Qualification Pack

Chauffeur

QP Code: ASC/Q9711

Version: 4.0

NSQF Level: 4

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Qualification Pack

Contents

ASC/Q9711: Chauffeur

Brief Job Description

The individual is responsible for completing the trip and other activities such ensuring compliance to duty, coordinating and executing the tasks, etc. as per organizational standards to ensure customer centricity on the job and communicating effectively with colleagues, customers and others.

Personal Attributes

This job requires the individual to drive for long and awkward hours and unpredictable schedules. Individual must be polite and dependable with the ability to remain calm and composed under stressful conditions of traffic and demanding customers.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. ASC/N9816: Manage work and resources (Road Transportation)

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

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

4. ASC/N9719: Drop the customer safely and collect the applicable fare

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	4
Credits	10
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8322.0101

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Minimum Educational Qualification & Experience	12th Class with 4 Years of experience as LMV driver/Taxi Driver OR 10th grade pass with 3 Years of experience OR Certificate-NSQF (Taxi Driver Level 3) with 3 Years of experience
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	One year old LMV licence mandatory as per CMVR act
Minimum Job Entry Age	18 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-04-AU-03590-2025-V2-ASDC
NQR Version	2.0

ASC/N9816: Manage work and resources (Road Transportation)

Description

This OS unit is about ensuring a safe and secure working environment, working as per quality standard, following sustainable practices and managing wastE effectively.

Scope

The scope covers the following :

- Maintain safe and secure working environment
- Ensure work as per quality standards
- Material/energy/electricity conservation practices
- Effective waste management/recycling 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. identify hazardous activities and the possible causes of risks or accidents in the workplace

PC2. report any breaches in health, safety and security policies and procedures to the designated person

PC3. conduct regular checks of the vehicle to avoid any accident

PC4. ensure that all the tools/equipment/spare parts are arranged as per standard procedures

PC5. follow standard procedures in case of emergency

PC6. make sure work area is kept clean and tidy

Ensure work as per quality standards

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

PC7. identify work requirements and comply with the same

PC8. identify work that fails the requirements, specified quality standards and ensure timely corrective action is taken

PC9. implement ways to manage time, resources and cost-effectively

PC10. take accountability for timely completion of the task

PC11. analyse and validate the problem accurately and communicate different possible solutions to the problem

Material/energy/electricity conservation practices

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

PC12. identify processes where material and energy/electricity utilization can be optimized

PC13. identify possibilities of using renewable energy and environment friendly fuels

PC14. checks for spills/leakages around the work area periodically and take corrective actions or escalate to the appropriate authority if unable to rectify

Effective waste management/recycling practices

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

PC15. ensure recyclable, non-recyclable and hazardous wastes are segregated as per SOP

PC16. ensure proper mechanism is followed while collecting and disposing of non-recyclable, recyclable and reusable waste

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organisation procedures for health, safety and security, individual role and responsibilities in this context

KU2. the organisations emergency procedures for different emergency situations and the importance of following the same

KU3. evacuation procedures for workers and visitors

KU4. how and when to report hazards as well as the limits of responsibility for dealing with hazards

KU5. how and when to report hazards as well as the limits of responsibility for dealing with hazards

KU6. various types of safety signs and their meaning

KU7. appropriate first aid treatment relevant to different condition e.g. bleeding, minor burns, eye injuries etc.

KU8. relevant standards, procedures and policies related to 5S followed in the company

KU9. the various materials used and their storage norms

KU10. importance of efficient utilisation of material and water

KU11. basics of electricity and prevalent energy efficient devices

KU12. common practices of conserving electricity

KU13. common sources and ways to minimize pollution

KU14. categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics

KU15. waste management techniques

KU16. significance of greening

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. work with supervisors/team members to carry out work related tasks

GS4. complete tasks efficiently and accurately within stipulated time

GS5. inform/report to concerned person in case of any problem

GS6. make timely decisions for efficient utilization of resources

GS7. write reports such as accident report, in at least English/regional language

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain safe and secure working environment	**16**	**8**	**-**	**7**
PC1. identify hazardous activities and the possible causes of risks or accidents in the workplace	2	-	-	1
PC2. report any breaches in health, safety and security policies and procedures to the designated person	2	2	-	1
PC3. conduct regular checks of the vehicle to avoid any accident	3	2	-	1
PC4. ensure that all the tools/equipment/spare parts are arranged as per standard procedures	4	2	-	2
PC5. follow standard procedures in case of emergency	3	-	-	1
PC6. make sure work area is kept clean and tidy	2	2	-	1
Ensure work as per quality standards	**18**	**12**	**-**	**7**
PC7. identify work requirements and comply with the same	2	-	-	1
PC8. identify work that fails the requirements, specified quality standards and ensure timely corrective action is taken	4	3	-	2
PC9. implement ways to manage time, resources and cost-effectively	4	3	-	2
PC10. take accountability for timely completion of the task	4	3	-	1
PC11. analyse and validate the problem accurately and communicate different possible solutions to the problem	4	3	-	1
Material/energy/electricity conservation practices	**10**	**3**	**-**	**4**
PC12. identify processes where material and energy/electricity utilization can be optimized	3	-	-	1
PC13. identify possibilities of using renewable energy and environment friendly fuels	3	-	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC14. checks for spills/leakages around the work area periodically and take corrective actions or escalate to the appropriate authority if unable to rectify	4	3	-	2
Effective waste management/recycling practices	**6**	**7**	**-**	**2**
PC15. ensure recyclable, non-recyclable and hazardous wastes are segregated as per SOP	3	4	-	1
PC16. ensure proper mechanism is followed while collecting and disposing of non-recyclable, recyclable and reusable waste	3	3	-	1
NOS Total	**50**	**30**	**-**	**20**

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9816
NOS Name	Manage work and resources (Road Transportation)
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Generic
NSQF Level	5
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**	**-**	**-**

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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

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

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 rod 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:

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	**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
Drive the LMV conforming to the standard driving practices	**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

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
Follow traffic rules and regulation	**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 rod 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	-	-
Manage vehicle faults	**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	-	-

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**

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

ASC/N9719: Drop the customer safely and collect the applicable fare

Description

This OS unit is about the chauffeur driver coordinating with the customer for completion of multiple activities including dropping customer safely

Scope

The scope covers the following :

- Compliance to duty
- Coordinate and execute the tasks
- Ensuring comfort to the passenger while driving
- Customer centricity on the job
- Additional responsibilities on duty

Elements and Performance Criteria

Compliance to duty

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

PC1. report to the authorised person/owner on time as per the duty schedule and report reason for any absenteeism for the day

PC2. log into the system through the online application or manually signing the register to record attendance when starting the vehicle for the day

PC3. wear proper uniform that is allocated and report any deviations while carrying our duty

Coordinate and execute the tasks

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

PC4. coordinate and communicate the status of previous journey completion

PC5. inform about taking a different route for pick up from the office/schools/shopping malls/clinic/ banks/ service station to the authorised person/owner

PC6. geographically understand different locations to perform a given tasks well in terms of alternatives route, searching address, landmarks, etc. and calculate pick up/drop time or delays in arriving at the destination

PC7. record and report parts/items needed for vehicle maintenance, like topping up water/coolent/brake fluid/power steering oil/engine oil within a certain interval of time

Ensuring comfort to the passenger while driving

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

PC8. confirm details of the passengers like name, booking ID, destination point etc before the pick up

PC9. take permission from passenger/owner to go on an alternate route in case of jams, accidents, road block etc. to save both time and fuel

Customer centricity on the job

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

PC10. handle account keeping for toll, parking charges, fines etc entrusted to the chauffer to avoid delay during the journey

PC11. inform the control room to arrange for another vehicle in case of vehicle break down or any emergency situation

PC12. explain about the inability for a vehicle to reach to the pick-up point

PC13. maintain vehicle in terms of cleanliness levels from inside and outside to meet the expectations of passenger/owner

PC14. keep sufficient stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues, chargers, rain/ sun protection, reading material etc.

PC15. plan any new journey with the support of navigation system (GPS) for reaching out to the desired destination

PC16. operate infotainment system or entertainment media available inside the vehicle to the passenger as per the contract or passenger convenience

PC17. use advanced driving and safety features of vehicle like Cruise Control, ADAS etc. as per the requirement

Additional responsibilities on duty

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

PC18. inform about incidents, accidents, road rage, etc during the day, if any and also about minor altercation with passengers/owner members of the family

PC19. maintain a high standard of self-hygiene and cleanliness especially uniform and should not carry items having strong odor in the car (food, perfume etc)

PC20. understand specific requirements of the passenger in terms of entertainment, comfort and privacy

PC21. keep emergency helpline numbers, fire extinguisher and spare wheel in case of an emergency

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:

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
Compliance to duty	**6**	**6**	**-**	**2**
PC1. report to the authorised person/owner on time as per the duty schedule and report reason for any absenteeism for the day	2	2	-	-
PC2. log into the system through the online application or manually signing the register to record attendance when starting the vehicle for the day	2	2	-	2
PC3. wear proper uniform that is allocated and report any deviations while carrying our duty	2	2	-	-
Coordinate and execute the tasks	**4**	**11**	**-**	**4**
PC4. coordinate and communicate the status of previous journey completion	-	3	-	1
PC5. inform about taking a different route for pick up from the office/schools/shopping malls/clinic/ banks/ service station to the authorised person/owner	-	2	-	-
PC6. geographically understand different locations to perform a given tasks well in terms of alternatives route, searching address, landmarks, etc. and calculate pick up/drop time or delays in arriving at the destination	2	3	-	2
PC7. record and report parts/items needed for vehicle maintenance, like topping up water/coolent/brake fluid/power steering oil/engine oil within a certain interval of time	2	3	-	1
Ensuring comfort to the passenger while driving	**5**	**6**	**-**	**2**
PC8. confirm details of the passengers like name, booking ID, destination point etc before the pick up	3	3	-	2
PC9. take permission from passenger/owner to go on an alternate route in case of jams, accidents, road block etc. to save both time and fuel	2	3	-	-
Customer centricity on the job	**7**	**20**	**-**	**9**

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. handle account keeping for toll, parking charges, fines etc entrusted to the chauffer to avoid delay during the journey	2	4	-	1
PC11. inform the control room to arrange for another vehicle in case of vehicle break down or any emergency situation	1	3	-	2
PC12. explain about the inability for a vehicle to reach to the pick-up point	1	2	-	1
PC13. maintain vehicle in terms of cleanliness levels from inside and outside to meet the expectations of passenger/owner	1	2	-	1
PC14. keep sufficient stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues, chargers, rain/ sun protection, reading material etc.	-	3	-	2
PC15. plan any new journey with the support of navigation system (GPS) for reaching out to the desired destination	1	2	-	1
PC16. operate infotainment system or entertainment media available inside the vehicle to the passenger as per the contract or passenger convenience	1	2	-	1
PC17. use advanced driving and safety features of vehicle like Cruise Control, ADAS etc. as per the requirement	-	2	-	-
Additional responsibilities on duty	**8**	**7**	**-**	**3**
PC18. inform about incidents, accidents, road rage, etc during the day, if any and also about minor altercation with passengers/owner members of the family	2	3	-	2
PC19. maintain a high standard of self-hygiene and cleanliness especially uniform and should not carry items having strong odor in the car (food, perfume etc)	2	2	-	-
PC20. understand specific requirements of the passenger in terms of entertainment, comfort and privacy	2	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC21. keep emergency helpline numbers, fire extinguisher and spare wheel in case of an emergency	2	-	-	-
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9719
NOS Name	Drop the customer safely and collect the applicable fare
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	2
Version	3.0
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.1

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/N9816.Manage work and resources (Road Transportation)	50	30	-	20	100	10
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
ASC/N9704.Drive responsibly and ensure road worthiness of vehicle	30	50	-	20	100	40
ASC/N9719.Drop the customer safely and collect the applicable fare	30	50	-	20	100	40
Total	**130**	**160**	**-**	**60**	**350**	**100**

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

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.