

Qualification Pack



Taxi Driver

Passenger Driver/ Delivery Driver

QP Code: ASC/Q9705

Version: 4.0

NSQF Level: 3

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ASC/Q9705: Taxi Driver

Brief Job Description

The individual in this job needs to help passengers in commuting from one destination to another in the private/hired vehicle, complete trip-end activities and and communicating effectively with colleagues, customers, and others

Personal Attributes

The job requires the individual to be polite and remain calm and composed at all times. The incumbent should be able to drive for long and/or awkward hours under tough road conditions.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9809: Organize work and resources \(Road Transportation\)](#)
2. [ASC/N9704: Drive responsibly and ensure road worthiness of vehicle](#)
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: Passenger Driver

1. [ASC/N9614: Perform passenger taxi operations](#)

Elective 2: Delivery Driver

1. [ASC/N9615: Deliver Goods and Couriers in LMV](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation

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Occupation	Driving
Country	India
NSQF Level	3
Credits	11
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8322.0201
Minimum Educational Qualification & Experience	11th Class OR 10th Class (1-Year NAC/NTC) OR 10th Class with 1.5 years of experience Relevant
Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	One year old LMV licence mandatory as per CMVR act
Minimum Job Entry Age	19 Years
Last Reviewed On	NA
Next Review Date	18/02/2028
NSQC Approval Date	18/02/2025
Version	4.0
Reference code on NQR	QG-03-AU-03582-2025-V2-ASDC
NQR Version	2.0

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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

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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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	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	-	-
<i>Maintain health and hygiene</i>	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
<i>Material/energy conservation practices</i>	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

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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

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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

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ASC/N9704: Drive responsibly and ensure road worthiness of vehicle

Description

This OS unit is about examining the vehicle, conforming to standard driving practices, following traffic rules and regulations and managing vehicle faults while driving on the route to reach safely and on time.

Scope

The scope covers the following :

- Examine the vehicle before the trip
- Drive the LMV conforming to the standard driving practices
- Follow traffic rules and regulation
- Manage vehicle faults

Elements and Performance Criteria

Examine the vehicle before the trip

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

- PC1.** inspect 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, etc.
- PC3.** perform routine maintenance checks on the vehicle for tyre pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves etc.
- PC4.** check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, etc.
- PC5.** prepare a to-do list for repair requirement, if any
- PC6.** record all deviations observed while carrying out checks
- PC7.** report actual or potential defects/deviations to the senior driver/owner/service supervisor
- PC8.** determine roadworthiness of the vehicle and use another vehicle if the current vehicle is found unfit
- PC9.** confirm all gauges and warning lights are functioning properly before moving the vehicle

Drive the LMV conforming to the 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 and releasing of handbrakes, etc.
- PC11.** insert or press the ignition key/button to start the vehicle
- PC12.** coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control
- PC13.** maneuver the vehicle safely and responsibly while regulating the speed in all weather and road conditions by coordinating the operation of all controls
- PC14.** use the accelerator, steering control and brakes correctly for safe driving, stopping and parking the vehicle

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PC15. ensure maximum 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 guidelines on the road while driving like avoiding excessive honking, driving on high beam, loud music, etc.

PC17. maintain a safe distance from other vehicles

PC18. ensure the vehicle is within the prescribed speed limits at all times and avoid road hog

PC19. ensure proper parking at appropriate spots

PC20. adhere to local and state specific driving laws and traffic regulations, including overloading

PC21. turn off ignition at red lights or after parking the vehicle to enhance fuel efficiency

Manage vehicle faults

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

PC22. monitor and respond correctly to gauges, warning lights, CNG leakage etc. while driving

PC23. ensure to stop the vehicle at a safe place in case of any malfunction and turn off the ignition

PC24. carry out a quick diagnostic check

PC25. carry out minor adjustments or temporary repairs like replacement/top-up of oil, change of tyres/wipers, etc. if possible

PC26. report the exact nature of the problem to the supervisor to get appropriate help from the command office

PC27. take the vehicle to the service point for corrective action in case of major defect or accident

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. different sections and rules of Motor Vehicle Act, 1988

KU5. CMVR guidelines issued by MoRTH (Ministry of Road Transport & Highways)

KU6. guidelines issued by State Road Transport Authorities like RTOs

KU7. escalation procedure followed in the organization

KU8. basic functionalities of the technical equipment of the vehicle

KU9. safe and fuel-efficient driving techniques

KU10. basic troubleshooting techniques of the vehicle

KU11. latest traffic regulations

KU12. organizational procedure to take the vehicle to the service/repair point for corrective action like parts replacements

Generic Skills (GS)

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

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Examine the vehicle before the trip</i>	9	13	-	8
PC1. inspect and conform the vehicle's condition as per health and safety guidelines before starting the trip	1	1	-	1
PC2. ensure the vehicle meets the legal and compliance requirements like pollution test, load limit, etc.	1	2	-	1
PC3. perform routine maintenance checks on the vehicle for tyre pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves etc.	1	3	-	1
PC4. check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, etc.	1	1	-	1
PC5. prepare a to-do list for repair requirement, if any	1	1	-	1
PC6. record all deviations observed while carrying out checks	1	1	-	1
PC7. report actual or potential defects/deviations to the senior driver/owner/service supervisor	1	1	-	1
PC8. determine roadworthiness of the vehicle and use another vehicle if the current vehicle is found unfit	1	2	-	-
PC9. confirm all gauges and warning lights are functioning properly before moving the vehicle	1	1	-	1
<i>Drive the LMV conforming to the standard driving practices</i>	8	13	-	6
PC10. perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM and releasing of handbrakes, etc.	1	1	-	1
PC11. insert or press the ignition key/button to start the vehicle	2	3	-	1

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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	1	2	-	1
PC13. maneuver the vehicle safely and responsibly while regulating the speed in all weather and road conditions by coordinating the operation of all controls	2	3	-	1
PC14. use the accelerator, steering control and brakes correctly for safe driving, stopping and parking the vehicle	1	2	-	1
PC15. ensure maximum fuel (Petrol/diesel/CNG) efficiency while driving	1	2	-	1
<i>Follow traffic rules and regulation</i>	7	14	-	3
PC16. follow guidelines on the road while driving like avoiding excessive honking, driving on high beam, loud music, etc.	1	2	-	-
PC17. maintain a safe distance from other vehicles	2	3	-	1
PC18. ensure the vehicle is within the prescribed speed limits at all times and avoid road hog	1	2	-	-
PC19. ensure proper parking at appropriate spots	1	2	-	1
PC20. adhere to local and state specific driving laws and traffic regulations, including overloading	1	3	-	1
PC21. turn off ignition at red lights or after parking the vehicle to enhance fuel efficiency	1	2	-	-
<i>Manage vehicle faults</i>	6	10	-	3
PC22. monitor and respond correctly to gauges, warning lights, CNG leakage etc. while driving	2	1	-	-
PC23. ensure to stop the vehicle at a safe place in case of any malfunction and turn off the ignition	1	2	-	1
PC24. carry out a quick diagnostic check	-	2	-	1
PC25. carry out minor adjustments or temporary repairs like replacement/top-up of oil, change of tyres/wipers, etc. if possible	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. report the exact nature of the problem to the supervisor to get appropriate help from the command office	1	2	-	1
PC27. take the vehicle to the service point for corrective action in case of major defect or accident	1	2	-	-
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9704
NOS Name	Drive responsibly and ensure road worthiness of vehicle
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	18/02/2025
Next Review Date	18/02/2028
NSQC Clearance Date	18/02/2025

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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

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure roadworthiness of Electric Vehicle</i>	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
<i>CMVR and state guidelines</i>	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

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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

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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

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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

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- 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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	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.	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
<i>Communication Skills</i>	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
<i>Financial and Legal Literacy</i>	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

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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	-	-	-	-
<i>Essential Digital Skills</i>	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	-	-	-	-
<i>Entrepreneurship</i>	3	5	-	-
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
<i>Customer Service</i>	2	2	-	-
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	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	-	-

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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

Qualification Pack

ASC/N9614: Perform passenger taxi operations

Description

This OS unit is about ensuring compliance to duty, liaising with the control room/depot/branch office/authorized person, escalating the problem to supervisor/authorized person, pick and dropping the passenger to their destination safely, and performing trip-end activities as per standards.

Scope

The scope covers the following :

- Ensure compliance to duty
- Liaise with the control room/depot/branch office/authorized person
- Escalate the problem to the supervisor/authorized person
- Drop the passenger safely at the destination
- Perform trip-end activities

Elements and Performance Criteria

Ensure compliance to duty

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

- PC1.** report to the authorised person on time as per the duty schedule
- PC2.** wear proper uniform on duty and follow organizational safety policy for himself and passenger like PPE kit, hand gloves, sanitiser spray, etc. as per standards

Liaise with the control room/depot/branch office/authorized person

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

- PC3.** obtain daily duty schedule from the reporting manager at the depo/branch office
- PC4.** coordinate with control room regarding passenger details, pickup location, route and information about the traffic
- PC5.** inform the reporting manager well in advance in case of sickness, leave or delay in reaching/picking up the passenger at their destination

Escalate the problem to supervisor/authorized person

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

- PC6.** report any vehicle defects or maintenance requirements to the authorised person as per SOP
- PC7.** inform the authorized person about incidents like accidents, breakdowns, change in route/destination, unpaid trips, etc. happened during performing the duty if any

Drop the passenger safely at the destination

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

- PC8.** check and confirm the details of the passenger and destination before the pick-up
- PC9.** reach the pick-up location on time and greet the passenger as per standards
- PC10.** provide assistance to the passenger while entering and exiting the vehicle, if required
- PC11.** assist passenger in loading their luggage and arranging them in the boot or at the appropriate place in the vehicle

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- PC12.** secure the overhead luggage with waterproof/resistant sheets/cover in case of rainfall
- PC13.** operate infotainment system or entertainment media available inside the vehicle as per the contract or passenger convenience
- PC14.** use advanced driving and safety features of vehicle like Cruise Control, ADAS etc. as per the requirement

Perform trip-end activities

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

- PC15.** perform trip-end activities at the control room post dropping of the passenger like taking payments, providing receipt etc.
- PC16.** follow proper duty closure procedure on completion of tasks for the day like cleaning of vehicle, parking at the designated area, securing the vehicle, visual checks and handing over the vehicle keys to the manager
- PC17.** maintain a monthly vehicle log book to record the number of trips, daily run in km, repairs and fuel filled

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational policies on duty, reporting, procedure and associated compliance
- KU2.** usage of PPE kit like face masks, hand gloves, use of sanitizer etc.
- KU3.** reporting structure of the organization
- KU4.** communication protocol and procedure for communicating with the control room/ authorised person during duty hours
- KU5.** standard escalation procedure followed during emergency situation
- KU6.** awareness of the geographical area and different routes within the city
- KU7.** usage of smart devices running GPS or vehicle in-built navigation system
- KU8.** methods to calculate route fare/ per km rates within the city
- KU9.** SOP to prepare monthly vehicle log book
- KU10.** efficient driving practices using gear, clutch and brakes appropriately
- KU11.** SOP to keep the vehicle in proper condition by cleaning its vital parts for longer life span and vehicle fitness

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

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure compliance to duty</i>	4	-	-	3
PC1. report to the authorised person on time as per the duty schedule	2	-	-	1
PC2. wear proper uniform on duty and follow organizational safety policy for himself and passenger like PPE kit, hand gloves, sanitiser spray, etc. as per standards	2	-	-	2
<i>Liaise with the control room/depot/branch office/authorized person</i>	4	6	-	2
PC3. obtain daily duty schedule from the reporting manager at the depo/branch office	-	-	-	1
PC4. coordinate with control room regarding passenger details, pickup location, route and information about the traffic	2	6	-	-
PC5. inform the reporting manager well in advance in case of sickness, leave or delay in reaching/picking up the passenger at their destination	2	-	-	1
<i>Escalate the problem to supervisor/authorized person</i>	2	8	-	4
PC6. report any vehicle defects or maintenance requirements to the authorised person as per SOP	2	8	-	2
PC7. inform the authorized person about incidents like accidents, breakdowns, change in route/destination, unpaid trips, etc. happened during performing the duty if any	-	-	-	2
<i>Drop the passenger safely at the destination</i>	11	28	-	7
PC8. check and confirm the details of the passenger and destination before the pick-up	2	5	-	2
PC9. reach the pick-up location on time and greet the passenger as per standards	-	5	-	1
PC10. provide assistance to the passenger while entering and exiting the vehicle, if required	2	5	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. assist passenger in loading their luggage and arranging them in the boot or at the appropriate place in the vehicle	2	3	-	1
PC12. secure the overhead luggage with waterproof/resistant sheets/cover in case of rainfall	3	6	-	1
PC13. operate infotainment system or entertainment media available inside the vehicle as per the contract or passenger convenience	-	-	-	1
PC14. use advanced driving and safety features of vehicle like Cruise Control, ADAS etc. as per the requirement	2	4	-	1
<i>Perform trip-end activities</i>	9	8	-	4
PC15. perform trip-end activities at the control room post dropping of the passenger like taking payments, providing receipt etc.	3	-	-	2
PC16. follow proper duty closure procedure on completion of tasks for the day like cleaning of vehicle, parking at the designated area, securing the vehicle, visual checks and handing over the vehicle keys to the manager	3	-	-	-
PC17. maintain a monthly vehicle log book to record the number of trips, daily run in km, repairs and fuel filled	3	8	-	2
NOS Total	30	50	-	20

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9614
NOS Name	Perform passenger taxi 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

Qualification Pack

ASC/N9615: Deliver Goods and Couriers in LMV

Description

This NOS unit is about delivering goods and couriers to customer in a LMV by following organizational procedures.

Scope

The scope covers the following :

- Ensure compliance to duty
- Plan and prepare for work
- Pickup and 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

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 get and clarify the details of the customer and pickup goods
- PC5.** obtain and confirm the details of package like pick-up and delivery points, size, weight and configuration of materials as well as any special handling requirements to be couriered
- PC6.** check and confirm the details of the goods as per invoice
- PC7.** locate the pick-up and delivery points
- PC8.** plan the delivery route based on an analysis of distance, travel times, customer requirements, resource implications and known priorities

Pickup and deliver the goods at the destination and collect the receipt

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

- PC9.** 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
- PC10.** reach the customer pick-up locations and collect the packages by following organizational procedures
- PC11.** contact with customers is conducted courteously and efficiently
- PC12.** identify and measure the size, weight and configuration of items to be delivered as required
- PC13.** load the goods and secure them firmly in the vehicle
- PC14.** sort the items to be deliver into route order

Qualification Pack

- PC15.** handle the items to be deliver securely and in a manner that minimises the risk of damage, theft, mis-delivery and loss
- PC16.** items requiring special treatment are picked up or delivered as specified and relevant documentation is completed accurately
- PC17.** pick up or deliver the items are within specified times
- PC18.** unload and deliver the goods to delivery point, get these checked by the receiver and take receipt of delivery
- PC19.** coordinate with the control room/authorized person about the delivery and take further instructions
- PC20.** perform trip-end activities at the control room post dropping of the goods with compliance to duty closure and procedure
- PC21.** process the undelivered and undeliverable items in accordance with workplace policies and procedures
- PC22.** complete and check the documentation and records for accuracy and give promptly to appropriate personnel

Escalate the problem reporting to supervisor/authorized person

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

- PC23.** check the vehicle for defects and inform the supervisor/authorized person as per SOP
- PC24.** report the incidents, accidents, breakdowns, minor altercation, etc. during pick-up or delivery, if any to relevant personnel

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.** basic mathematical operations and techniques needed to plan pick-up and delivery routes and schedules, and to complete financial transactions involved
- KU7.** pick-up and delivery procedures, policies and instructions
- KU8.** procedure to check invoice
- KU9.** techniques to load and unload goods
- KU10.** procedures for identifying and using relevant workplace technology when carrying out workplace calculations
- KU11.** relevant workplace standards and duty of care requirements
- KU12.** safe lifting and carrying policies and procedures
- KU13.** systems and equipment used during pick-up and delivery processes and instructions, processes and precautions for their use
- KU14.** vehicle inspection checklist and procedures

Qualification Pack

KU15. 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

Qualification Pack

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure compliance to duty</i>	3	3	-	1
PC1. obtain duty schedule from the concerned person	1	1	-	-
PC2. report to duty on time as per the schedule	1	1	-	-
PC3. wear proper uniform and PPE like masks, gloves, etc. as per standards	1	1	-	1
<i>Plan and prepare for work</i>	6	10	-	5
PC4. liaise with the control room/authorized person to get and clarify the details of the customer and pickup goods	1	2	-	1
PC5. obtain and confirm the details of package like pick-up and delivery points, size, weight and configuration of materials as well as any special handling requirements to be couriered	1	2	-	1
PC6. check and confirm the details of the goods as per invoice	1	1	-	1
PC7. locate the pick-up and delivery points	1	2	-	1
PC8. plan the delivery route based on an analysis of distance, travel times, customer requirements, resource implications and known priorities	2	3	-	1
<i>Pickup and deliver the goods at the destination and collect the receipt</i>	19	33	-	12
PC9. 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	1	1	-	1
PC10. reach the customer pick-up locations and collect the packages by following organizational procedures	2	3	-	1
PC11. contact with customers is conducted courteously and efficiently	1	2	-	1

Qualification Pack

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. identify and measure the size, weight and configuration of items to be delivered as required	1	2	-	1
PC13. load the goods and secure them firmly in the vehicle	1	1	-	-
PC14. sort the items to be deliver into route order	1	2	-	1
PC15. handle the items to be deliver securely and in a manner that minimises the risk of damage, theft, mis-delivery and loss	1	2	-	1
PC16. items requiring special treatment are picked up or delivered as specified and relevant documentation is completed accurately	1	2	-	-
PC17. pick up or deliver the items are within specified times	3	5	-	2
PC18. unload and deliver the goods to delivery point, get these checked by the receiver and take receipt of delivery	2	4	-	1
PC19. coordinate with the control room/authorized person about the delivery and take further instructions	1	2	-	-
PC20. perform trip-end activities at the control room post dropping of the goods with compliance to duty closure and procedure	2	3	-	1
PC21. process the undelivered and undeliverable items in accordance with workplace policies and procedures	1	2	-	1
PC22. complete and check the documentation and records for accuracy and give promptly to appropriate personnel	1	2	-	1
<i>Escalate the problem reporting to supervisor/authorized person</i>	2	4	-	2
PC23. check the vehicle for defects and inform the supervisor/authorized person as per SOP	1	2	-	1
PC24. report the incidents, accidents, breakdowns, minor altercation, etc. during pick-up or delivery, if any to relevant personnel	1	2	-	1

Qualification Pack

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

Qualification Pack

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9615
NOS Name	Deliver Goods and Couriers in LMV
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 Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the 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 the 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. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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	10
ASC/N9704.Drive responsibly and ensure road worthiness of vehicle	30	50	-	20	100	25
ASC/N9606.Ensure roadworthiness of Electric Vehicle (EV)	30	50	-	20	100	20
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	130	160	-	60	350	65

Elective: 1 Passenger Driver

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9614.Perform passenger taxi operations	30	50	-	20	100	35
Total	30	50	-	20	100	35

Elective: 2 Delivery Driver

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National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9615.Deliver Goods and Couriers in LMV	30	50	-	20	100	35
Total	30	50	-	20	100	35

Qualification Pack

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
RTO	Regional Transport Office
CMVR	Central Motor Vehicles Rules
HMI	Human Machine Interface
EIC	Electronic Instrument Cluster
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
HMI	Human Machine Interface
EIC	Electronic Instrument Cluster
ORVM	Outside Rear View Mirror
GPS	Global Positioning System
CMVR	Central Motor Vehicles Rules

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RTO	Regional Transport Authority
MORTH	Ministry of Road Transport & Highways
RTO	Regional Transport Office
CMVR	Central Motor Vehicles Rules
HMI	Human Machine Interface
EIC	Electronic Instrument Cluster
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
HMI	Human Machine Interface
EIC	Electronic Instrument Cluster

Qualification Pack

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.

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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.