as needed	4	1	3
PC15. check with the passenger about his destination / schedule if not informed in Advance	4	1	3
PC16. select the destination route of the passenger considering the traffic condition and distance	4	1	3
PC17. start and adjust air conditioning and ventilation as per customer requirement	4	1	3
PC18. tune in to radio station channels as per customer/owner choice	4	1	3
PC19. drive through the selected route without violating any traffic norms	4	1	3
PC20. if unsure about the route stop and ask for directions from locals	4	1	3
PC21. avoid unnecessary honking and avoid using high beam lights in city	3	1	2
PC22. enroute, pay toll charges if any	3	1	2
PC23. do not use mobile phone while driving	3	1	2
PC24. do not indulge in unnecessary talk with customer and specially avoid topics Involving sensitive issues	3	1	2
PC25. on reaching the destination stop the vehicle and help customers in de-boarding safely taking special care in case of elderly and differently abled	3	1	2
PC26. unload the luggage from the boot of vehicle and keep it inside the house as expected	3	1	2
PC27. wish the customer appropriately before parting	3	1	2
PC28. conformance to state specific traffic regulations	3	1	2

	PC29. give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals		3	1	2
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N0002 Work effectively in a team</b>	PC1. maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)	100	7	2	5
	PC2. work with colleagues to integrate work		9	3	6
	PC3. pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means		13	4	9
	PC4. work in ways that show respect for colleagues		14	4	10
	PC5. carry out commitments made to colleagues		14	4	10
	PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons		14	4	10
	PC7. identify problems in working with colleagues and take the initiative to solve these problems		13	4	9
	PC8. follow the organisation's policies and procedures for working with colleagues		9	3	6
	PC9. ability to share resources with other members as per priority of tasks		7	2	5
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N0012 Practice HSE and security related guidelines</b>	PC1. spot and report potential safety issues while driving	100	7	2	5
	PC2. follow rules and regulations laid down by transport authorities		7	2	5
	PC3. follow company policy and rules to avoid safety, health and environmental problems		7	2	5
	PC4. ensure cleanliness of vehicle		7	2	5
	PC5. escalate issues related to cleanliness and hygiene issues to concern department		7	2	5
	PC6. escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external		8	3	5

	PC7. take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others		8	3	5
	PC8. follow instructions or guidelines for limiting danger or damage		7	2	5
	PC9. escalate the issue immediately e.g. to police control room if you cannot deal effectively with the danger		7	2	5
	PC10. give clear information or instructions to others to allow them to take appropriate action		7	2	5
	PC11. record and report details of the danger in line with operator guidelines/manual		7	2	5
	PC12. report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details		7	2	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		7	2	5
	PC14. get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms		7	2	5
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
	<b>Grand Total</b>		<b>750</b>	<b>225</b>	<b>525</b>
	<b>Percentage Weightage:</b>			<b>30%</b>	<b>70%</b>
	<b>Minimum Pass % to qualify (aggregate):</b>			<b>70%</b>	