

## 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

**Contact Us:**  
ASDC, 1/6,  
Siri Institutional Area,  
Khel Gaon Road  
New Delhi-110049 (India)

E-mail:  
SKC.ASDC@gmail.com



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## Introduction

### Qualifications Pack- Commercial Vehicle Driver Level 4

**SECTOR:** AUTOMOTIVE

**SUB-SECTOR:** ROAD TRANSPORTATION

**OCCUPATION:** DRIVING

**JOB ROLE:** COMMERCIAL VEHICLE DRIVER

**REFERENCE ID:** ASC/Q9703

**ALIGNED TO:** NCO-2004/ 8324.10 Or 90

**Brief Job Description:** Individuals at this job need to drive safely on the assigned route. Individual needs to have a valid HMV driving License and PSV badge. Individual is expected to Drive a commercial vehicle including LCV, pickup trucks, bus, maxi cab, school van, transport vehicles and ensuring safety of passengers/goods as well as public on the road. This role requires the individual to possess relevant technical skills to handle most of the routine break downs that could likely be encountered while driving long distances and through difficult terrains. The individual is also expected to achieve other key performance parameters like fuel efficiency, on time delivery etc.

**Personal Attributes:** This job requires the individual to drive for long hours under tiring and demanding physical and traffic conditions. Individual must be dependable and able to take responsibility for the assets (vehicle, goods) and passengers. The individual should be able to communicate effectively as he needs to deal with a variety of people every day.

Job Details	Qualifications Pack Code	ASC/Q9703		
	Job Role	Commercial Vehicle Driver		
	Credits(NSQF) [OPTIONAL]	4	Version number	1.0
	Sector	Automotive	Drafted on	24/06/13
	Sub-sector	Road Transportation	Last reviewed on	15/07/13
	Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15
	NSQC Clearance on	05/08/15		

Job Role	Driver
Role Description	Driving commercial vehicles to safely transport passenger/ goods.
NSQF level	4
Minimum Educational Qualifications*	Preferably Class VIII th
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> <li>ASDC Commercial Vehicle Driver Level 4</li> <li>ASDC Auto Service Technician Level 3</li> <li>or</li> <li>Training in road safety, familiarity with Features &amp; basic repairs for Vehicles under control</li> <li>GPS/Navigation system</li> <li>Some training in stress management like yoga is recommended</li> <li>Basic technical skills in servicing and minor repairs</li> </ul>
Minimum Job Entry Age	LMV=18 years HCV =min 20 any state with a valid license issued by RTO
Experience	<ul style="list-style-type: none"> <li>0 years if ASDC Commercial Vehicle Driver Level 4 Certificate or</li> <li>minimum 6 months in driving a Light Motor Vehicle (LMV) and,</li> <li>minimum 3 months in driving a Commercial Vehicle in company of an experienced driver.</li> </ul>
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/N 9705:Drive safely and efficiently on the assigned route including long distance trips</a></li> <li><a href="#">ASC/N 9701:Coordinate with depot/ branch office</a></li> <li><a href="#">ASC/N 0002:Work effectively in a team</a></li> <li><a href="#">ASC/N 0012:Practice HSE and security related guidelines</a></li> </ol>
Performance Criteria	As described in the relevant OS units

**Definitions**

Keywords /Terms	Description
Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an 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 OS.
Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organization.
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.
National Occupational Standards (OS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.
Knowledge and Understanding	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.
Organizational Context	Organizational 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.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
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

Acronyms

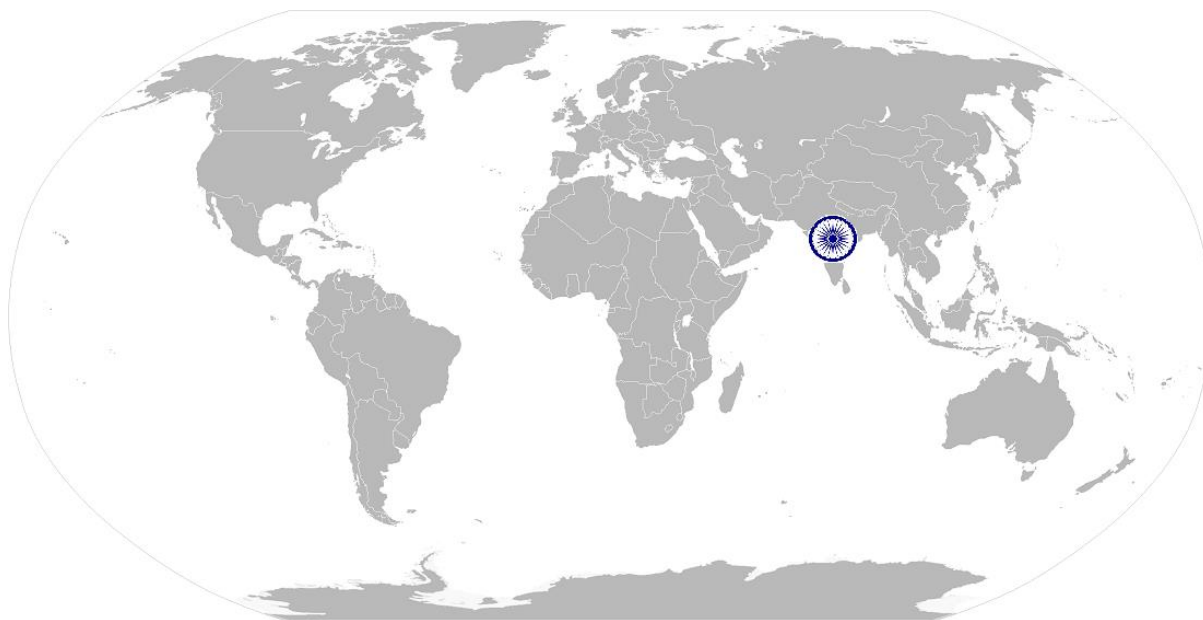
	environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NSQF	National Standards Qualifications Framework
QP	Qualifications Pack

ASC/N9703

Assess and ensure road worthiness of the vehicle

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# National Occupational Standards



## 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/N9703

Assess and ensure road worthiness of the vehicle

National Occupational Standard

<b>Unit Code</b>	<b>ASC/N9703</b>
<b>Unit Title (Task)</b>	<b>Assess and ensure road worthiness of the vehicle</b>
<b>Description</b>	This OS unit is about the driver to communicate with depot/branch office for obtaining duty schedule as well as reporting back at the end of the schedule.
<b>Scope</b>	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>compliance to duty reporting</li> <li>intimating the Depot/Branch Office on completion of given schedule</li> <li>escalation of problems to supervisor</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. collect information on daily and weekly route/delivery schedule and special instructions</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 passenger's personal property/goods delivery note if any</p>
<b>Escalation of problems</b>	<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 about any altercation between driver/conductor/assistant and passengers / public / officials</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. 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>B. Technical Knowledge</b>	<p>The individual on the job needs to have knowledge of:</p> <p>KB1. route planning information system if any</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/</b>	<b>Basic reading and writing skills</b>

**ASC/N9703**

**Assess and ensure road worthiness of the vehicle**

<b>Generic Skills</b>	The user/ individual on the job needs to know and understand how to: SA1. fill in the attendance sheet and the requisite details SA2. fill in complaints pertaining to the vehicle which needs depot/branch officers attention SA3. keep abreast by reading about new policies at an organization level SA4. read the goods challan and explain the same to octroi/RTO authorities if need be
	<b>Communication skills</b>
	The user/individual on the job needs to know and understand how to: SA5. execute task, schedules, and work-loads with co-workers and supervisors SA6. follow supervisors instructions about the route planning for transporting passengers / delivering goods required
	<b>Teamwork and multitasking</b>
	The user/individual on the job needs to know and understand how to: SA7. share work load as required SA8. assist others who require help SA9. share knowledge with co-workers/assistant



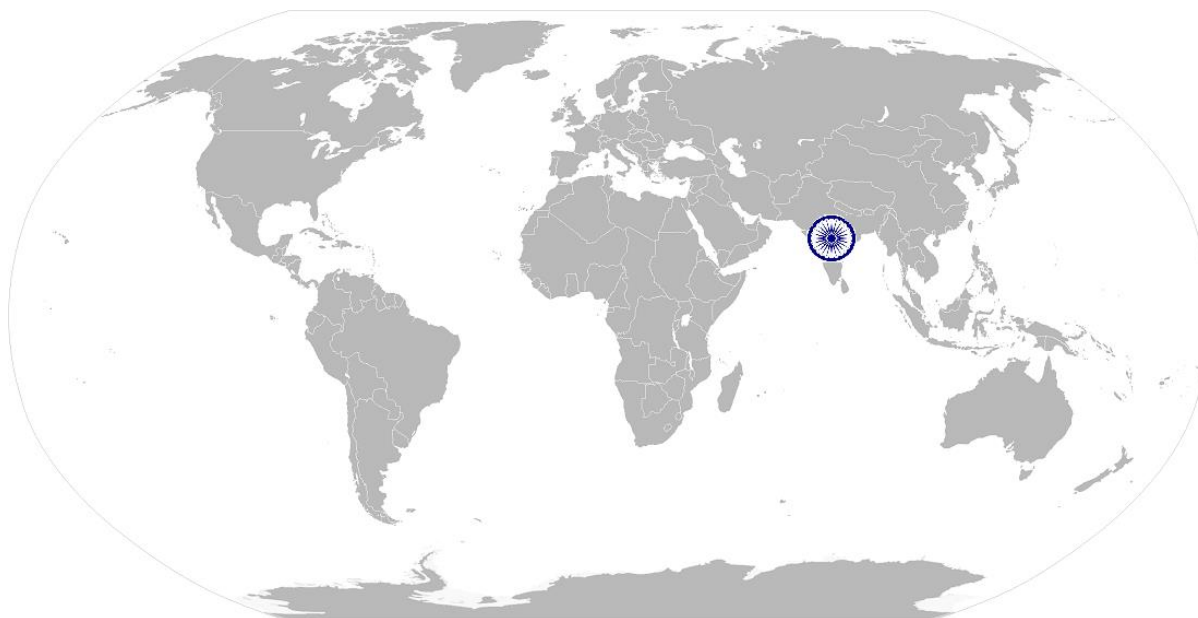


ASC/N9703

Assess and ensure road worthiness of the vehicle

## NOS Version Control

NOS Code	ASC/N9703		
Credits(NSQF) [OPTIONAL]	4	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15



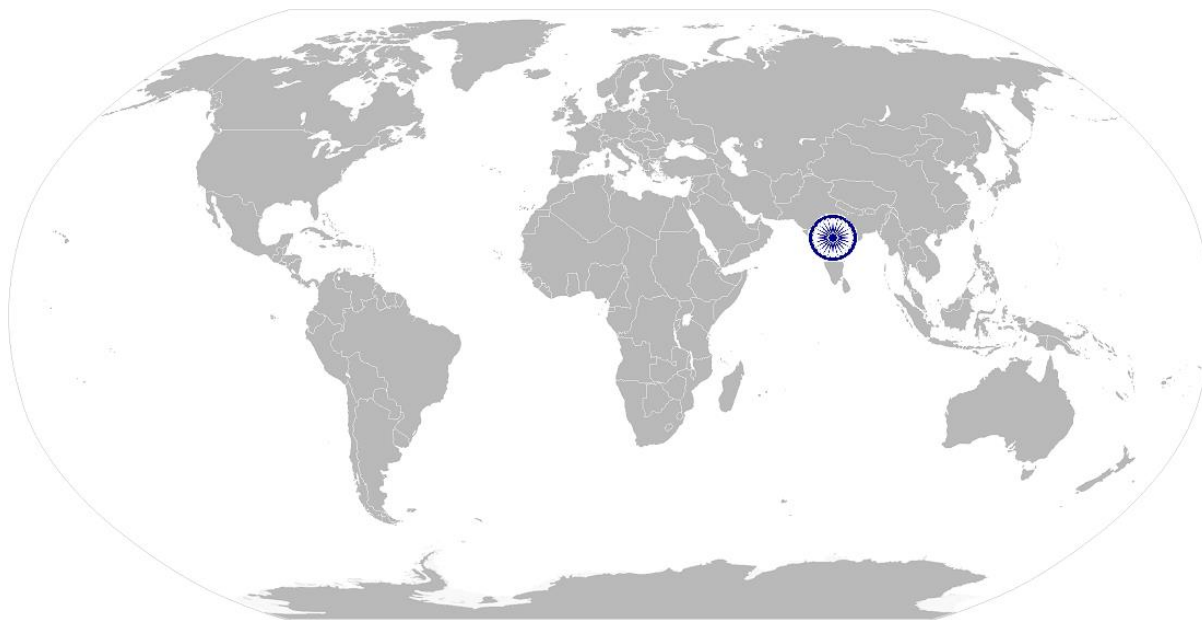


ASC/N9705

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

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# National Occupational Standards



## 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.

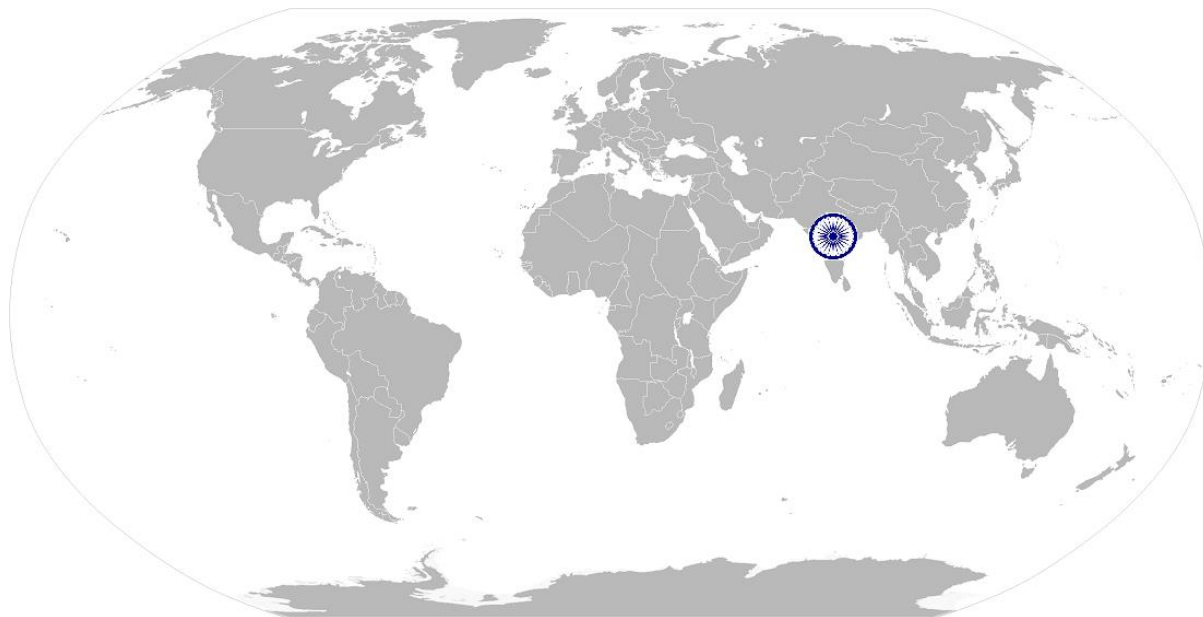
**ASC/N9705      Drive safely and efficiently on the assigned route including long distance trips**

National Occupational Standard

<b>Unit Code</b>	<b>ASC/N 9705</b>
<b>Unit Title (Task)</b>	<b>Drive safely and efficiently on the assigned route including long distance trips</b>
<b>Description</b>	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.
<b>Scope</b>	<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>Organizational requirements</li> <li>CMVR guidelines</li> <li>Additional HSE requirements</li> <li>Technical requirements</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Vehicle road worthiness</b>	<p>To be competent , the user/individual must be able to:</p> <p>PC1. check that the vehicle meets basic legal and compliance related requirements as per :</p> <ul style="list-style-type: none"> <li>the organization guidelines e.g. rule books of STUs</li> <li>CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs</li> <li>any other safety, security and environmental guidelines</li> </ul> <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>
<b>Basic technical check before the trip</b>	<p>To be competent , the user/individual must be able to:</p> <p>PC5. supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure</p>
<b>Escalation of technical problem</b>	<p>To be competent , the user/individual must be able to:</p> <p>PC6. report actual or possible defects to the senior driver or supervisor in enough detail so they can diagnose the problem</p> <p>PC7. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.</p>
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context (Knowledge of the company / organization and its processes)</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards</p> <p>KA2. CMVR guidelines and other specific local regulations</p> <p>KA3. organization structure</p>

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

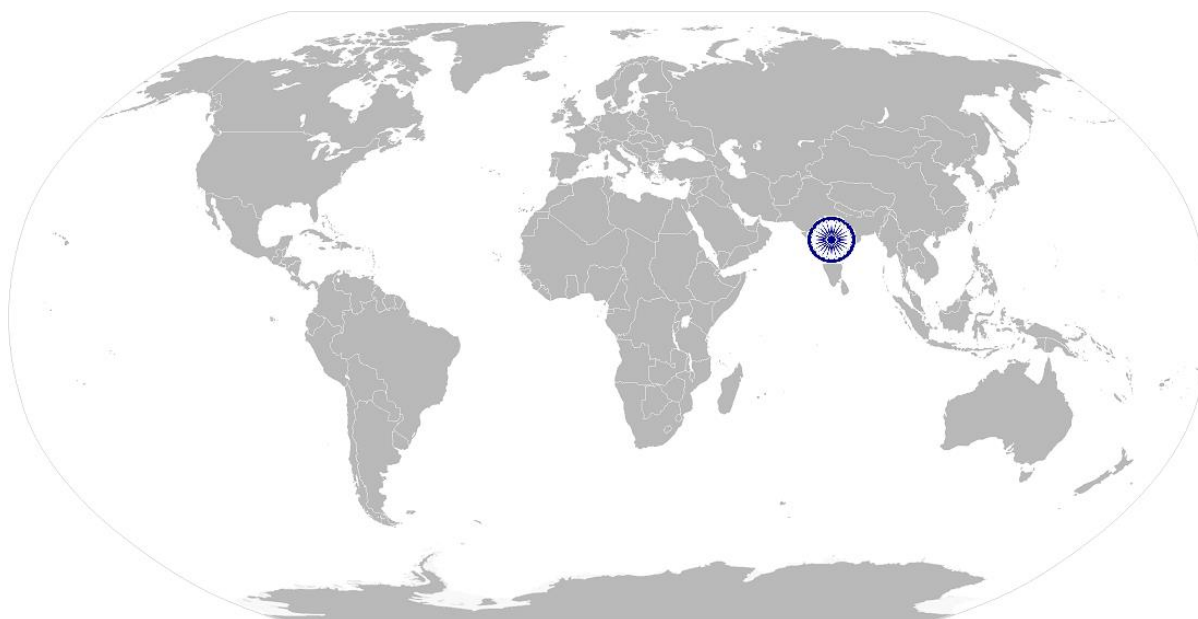
	KA4. escalation procedure
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Basic reading and writing skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. read and understand technical standards of vehicle operation in terms of fuel system and other control systems in vehicle. SA2. document technical issues pertaining to vehicle
	<b>Communication skills</b>
	The user/individual on the job needs to know and understand how to: SA3. follow supervisors instructions SA4. communicate with assistant and other personnel
<b>A. Professional Skills</b>	<b>Decision making</b>
	The user/individual on the job needs to make decisions on : SA5. when not to use the vehicle due to technical and/or compliance related issues
	<b>Reflective thinking</b>
	The user/individual on the job needs to know and understand: SA6. how to learn from past mistakes and identify potential problems



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

### NOS Version Control

NOS Code	ASC/N9705		
Credits(NSQF) [OPTIONAL]	4	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	27/07/13
Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15

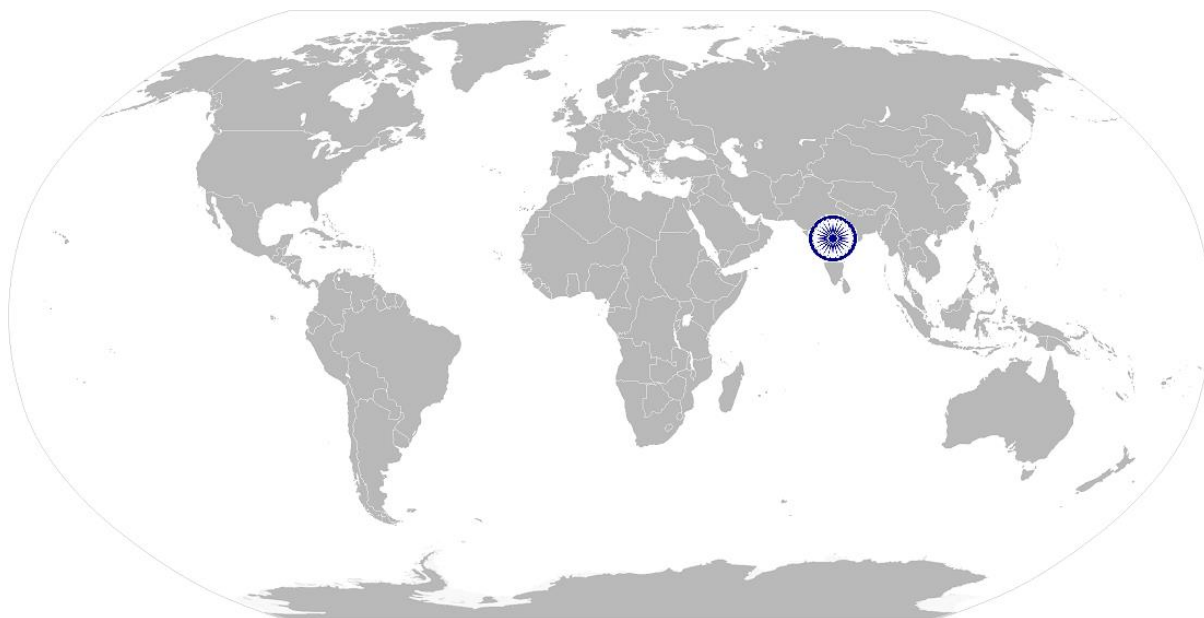


ASC/N9701

Coordinate with depot/ branch office

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# National Occupational Standards



## 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/N 9701
Unit Title (Task)	Coordinate with depot/ branch office
Description	This OS unit is about safe driving practice
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>• driving practices to ensure safety of life and material</li> <li>• traffic and regulatory norms</li> <li>• dealing with brake downs and emergencies in varied terrains and far flung geographies</li> <li>• dealing with people</li> <li>• driving practices to ensure optimum fuel efficiency</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. conform to standard driving practices covering such as</p> <ul style="list-style-type: none"> <li>▪ confirm all checks have been carried out for road worthiness of the vehicle.</li> <li>▪ Confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available.</li> <li>▪ start the vehicle and before moving re confirm all gauges are functioning after starting but within few meters of moving to check the brakes.</li> <li>▪ change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration</li> <li>▪ use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely</li> <li>▪ 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.</li> <li>▪ use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly</li> <li>▪ monitor and respond correctly to gauges, warning lights and other aids when driving</li> <li>▪ in case of any malfunctioning or breakdown, to immediately attend to the problem by :               <ul style="list-style-type: none"> <li>-stopping the vehicle at a safe place</li> <li>-carrying out a quick diagnostic check</li> <li>-carrying out minor adjustments or temporary repairs if possible</li> <li>-asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available</li> </ul> </li> <li>▪ at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.</li> </ul>
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 such as</p>



## ASC/N9701

## Coordinate with depot/ branch office

	<ul style="list-style-type: none"> <li>change lanes safely at appropriate speed and observing traffic conditions</li> <li>overtake other road users legally, safely and by using correct signalling</li> <li>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.</li> <li>signal your intentions correctly to other road users within a safe, systematic routine</li> <li>respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman.</li> <li>use indicators and arm signals to signal intentions as per the traffic requirements</li> <li>Use the parking light when stationary, where needed</li> <li>select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke</li> <li>check for oncoming cyclists, pedestrians and other traffic before opening your door</li> <li>remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.</li> </ul>
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. 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. 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>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. safe driving techniques such as</p> <ul style="list-style-type: none"> <li>avoid over speeding and follow prescribed limits</li> <li>maintain safe distance from other vehicles</li> <li>avoid pot holes, stones, other strewn objects</li> <li>in case of bridges and underpasses, observe and avoid driving when water level is above danger mark</li> <li>observe movement of pedestrians to avoid collision</li> <li>observe movement of stray animals to avoid collision</li> </ul> <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> <ul style="list-style-type: none"> <li>avoid clutch riding</li> <li>avoid frequent changing of gears</li> </ul>



**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
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Basic reading and writing skills</b>
	The user/individual on the job needs to know and understand how: SA1. to communicate effectively in local language and also preferably basic spoken Hindi and basic written English
	<b>Communication skills</b>
	The user/individual on the job needs to know and understand how: SA2. communicate information in a format that meets the requirements
	<b>Team work and multi tasking</b>
	The user/individual on the job needs to know and understand how: SA3. seamless coordination with colleagues SA4. assist others who require help SA5. take help from Assistant or junior driver
	<b>Learning attitude</b>
	The user/individual on the job needs to know and understand how: SA6. keep oneself updated with the new vehicle technologies and functionalities SA7. gain knowledge/ experience from working on different routes
<b>B. Professional Skills</b>	<b>Planning</b>
	The user/individual on the job needs to know and understand how to: SB1. when on long distance/ interstate schedule, plan the trip keeping in mind regulations like 'no entry' times and municipal limits in urban areas SB2. plan and drive based on traffic and road condition using radio links/navigation aids where available SB3. 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>Decision making</b>
	The user/ individual on the job needs to make decisions pertaining to: SB4. fitness of vehicle for safe driving

**ASC/N9701**

**Coordinate with depot/ branch office**

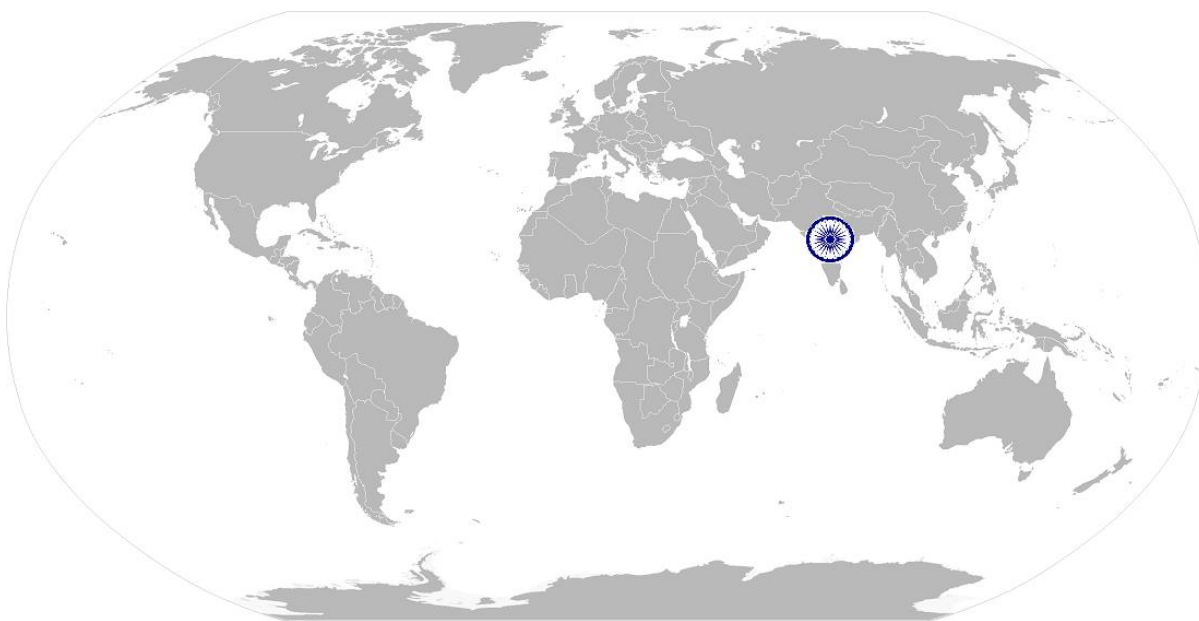
	SB5. breakdown condition
	SB6. accident and emergency situations and medical emergencies
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB7. assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
	SB8. identify immediate or temporary solutions to resolve delays and crisis situations
	<b>Passenger management</b>
	The user/individual on the job needs to know and understand how to:
	SB9. manage children, aged and differently abled individuals
	SB10. effective tackling of passengers and public who may be stressed, frustrated, confused, or angry
	SB11. build passenger friendly work environment and use customer centric approach to resolve crisis
	<b>Conflict Management Skills</b>
	The user/individual on the job needs to know and understand how to:
	SB12. resolve conflict while dealing with public
	<b>Reflective thinking</b>
	The user/individual on the job needs to know and understand:
	SB13. how to learn from past mistakes to resolve technical and non-technical problems

ASC/N9701

Coordinate with depot/ branch office

## NOS Version Control

NOS Code	ASC/N9701		
Credits(NSQF) [OPTIONAL]	4	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15

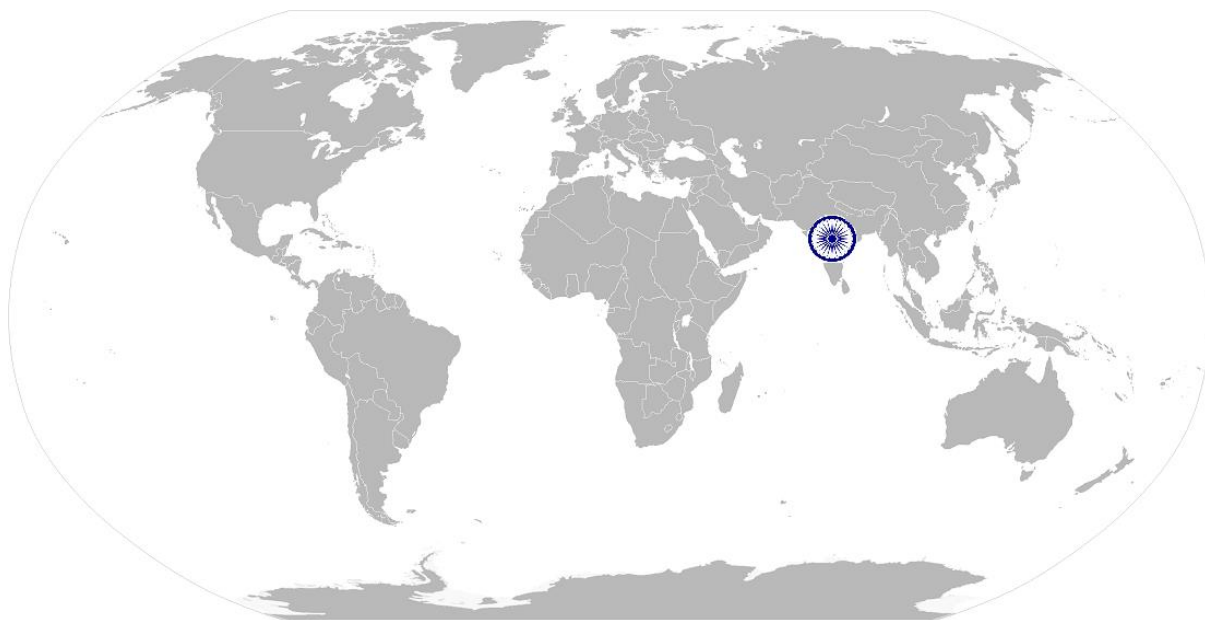


ASC/N0002

Work effectively in a team

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# National Occupational Standards



## Overview

This unit is about team work and level of communication with colleagues or customers or co-drivers or cleaners in public/goods transportation. It determines the ability to work as a team member, share work and multi-task in order to achieve the required deliverables on schedule.

ASC/N0002

**Work effectively in team**

National Occupational Standard

<b>Unit Code</b>	<b>ASC/N 0002</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 organization.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>colleagues:</p> <ul style="list-style-type: none"> <li>• superiors</li> <li>• members of own work group</li> <li>• people in other work groups within or outside the organisation</li> </ul> <p>communicate:</p> <ul style="list-style-type: none"> <li>• face-to-face</li> <li>• by telephone</li> <li>• in writing</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>A. Compulsory</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues</p> <p>PC2. work with colleagues</p> <p>PC3. pass on information to colleagues in line with organisational requirements</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> <p>PC9. ability to share resources with other members as per priority of tasks</p>
<b>B. Optional</b>	N.A.
<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
<b>Element</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context</b> (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organization'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</p>

ASC/N0002

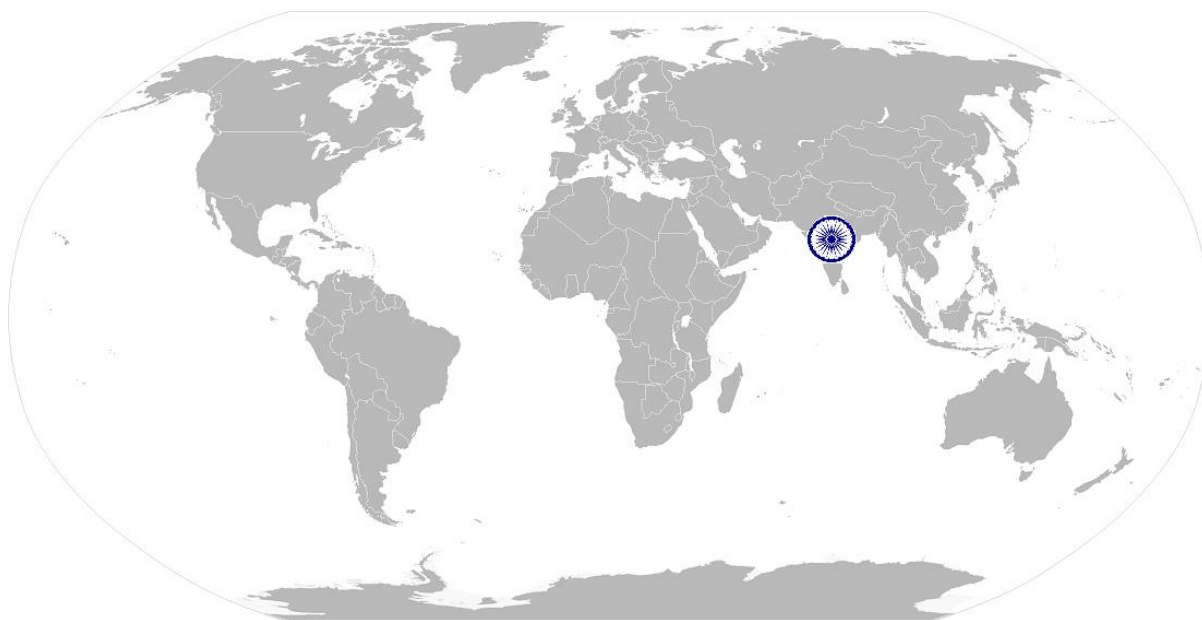
**work effectively in team**

	which it is appropriate to use these KA4. the importance of creating an environment of trust and mutual respect KA5. the implications of own work on the work and schedule of others
<b>B. Technical Knowledge</b>	The user/individual on the job needs to know and understand:  KB1. different types of information that colleagues might need and the importance of providing this information when it is required KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team
<b>Skills (S)w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. complete written work with attention to detail
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	The user/individual on the job needs to know and understand how to:
	SA3. listen effectively and orally communicate information
	SA4. ask for clarification and advice from the concerned person
	<b>Decision Making</b>
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments
	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organize work to achieve targets and deadlines
	<b>Customer Centricity</b>
	The user/individual on the job needs to know and understand how to:
	SB3. check that the work meets customer requirements
	SB4. deliver consistent and reliable service to customers
	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
	<b>Critical Thinking</b>
	The user/individual on the job needs to know and understand how to:

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work effectively in team

	SB6. apply balanced judgments to different situations
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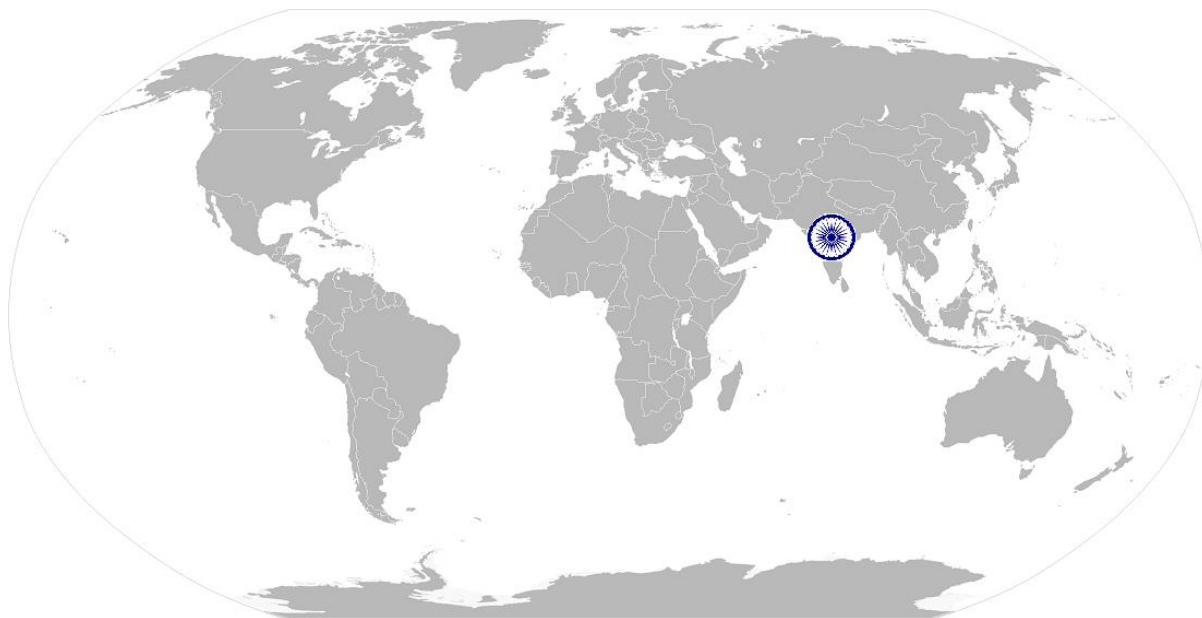


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## NOS Version Control

NOS Code	ASC/N0002		
Credits(NSQF) [OPTIONAL]	4	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15

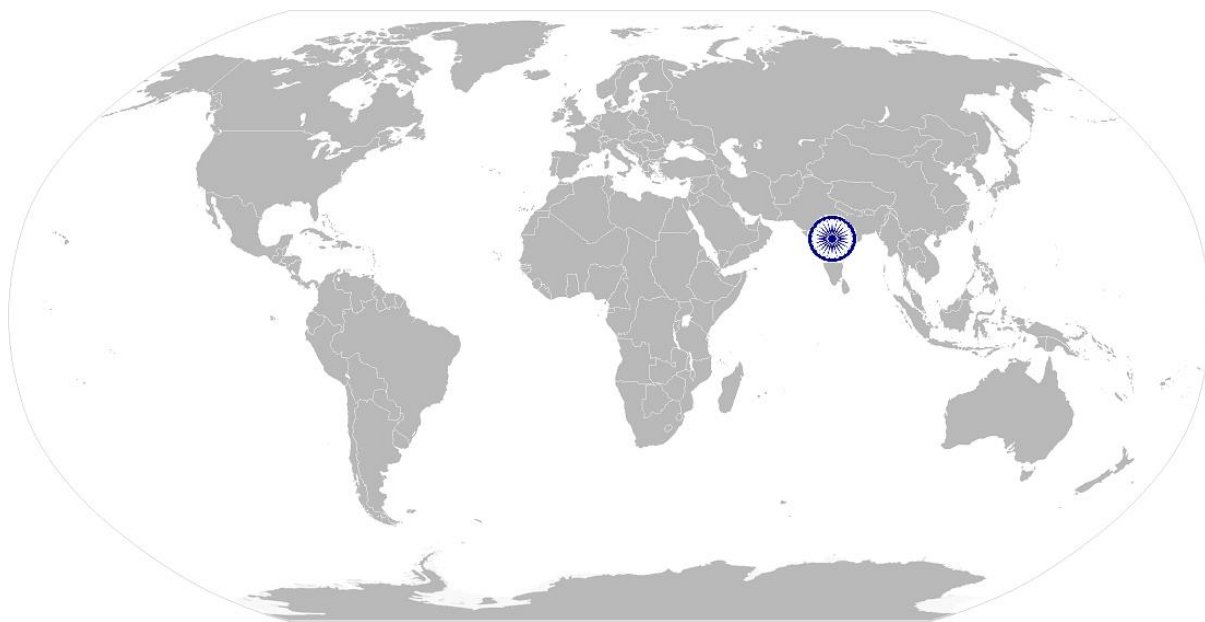


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Practice HSE and security related guidelines

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# National Occupational Standards



## 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.

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Practice HSE and security related guidelines

National Occupational Standard

<b>Unit Code</b>	<b>ASC/N 0012</b>
<b>Unit Title (Task)</b>	<b>Practice HSE and security related guidelines</b>
<b>Description</b>	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.
<b>Scope</b>	<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>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>Communicating potential accident points</b>	<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>
<b>Cleanliness and hygiene</b>	<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>
<b>Limit damage to people/client and public</b>	<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 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</p> <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</p>

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## Practice HSE and security related guidelines

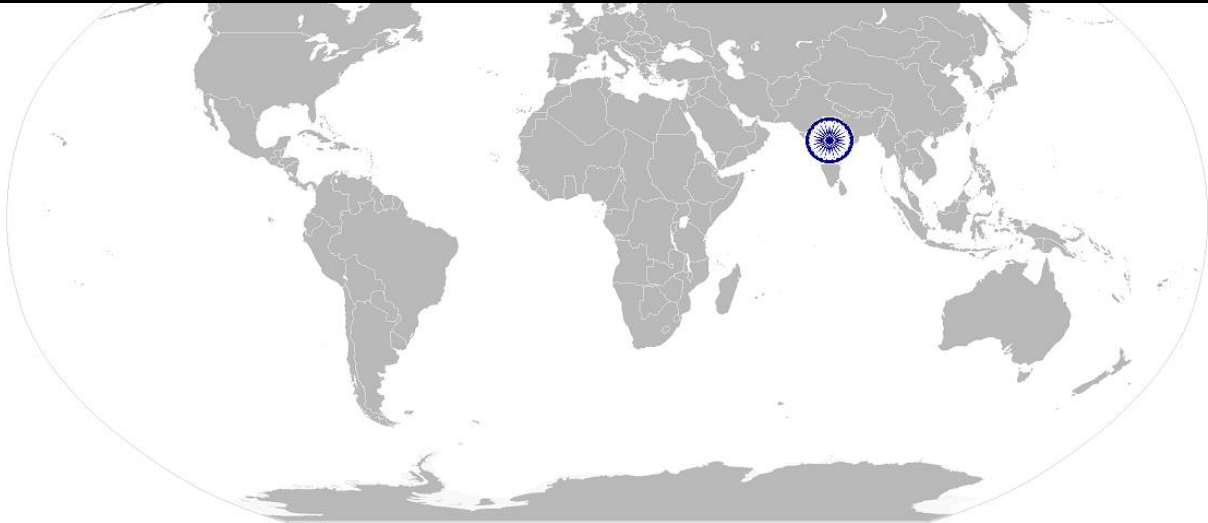
	is meeting the emission norms. In case not get the vehicle re-tuned/ adjusted. PC14. Get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms.
<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. organization's instructions or guidelines relating to dealing with and reporting safety and emergency issues KA2. what action you can take, and are authorized to take, to limit danger KA3. methods of effective and appropriate communication to let others know about the safety, cleanliness and emergency situations KA4. where and how to get help in dealing with safety and emergency situations
<b>B. Technical Knowledge</b>	The individual on the job needs to know and understand: KA5. how to use appropriate equipment and alarm systems to limit danger KA6. alternate routes in case of natural calamity, road construction work etc.
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<b>Communication skills</b>
	The user/ individual on the job needs to know and understand how to: SA1. to effectively communicate the safety, cleanliness and emergency issues
	<b>Organizing skills</b>
	The user/ individual on the job needs to know and understand how to: SA2. keep all the safety equipments in an organized manner so that there is no difficulty to find them SA3. keep the work environment clean
<b>B. Professional Skills</b>	<b>Decision making</b>
	The user/ individual on the job needs to know and understand how to: SB1. report potential sources of danger SB2. follow prescribed procedure to address safety and emergency issues
	<b>Reflective thinking</b>
	The user/individual on the job needs to know and understand how to: SB3. learn from past mistakes regarding use of safety and emergency issues
	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to: SB4. spot safety and cleanliness issues

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## NOS Version Control

NOS Code	ASC/N0012		
Credits(NSQF) [OPTIONAL]	4	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	20/07/13
Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15



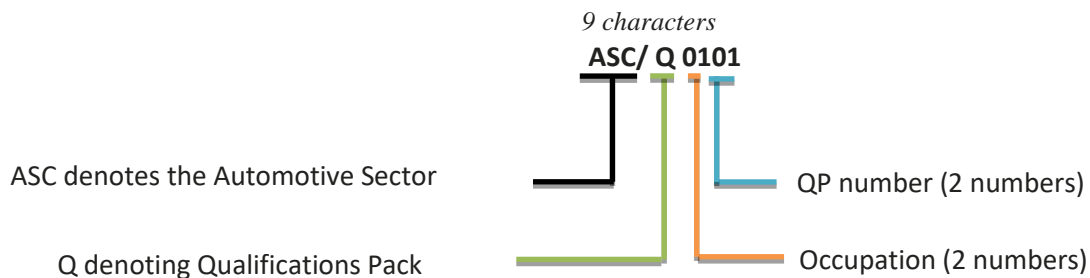
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## Annexure

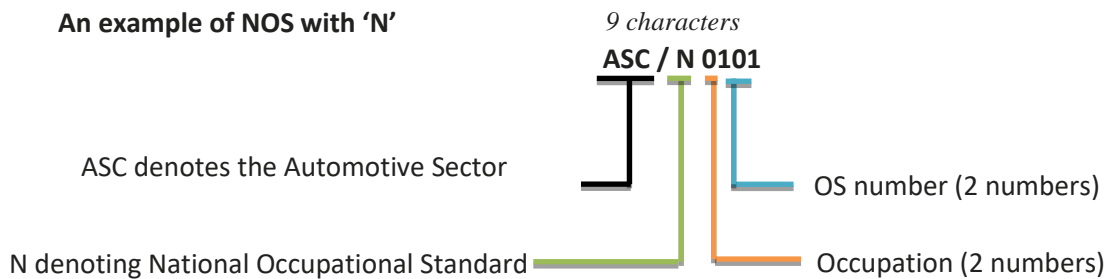
### Nomenclature for QP and NOS

#### Qualifications Pack



#### Occupational Standard

##### An example of NOS with 'N'



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## Practice HSE and security related guidelines

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	10
Next two numbers	OS number	12



### Qualification Pack for Commercial Vehicle Driver

Criteria for assessment of Trainees
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JOB ROLE	Commercial Vehicle Driver L4
Qualification Pack	ASC/Q 9703
No. Of NOS	3 Role specific ,2 generic

#### 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.

NOS No.	Compulsory NOS Name	Marks Allocation			
		Total Marks	Out of	Theory	Practical
<b>ASC/N9703 Assess and ensure road worthiness of the vehicle</b>	PC1. report to duty on time as per the schedule	100	15	5	10
	PC2. collect information on daily and weekly route/delivery schedule and special instructions		17	5	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.		17	5	12
	PC4. compliance to duty closure procedure on completion of responsibilities for the day		17	5	12
	PC5. deposit passenger's personal property/goods delivery note if any		17	5	12
	PC6. inform about accidents, break downs etc. during the day if any and also about any altercation		17	5	12

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	between driver/conductor/ assistant and passengers / public / officials				
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N9705</b> <b>Drive safely</b> <b>and efficiently</b> <b>on the</b> <b>assigned</b> <b>route</b> <b>including</b> <b>long distance</b> <b>trips</b>	PC1. check that the vehicle meets basic legal and compliance related requirements as per: <ul style="list-style-type: none"> <li>the organization guidelines e.g. rule books of STUs</li> <li>CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs</li> <li>any other safety, security and environmental guidelines</li> </ul>	100	11	3	8
	PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change		12	4	8
	PC3. record all deviations observed while carrying out PC1 and PC2		17	5	12
	PC4. record any other deviations observed during the trip		17	5	12
	PC5. supervise and ensure all basic technical checks have been carried out as per standard organization check list / procedure		17	5	12
	PC6. report actual or possible defects to the senior driver or supervisor in enough detail so they can diagnose the problem.		13	4	9
	PC7. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.		13	4	9
		<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N9701</b> <b>Coordinate</b> <b>with depot/</b> <b>branch office</b>	PC1. conform to standard driving practices covering such as <ul style="list-style-type: none"> <li>confirm all checks have been carried out for road worthiness of the vehicle.</li> <li>confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available.</li> <li>start the vehicle and before moving re confirm all gauges are functioning</li> <li>after starting but within few meters of moving to check the brakes.</li> <li>change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration</li> </ul>	100	37	12	25

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## Practice HSE and security related guidelines

	<ul style="list-style-type: none"> <li>▪ use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely</li> <li>▪ 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.</li> <li>▪ use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly</li> <li>▪ monitor and respond correctly to gauges, warning lights and other aids when driving</li> <li>▪ in case of any malfunctioning or breakdown, to immediately attend to the problem by : <ul style="list-style-type: none"> <li>○ stopping the vehicle at a safe place</li> <li>○ carrying out a quick diagnostic check</li> <li>○ carrying out minor adjustments or temporary repairs if possible</li> <li>○ asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available</li> </ul> </li> <li>▪ at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.</li> </ul>				
	<p>PC2. conform to state specific traffic regulations such as</p> <ul style="list-style-type: none"> <li>▪ change lanes safely at appropriate speed and observing traffic conditions</li> <li>▪ overtake other road users legally, safely and by using correct signalling</li> <li>▪ 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.</li> <li>▪ signal your intentions correctly to other road users within a safe, systematic routine</li> <li>▪ respond appropriately to all permanent and temporary traffic signals, signs and road markings</li> </ul>		37	12	25

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	<p>as well as hand signals of traffic policeman.</p> <ul style="list-style-type: none"> <li>▪ use indicators and arm signals to signal intentions as per the traffic requirements</li> <li>▪ Use the parking light when stationary, where needed</li> <li>▪ select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke</li> <li>▪ check for oncoming cyclists, pedestrians and other traffic before opening your door</li> <li>▪ remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.</li> </ul>				
	PC3. 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.		26	6	20
		<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	100	7	2	5
	PC2. Work with colleagues		9	3	6
	PC3. Pass on information to colleagues in line with organisational requirements		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</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

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**Practice HSE and security related guidelines**

<b>guidelines</b>	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 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		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>500</b>	<b>150</b>	<b>350</b>
	<b>Percentage Weightage:</b>			<b>30%</b>	<b>70%</b>
	<b>Minimum Pass % to qualify (aggregate):</b>			<b>70%</b>	