









Commercial Vehicle Driver

Goods Transportation/ Passenger Transportation

QP Code: ASC/Q9703

Version: 5.0

NSQF Level: 3

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ASC/Q9703: Commercial Vehicle Driver

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.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

- 1. ASC/N9809: Organize work and resources (Road Transportation)
- 2. ASC/N9607: Ensure roadworthiness and drive a heavy motor vehicle (HMV) safely
- 3. ASC/N9606: Ensure roadworthiness of Electric Vehicle (EV)
- 4. DGT/VSQ/N0101: Employability Skills (30 Hours)

Electives(mandatory to select at least one):

Elective 1: Goods Transportation

1. ASC/N9612: Perform cargo and goods delivery operations

Elective 2: Passenger Transportation

1. ASC/N9613: Perform heavy passenger vehicle operations









Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	3
Credits	14
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8331.0301
Minimum Educational Qualification & Experience	10th grade pass with 1 year NTC plus NAC OR 10th grade pass with 1.5 years of experience of relevant experience OR 11th grade pass with 1 Year of experience of relevant experience OR Certificate-NSQF (Light Motor Vehicle Level 2.5) with 1.5 years of experience relevant experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	One year old LMV license mandatory as per CMVR act with Mandatory age of 19 years
Minimum Job Entry Age	19 Years
Last Reviewed On	NA
Next Review Date	18/02/2028
NSQC Approval Date	18/02/2025
Version	5.0
Reference code on NQR	QG-03-AU-03583-2025-V2-ASDC
NQR Version	2.0









ASC/N9809: Organize work and resources (Road Transportation)

Description

This NOS unit is about maintaining working environment safe and secure, maintaining health and hygiene and practicing optimizing use of resources as per organizational standards.

Scope

The scope covers the following:

- Maintain safe and secure working environment
- Maintain health and hygiene
- Material/energy conservation practices

Elements and Performance Criteria

Maintain safe and secure working environment

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

- **PC1.** organize work as per the organization's health, safety and security policies and procedures
- PC2. identify the risks and hazards associated while driving and their causes and preventions
- **PC3.** check and ensure the functioning of vehicle before commencing work
- PC4. identify and report vehicle maintenance and repair requirements/risks as per SOP, if any
- **PC5.** take corrective measures and follow standard first-aid procedures in case of an accident
- **PC6.** ensure safety of all passengers and immediately report any breaches to the appropriate authority

Maintain health and hygiene

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

- **PC7.** ensure vehicle and equipment are regularly cleaned and sanitized
- **PC8.** wash hands with soap and use alcohol-based sanitizer regularly
- **PC9.** avoid contact with ill people and self-isolate in a similar situation
- **PC10.** wear and dispose of PPEs regularly and appropriately
- **PC11.** report hygiene and sanitation issues to appropriate authority, if any
- PC12. follow processes specified for disposal of hazardous waste

Material/energy conservation practices

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

- PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle
- **PC14.** use resources in a responsible manner
- **PC15.** check for spills/leakages in the vehicle with caution
- **PC16.** plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify
- **PC17.** report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle









PC18. ensure the various equipment of the vehicle is properly connected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** organisations procedures for health, safety and security, individual role and responsibilities in this context
- **KU2.** organizations emergency procedures for different emergency situations and the importance of following the same
- **KU3.** how and when to report hazards, as well as the limits of responsibility for dealing with hazards
- **KU4.** potential hazards, risks and threats based on the nature of work
- **KU5.** efficient utilization of material and water
- **KU6.** common sources of pollution and ways to minimize it
- **KU7.** categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- **KU8.** usage of different colours of dustbins
- **KU9.** significance of greening
- **KU10.** organisation's policies to maintain personal health and hygiene at the workplace
- **KU11.** helpline number related to the women safety
- **KU12.** standard first-aid procedures
- **KU13.** appropriate action to be taken in case of accidents, agitations, road block, etc.

Generic Skills (GS)

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

- **GS1.** read safety instructions/guidelines
- **GS2.** modify work practices to improve them
- **GS3.** ask for clarifications from superior about the job requirement
- **GS4.** work with supervisors/team members to carry out work related tasks
- **GS5.** complete tasks efficiently and accurately within the stipulated time
- **GS6.** inform/report to concerned person in case of any problem
- **GS7.** make timely decisions for efficient utilization of resources
- GS8. write in at least one language and complete written work with attention to detail
- **GS9.** be punctual, utilize time and manage workload efficiently









Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain safe and secure working environment	17	11	-	5
PC1. organize work as per the organization's health, safety and security policies and procedures	3	2	-	1
PC2. identify the risks and hazards associated while driving and their causes and preventions	3	2	-	1
PC3. check and ensure the functioning of vehicle before commencing work	3	2	-	1
PC4. identify and report vehicle maintenance and repair requirements/risks as per SOP, if any	3	2	-	1
PC5. take corrective measures and follow standard first-aid procedures in case of an accident	2	2	-	1
PC6. ensure safety of all passengers and immediately report any breaches to the appropriate authority	3	1	-	-
Maintain health and hygiene	15	11	-	8
PC7. ensure vehicle and equipment are regularly cleaned and sanitized	2	1	-	1
PC8. wash hands with soap and use alcohol-based sanitizer regularly	1	2	-	1
PC9. avoid contact with ill people and self-isolate in a similar situation	3	3	-	1
PC10. wear and dispose of PPEs regularly and appropriately	3	2	-	1
PC11. report hygiene and sanitation issues to appropriate authority, if any	3	1	-	2
PC12. follow processes specified for disposal of hazardous waste	3	2	-	2
Material/energy conservation practices	18	8	-	7
PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle	3	2	-	1
PC14. use resources in a responsible manner	2	1	-	1









Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. check for spills/leakages in the vehicle with caution	3	1	-	1
PC16. plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify	4	2	-	2
PC17. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle	3	1	-	1
PC18. ensure the various equipment of the vehicle is properly connected	3	1	-	1
NOS Total	50	30	-	20









National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9809
NOS Name	Organize work and resources (Road Transportation)
Sector	Automotive
Sub-Sector	
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025









ASC/N9607: Ensure roadworthiness and drive a heavy motor vehicle (HMV) safely

Description

This NOS unit is about examining the vehicle, conforming to standard driving practices, following traffic rules and regulations, managing vehicle faults while driving on the route, delivering goods safely and transportation the passengers.

Scope

The scope covers the following:

- Examine the vehicle before the trip
- Drive the commercial vehicle (CV) as per standard driving practices
- Follow traffic rules and regulation
- · Attend vehicle faults
- Drive the passengers to the destination

Elements and Performance Criteria

Examine the vehicle before the trip

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

- **PC1.** check and conform the vehicle's condition as per health and safety guidelines before starting the trip
- **PC2.** ensure the vehicle meets the legal and compliance requirements like pollution test, load limit, height and length of body, etc.
- **PC3.** carry out routine maintenance checks on the vehicle such as tyre air pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves, trolly, latches, etc.
- **PC4.** check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, air suspension, etc.
- **PC5.** maintain records of all deviations observed while carrying out internal/external checks on vehicle
- **PC6.** report defects/deviations to the concerned persons
- **PC7.** determine roadworthiness of the vehicle and use another vehicle if the vehicle is found unfit
- **PC8.** inspect all gauges, warning lights for proper functioning
- **PC9.** ensure the doors are locked before moving the vehicle

Drive the commercial vehicle (CV) as per standard driving practices

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

- **PC10.** perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM, parking camera and releasing of handbrakes, etc.
- **PC11.** insert key or press the ignition switch to start the vehicle after glue plug (diesel IC engine only) sign disappears









- **PC12.** coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control
- **PC13.** manoeuvre the vehicle responsibly by monitoring speed within limit in different road conditions ensuring vehicle, occupants and goods safety
- **PC14.** coordinate the accelerator, steering control and brakes appropriately for safe driving, stopping and vehicle parking
- PC15. ensure maximum vehicle fuel (Petrol/diesel/CNG) efficiency while driving

Follow traffic rules and regulation

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

- **PC16.** follow traffic guidelines while driving like avoiding excessive honking, passing through a railway crossing, taking U-turns, passing an overbridge, etc.
- **PC17.** keep safe distance from other vehicles
- PC18. maintain prescribed speed limits at all times and avoid rod hog
- **PC19.** park the vehicle within the area dedicated for commercial vehicles at appropriate spots
- **PC20.** follow local and state specific driving laws and traffic regulations, including overloading
- **PC21.** turn off the ignition at red lights or after parking the vehicle to obtain better fuel efficiency

Attend vehicle faults

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

- **PC22.** keep a check on all gauges, warning lights, unusual sound/vibrations, CNG Leakage, etc. while driving and respond accordingly
- **PC23.** stop the vehicle at a safe place in case of any malfunction and turn off the ignition
- PC24. conduct a quick diagnostic check on the vehicle after certain intervals of travel time
- PC25. perform minor adjustments or temporary repairs like replacement/top-up of oil/tyres air
- PC26. pressure wash the vehicle, clean windshield, etc. during halts
- **PC27.** report the problem to the concerned person(s) to get appropriate help from the command office
- **PC28.** take the vehicle to the service point for corrective action in case of major defect or accident, if any

Drive the passengers to the destination

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

- **PC29.** follow a specific timetable and drive on a planned route during the duty hours
- **PC30.** ensure that the passenger's luggage is boarded and secured before starting the trip
- **PC31.** communicate with ticket collector to confirm passenger payments before starting the trip
- PC32. ensure passenger safety during the journey, and while boarding and de-boarding
- **PC33.** report unruly behavior from passengers to the command office
- **PC34.** inform command office regarding delays or any issues during the journey/route

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization's policies on roadworthiness requirements, basic compliance to technical standards and safety requirements









- KU2. quality norms and standards prescribed in the Quality Manual by the organization
- **KU3.** standard check list to examine the vehicle before the trip
- **KU4.** methods to examine the vehicle before and after the trip
- KU5. different sections and rules of Motor Vehicle Act, 1988
- **KU6.** CMVR guidelines issued by MoRTH (Ministry of Road Transport & Highways)
- KU7. guidelines issued by State Road Transport Authorities like RTOs
- **KU8.** escalation procedure followed in the organization
- **KU9.** basic functionalities of the technical equipment of the vehicle
- **KU10.** safe and fuel-efficient driving techniques
- **KU11.** basic troubleshooting techniques of the vehicle
- **KU12.** latest traffic laws and state and federal transit regulations
- **KU13.** procedure to take the vehicle to the service/repair point for corrective action like parts replacements, etc.
- **KU14.** organizational reporting and documentation policies

Generic Skills (GS)

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

- **GS1.** read safety instructions/guidelines/procedures
- **GS2.** communicate effectively with the passengers, supervisors and colleagues
- **GS3.** comply with all rules and regulations
- GS4. write in English/any one language
- **GS5.** make timely decisions for efficient utilization of resources
- **GS6.** complete tasks efficiently and accurately within stipulated time









Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Examine the vehicle before the trip	6	14	-	2
PC1. check and conform the vehicle's condition as per health and safety guidelines before starting the trip	1	2	-	-
PC2. ensure the vehicle meets the legal and compliance requirements like pollution test, load limit, height and length of body, etc.	1	-	-	-
PC3. carry out routine maintenance checks on the vehicle such as tyre air pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves, trolly, latches, etc.	1	2	-	-
PC4. check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, air suspension, etc.	-	2	-	-
PC5. maintain records of all deviations observed while carrying out internal/external checks on vehicle	-	2	-	-
PC6. report defects/deviations to the concerned persons	1	-	-	-
PC7. determine roadworthiness of the vehicle and use another vehicle if the vehicle is found unfit	1	2	-	1
PC8. inspect all gauges, warning lights for proper functioning	1	2	-	1
PC9. ensure the doors are locked before moving the vehicle	-	2	-	-
Drive the commercial vehicle (CV) as per standard driving practices	1	12	-	3
PC10. perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM, parking camera and releasing of handbrakes, etc.	-	2	-	1
PC11. insert key or press the ignition switch to start the vehicle after glue plug (diesel IC engine only) sign disappears	-	2	-	-









Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control	-	2	-	-
PC13. manoeuvre the vehicle responsibly by monitoring speed within limit in different road conditions ensuring vehicle, occupants and goods safety	-	2	-	-
PC14. coordinate the accelerator, steering control and brakes appropriately for safe driving, stopping and vehicle parking	1	2	-	1
PC15. ensure maximum vehicle fuel (Petrol/diesel/CNG) efficiency while driving	-	2	-	1
Follow traffic rules and regulation	8	7	-	2
PC16. follow traffic guidelines while driving like avoiding excessive honking, passing through a railway crossing, taking U-turns, passing an overbridge, etc.	2	2	-	1
PC17. keep safe distance from other vehicles	2	2	-	-
PC18. maintain prescribed speed limits at all times and avoid rod hog	2	1	-	-
PC19. park the vehicle within the area dedicated for commercial vehicles at appropriate spots	-	1	-	-
PC20. follow local and state specific driving laws and traffic regulations, including overloading	1	-	-	-
PC21. turn off the ignition at red lights or after parking the vehicle to obtain better fuel efficiency	1	1	-	1
Attend vehicle faults	7	6	-	7
PC22. keep a check on all gauges, warning lights, unusual sound/vibrations, CNG Leakage, etc. while driving and respond accordingly	2	2	-	1
PC23. stop the vehicle at a safe place in case of any malfunction and turn off the ignition	1	-	-	1
PC24. conduct a quick diagnostic check on the vehicle after certain intervals of travel time	-	2	-	1









Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC25. perform minor adjustments or temporary repairs like replacement/top-up of oil/tyres air	1	2	-	1
PC26. pressure wash the vehicle, clean windshield, etc. during halts	1	-	-	1
PC27. report the problem to the concerned person(s) to get appropriate help from the command office	1	-	-	1
PC28. take the vehicle to the service point for corrective action in case of major defect or accident, if any	1	-	-	1
Drive the passengers to the destination	8	11	-	6
PC29. follow a specific timetable and drive on a planned route during the duty hours	2	2	-	1
PC30. ensure that the passenger's luggage is boarded and secured before starting the trip	1	2	-	1
PC31. communicate with ticket collector to confirm passenger payments before starting the trip	1	-	-	1
PC32. ensure passenger safety during the journey, and while boarding and de-boarding	2	2	-	1
PC33. report unruly behavior from passengers to the command office	1	3	-	1
PC34. inform command office regarding delays or any issues during the journey/route	1	2	-	1
NOS Total	30	50	-	20









National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9607
NOS Name	Ensure roadworthiness and drive a heavy motor vehicle (HMV) safely
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025









ASC/N9606: Ensure roadworthiness of Electric Vehicle (EV)

Description

This NOS unit is about ensuring the roadworthiness of Electric vehicles before the trip and follow the relevant guidelines.

Scope

The scope covers the following:

- Ensure roadworthiness of Electric Vehicle
- Follow CMVR and State guidelines

Elements and Performance Criteria

Ensure roadworthiness of Electric Vehicle

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

- **PC1.** identify the basics of driving an Electric Vehicle as against an Internal Combustion (IC) Engine
- **PC2.** ensure the availability of tools required for the basic maintenance of the EV as mentioned in the Work Instructions/SOPs
- **PC3.** ensure optimum charging in Electric Vehicle
- **PC4.** apply the OEM's Standard Operating Procedures (SOP) to identify the basic electrical/electronic faults
- **PC5.** identify maximum level of vehicle battery charging and different charging sockets
- **PC6.** identify dashboard's signs, signals, sensors, switches, gauges, Human Machine Interface (HMI) & Electronic Instrument Cluster (EIC)
- **PC7.** complete required statutory documents relevant to safety
- **PC8.** inform to concerned person in case of any problem

CMVR and state guidelines

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

- **PC9.** follow CMVR (Central Motor Vehicle Rules) guidelines issued by MoRTH (Ministry of Road Transport & Highways)
- **PC10.** follow guidelines issued by RTOs and safety guidelines for EV issued by relevant authorities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** basic functionalities and driving techniques of the Electric Vehicle
- KU2. CMVR guidelines issued by MoRTH
- **KU3.** guidelines issued by RTOs and safety guidelines for EV issued by relevant authorities
- **KU4.** quality norms and standards prescribed in the Instructional Manual or SOP









- **KU5.** types of charging connector and time required for a full charge using either fast or slow chargers
- **KU6.** various type of batteries used in the EV and their maintenance procedures
- KU7. different functions related to battery
- **KU8.** usage of lights, ignition, electronic and air-conditioning systems etc. at various stages of battery
- KU9. related electronic systems including active and passive safety systems specific to EV
- **KU10.** different type of tools used to diagnose technical faults
- **KU11.** standard symbols and singages used in the EV

Generic Skills (GS)

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

- **GS1.** read safety instructions/guidelines
- **GS2.** complete tasks efficiently and accurately within stipulated time
- **GS3.** make timely decisions for efficient utilization of resources
- **GS4.** write in English/any one language









Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure roadworthiness of Electric Vehicle	24	40	-	15
PC1. identify the basics of driving an Electric Vehicle as against an Internal Combustion (IC) Engine	3	6	-	2
PC2. ensure the availability of tools required for the basic maintenance of the EV as mentioned in the Work Instructions/SOPs	3	5	-	2
PC3. ensure optimum charging in Electric Vehicle	3	5	-	2
PC4. apply the OEM's Standard Operating Procedures (SOP) to identify the basic electrical/electronic faults	3	5	-	2
PC5. identify maximum level of vehicle battery charging and different charging sockets	3	4	-	2
PC6. identify dashboard's signs, signals, sensors, switches, gauges, Human Machine Interface (HMI) & Electronic Instrument Cluster (EIC)	3	5	-	2
PC7. complete required statutory documents relevant to safety	4	5	-	2
PC8. inform to concerned person in case of any problem	2	5	-	1
CMVR and state guidelines	6	10	-	5
PC9. follow CMVR (Central Motor Vehicle Rules) guidelines issued by MoRTH (Ministry of Road Transport & Highways)	3	5	-	3
PC10. follow guidelines issued by RTOs and safety guidelines for EV issued by relevant authorities	3	5	-	2
NOS Total	30	50	-	20









National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9606
NOS Name	Ensure roadworthiness of Electric Vehicle (EV)
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025









DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following:

- Introduction to Employability Skills
- Constitutional values Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values - Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others

PC6. work with others in a team









Diversity & Inclusion

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

- **PC7.** communicate and behave appropriately with all genders and PwD
- PC8. report any issues related to sexual harassment

Financial and Legal Literacy

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

- **PC9.** use various financial products and services safely and securely
- **PC10.** calculate income, expenses, savings etc.
- **PC11.** approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

- PC12. operate digital devices and use its features and applications securely and safely
- **PC13.** use internet and social media platforms securely and safely

Entrepreneurship

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

- PC14. identify and assess opportunities for potential business
- PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

- **PC16.** identify different types of customers
- **PC17.** identify customer needs and address them appropriately
- **PC18.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC19. create a basic biodata
- **PC20.** search for suitable jobs and apply
- PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** need for employability skills
- **KU2.** various constitutional and personal values
- **KU3.** different environmentally sustainable practices and their importance
- **KU4.** Twenty first (21st) century skills and their importance
- **KU5.** how to use basic spoken English language
- **KU6.** Do and dont of effective communication
- **KU7.** inclusivity and its importance
- KU8. different types of disabilities and appropriate communication and behaviour towards PwD
- **KU9.** different types of financial products and services









- **KU10.** how to compute income and expenses
- **KU11.** importance of maintaining safety and security in financial transactions
- **KU12.** different legal rights and laws
- **KU13.** how to operate digital devices and applications safely and securely
- KU14. ways to identify business opportunities
- KU15. types of customers and their needs
- **KU16.** how to apply for a job and prepare for an interview
- **KU17.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- **GS1.** communicate effectively using appropriate language
- GS2. behave politely and appropriately with all
- **GS3.** perform basic calculations
- **GS4.** solve problems effectively
- **GS5.** be careful and attentive at work
- **GS6.** use time effectively
- **GS7.** maintain hygiene and sanitisation to avoid infection









Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values - Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-









Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	4	6	-	-
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	1	3	-	-
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	20	30	-	-









National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025









ASC/N9612: Perform cargo and goods delivery operations

Description

This NOS unit is about the ensuring compliance to duty, coordinating with the control authorized person, delivering goods and escalating the problems to supervisor/authorized person.

Scope

The scope covers the following:

- Ensure compliance to duty
- Coordinate with the control/authorized person
- Deliver the goods at the destination and collect the receipt
- Escalate the problem reporting to supervisor/ authorized person

Elements and Performance Criteria

Ensure compliance to duty

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

- **PC1.** obtain duty schedule from the concerned person
- **PC2.** report to duty on time as per the schedule
- PC3. wear proper uniform and PPE like masks, gloves, etc. as per standards
- **PC4.** follow proper duty closure procedure on completion of responsibilities for the day

Coordinate with the control room/authorized person

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

- **PC5.** liaise with the control room to get the details of the pickup goods and information of traffic
- **PC6.** inform the concerned person regarding the inability to reach the pickup point on time because of traffic jams, vehicle breakdown, etc. in case of any delay
- **PC7.** perform trip-end activities at the control room post dropping of the goods with compliance to duty closure and procedure

Deliver the goods at the destination and collect the receipt

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

- **PC8.** check and confirm the details of the goods as per invoice
- **PC9.** load the goods and secure them firmly in the vehicle
- **PC10.** cover the goods with waterproof/resistant sheets in case of rainfall
- **PC11.** unload the goods, get these checked by the receiver and take receipt of delivery
- **PC12.** coordinate with the control room about the delivery and take further instructions

Escalate the problem reporting to supervisor/authorized person

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

- **PC13.** check the vehicle for defects and inform the supervisor/authorized person as per SOP
- **PC14.** report the incidents, accidents, breakdowns, minor altercation, etc. during the day, if any to the supervisor/authorized person









Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. standard policies regarding duty, reporting, and associated compliances
- **KU2.** types and usage of PPE like face masks, hand gloves, use of sanitizer. etc.
- KU3. dress code and code of conduct related to the duty
- **KU4.** procedure to plan route
- **KU5.** Standard procedures to coordinate with the control room/depot/branch office/authorized person
- **KU6.** vehicle inspection checklist and procedures
- KU7. escalation procedure during emergency situation
- KU8. procedure to check invoice
- KU9. techniques to load and unload goods

Generic Skills (GS)

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

- GS1. read and interpret road safety instructions, guidelines, and procedures
- GS2. communicate effectively with the passengers, supervisors, colleagues and control room
- GS3. write in English/any one language
- **GS4.** fill the complaints pertaining to the vehicle which needs company officer's attention
- **GS5.** make timely decisions for efficient utilization of resources
- **GS6.** complete tasks efficiently and accurately within the stipulated time
- **GS7.** resolve conflict while dealing with public









Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure compliance to duty	7	14	-	7
PC1. obtain duty schedule from the concerned person	1	3	-	2
PC2. report to duty on time as per the schedule	2	3	-	2
PC3. wear proper uniform and PPE like masks, gloves, etc. as per standards	2	4	-	2
PC4. follow proper duty closure procedure on completion of responsibilities for the day	2	4	-	1
Coordinate with the control room/authorized person	6	13	-	3
PC5. liaise with the control room to get the details of the pickup goods and information of traffic	2	3	-	1
PC6. inform the concerned person regarding the inability to reach the pickup point on time because of traffic jams, vehicle breakdown, etc. in case of any delay	2	5	-	1
PC7. perform trip-end activities at the control room post dropping of the goods with compliance to duty closure and procedure	2	5	-	1
Deliver the goods at the destination and collect the receipt	11	20	-	6
PC8. check and confirm the details of the goods as per invoice	2	4	-	1
PC9. load the goods and secure them firmly in the vehicle	2	4	-	1
PC10. cover the goods with waterproof/resistant sheets in case of rainfall	2	4	-	1
PC11. unload the goods, get these checked by the receiver and take receipt of delivery	2	4	-	1
PC12. coordinate with the control room about the delivery and take further instructions	3	4	-	2









Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Escalate the problem reporting to supervisor/authorized person	6	3	-	4
PC13. check the vehicle for defects and inform the supervisor/authorized person as per SOP	3	3	-	2
PC14. report the incidents, accidents, breakdowns, minor altercation, etc. during the day, if any to the supervisor/authorized person	3	-	-	2
NOS Total	30	50	-	20









National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9612
NOS Name	Perform cargo and goods delivery operations
Sector	Automotive
Sub-Sector	
Occupation	Driving
NSQF Level	3
Credits	2
Version	1.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025









ASC/N9613: Perform heavy passenger vehicle operations

Description

This NOS unit is about operate heavy passenger vehicle like bus by following organizational procedures.

Scope

The scope covers the following:

- Ensure compliance to duty
- Plan and prepare for work
- Pickup and drop passengers at the destination
- Escalate the problem reporting to supervisor/ authorized person

Elements and Performance Criteria

Ensure compliance to duty

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

- **PC1.** report to duty on time as per the schedule and obtain duty schedule from the reporting manager at the depo/branch office
- **PC2.** wear proper uniform and batch as per standards
- **PC3.** inform the reporting manager well in advance in case of sickness, leave or delay in reaching/picking up the passenger at their destination

Plan and prepare for work

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

- **PC4.** liaise with the control room/authorized person to obtain bus travelling route
- **PC5.** select appropriate/fastest route considering passenger safety, the road traffic condition and distance
- **PC6.** stay alert about bad traffic or weather conditions
- **PC7.** inspect vehicles and check gas, oil, and water levels prior to departure
- PC8. maintain a clean and orderly bus interior

Pickup and drop passengers at the destination

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

- **PC9.** operate a bus safely and efficiently to transport passengers to various destinations
- **PC10.** drive bus over specified routes or to specified destinations according to time schedules, complying with traffic regulations to ensure that passengers have a smooth and safe ride
- PC11. park vehicles at loading areas so that passengers can board
- **PC12.** greet the customer appropriately as per the standards
- **PC13.** check details of passengers incase of pre-booking by following organizational procedures
- PC14. collect fares and issue tickets or passes as needed
- PC15. announce stops to passengers
- **PC16.** assist passengers with boarding and exiting the bus









- **PC17.** assist passengers, such as elderly or individuals with disabilities, on and off bus, ensure they are seated properly, help carry baggage, and answer questions about bus schedules or routes
- PC18. communicate with other drivers as needed to coordinate routes and schedules
- **PC19.** follow proper closure procedures on completion of responsibilities for the day, e. g. park the bus at a dedicated zone, lock the bus, engage hand brake, etc.
- **PC20.** attend training sessions and meetings as required

Escalate the problem reporting to supervisor/authorized person

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

- **PC21.** inspect the bus before and after each trip to ensure it is in good working condition
- **PC22.** keep a record about the vehicle service schedule and coordinate with authorized person for periodic maintenance, if required
- **PC23.** inform in advance to the concerned authority about the repair needed on the vehicle for rectification of faults, if any
- **PC24.** report any accidents, incidents, or mechanical problems to the appropriate authorities

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- **KU1.** standard policies regarding duty, reporting, and associated compliances
- **KU2.** types and usage of PPE like face masks, hand gloves, use of sanitizer. etc.
- **KU3.** dress code and code of conduct related to the duty
- **KU4.** procedure to plan route
- **KU5.** Standard procedures to coordinate with the control room/depot/branch office/authorized person
- **KU6.** relevant workplace standards and duty of care requirements
- **KU7.** awareness of the geographical area and different routes within the city
- **KU8.** usage of smart devices running GPS or vehicle in-built navigation system
- **KU9.** methods to calculate route fare/ per km rates within the city
- **KU10.** SOP to prepare monthly vehicle log book
- **KU11.** efficient driving practices using gear, clutch and brakes appropriately
- **KU12.** SOP to keep the vehicle in proper condition by cleaning its vital parts for longer life span and vehicle fitness
- **KU13.** vehicle inspection checklist and procedures
- **KU14.** escalation procedure during emergency situation

Generic Skills (GS)

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

- **GS1.** read and interpret road safety instructions, guidelines, and procedures
- **GS2.** communicate effectively with the passengers, supervisors, colleagues and control room









- **GS3.** write in English/any one language
- **GS4.** fill the complaints pertaining to the vehicle which needs company officer's attention
- **GS5.** make timely decisions for efficient utilization of resources
- **GS6.** complete tasks efficiently and accurately within the stipulated time
- **GS7.** resolve conflict while dealing with public









Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure compliance to duty	3	3	-	1
PC1. report to duty on time as per the schedule and obtain duty schedule from the reporting manager at the depo/branch office	1	1	-	-
PC2. wear proper uniform and batch as per standards	1	1	-	-
PC3. inform the reporting manager well in advance in case of sickness, leave or delay in reaching/picking up the passenger at their destination	1	1	-	1
Plan and prepare for work	6	10	-	5
PC4. liaise with the control room/authorized person to obtain bus travelling route	1	2	-	1
PC5. select appropriate/fastest route considering passenger safety, the road traffic condition and distance	1	2	-	1
PC6. stay alert about bad traffic or weather conditions	1	1	-	1
PC7. inspect vehicles and check gas, oil, and water levels prior to departure	1	2	-	1
PC8. maintain a clean and orderly bus interior	2	3	-	1
Pickup and drop passengers at the destination	17	29	-	10
PC9. operate a bus safely and efficiently to transport passengers to various destinations	2	3	-	1
PC10. drive bus over specified routes or to specified destinations according to time schedules, complying with traffic regulations to ensure that passengers have a smooth and safe ride	2	4	-	2
PC11. park vehicles at loading areas so that passengers can board	1	2	-	1









Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. greet the customer appropriately as per the standards	1	2	-	1
PC13. check details of passengers incase of prebooking by following organizational procedures	1	1	-	-
PC14. collect fares and issue tickets or passes as needed	1	2	-	1
PC15. announce stops to passengers	1	1	-	-
PC16. assist passengers with boarding and exiting the bus	1	2	-	-
PC17. assist passengers, such as elderly or individuals with disabilities, on and off bus, ensure they are seated properly, help carry baggage, and answer questions about bus schedules or routes	2	3	-	1
PC18. communicate with other drivers as needed to coordinate routes and schedules	2	4	-	1
PC19. follow proper closure procedures on completion of responsibilities for the day, e. g. park the bus at a dedicated zone, lock the bus, engage hand brake, etc.	1	2	-	1
PC20. attend training sessions and meetings as required	2	3	-	1
Escalate the problem reporting to supervisor/authorized person	4	8	-	4
PC21. inspect the bus before and after each trip to ensure it is in good working condition	1	2	-	1
PC22. keep a record about the vehicle service schedule and coordinate with authorized person for periodic maintenance, if required	1	2	-	1
PC23. inform in advance to the concerned authority about the repair needed on the vehicle for rectification of faults, if any	1	2	-	1
PC24. report any accidents, incidents, or mechanical problems to the appropriate authorities	1	2	-	1









Assessment Criteria for Outcomes	Theory	Practical	Project	Viva
	Marks	Marks	Marks	Marks
NOS Total	30	50	-	20









National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9613				
NOS Name	Perform heavy passenger vehicle operations				
Sector	Automotive				
Sub-Sector					
Occupation	Driving				
NSQF Level	3				
Credits	2				
Version	1.0				
Last Reviewed Date	18/02/2025				
Next Review Date	18/02/2028				
NSQC Clearance Date	18/02/2025				

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

- 1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Element/ Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each Element/ PC.
- 2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
- 3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
- 4. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training center (as per assessment criteria below).
- 5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
- 6. To pass the Qualification Pack assessment, every trainee should score the Recommended Pass % aggregate for the QP.
- 7. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.









Minimum Aggregate Passing % at QP Level: 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9809.Organize work and resources (Road Transportation)	50	30	-	20	100	5
ASC/N9607.Ensure roadworthiness and drive a heavy motor vehicle (HMV) safely	30	50	-	20	100	25
ASC/N9606.Ensure roadworthiness of Electric Vehicle (EV)	30	50	-	20	100	30
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	5
Total	130	160	-	60	350	65

Elective: 1 Goods Transportation

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9612.Perform cargo and goods delivery operations	30	50	-	20	100	35
Total	30	50	-	20	100	35

Elective: 2 Passenger Transportation









National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9613.Perform heavy passenger vehicle operations	30	50	-	20	100	35
Total	30	50	-	20	100	35









Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
ORVM	Outside Rear View Mirror
GPS	Global Positioning System
CMVR	Central Motor Vehicles Rules
RTO	Regional Transport Authority
MORTH	Ministry of Road Transport & Highways
ORVM	Outside Rear View Mirror
GPS	Global Positioning System
CMVR	Central Motor Vehicles Rules
RTO	Regional Transport Authority
MORTH	Ministry of Road Transport & Highways
ORVM	Outside Rear View Mirror
GPS	Global Positioning System
CMVR	Central Motor Vehicles Rules
RTO	Regional Transport Authority
MORTH	Ministry of Road Transport & Highways
RTO	Regional Transport Office
CMVR	Central Motor Vehicles Rules
НМІ	Human Machine Interface
EIC	Electronic Instrument Cluster









Glossary

Sector	Sector is a conglomeration of different business operations having similar business and interests. It may also be defined as a distinct subset of the economy whose components share similar characteristics and interests.
Sub-sector	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
Occupation	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
Occupational Standards (OS)	OS specify the standards of performance an individual must achieve when carrying out a function in the workplace, together with the Knowledge and Understanding (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	NOS are occupational standards which apply uniquely in the Indian context.
Qualifications Pack (QP)	QP comprises the set of OS, together with the educational, training and other criteria required to perform a job role. A QP is assigned a unique qualifications pack code.
Unit Code	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
Unit Title	Unit title gives a clear overall statement about what the incumbent should be able to do.
Description	Description gives a short summary of the unit content. This would be helpful to anyone searching on a database to verify that this is the appropriate OS they are looking for.
Scope	Scope is a set of statements specifying the range of variables that an individual may have to deal with in carrying out the function which have a critical impact on quality of performance required.









Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) are a group of skills that are the key to learning and working in today's world. These skills are typically needed in any work environment in today's world. These skills are typically needed in any work environment. In the context of the OS, these include communication related skills that are applicable to most job roles.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.