



Model Curriculum

QP Name: E-Rickshaw Driver

QP Code: ASC/Q9606

QP Version: 1.0

NSQF Level: 2.5

Model Curriculum Version: 1.0

Automotive Skills Development Council | 153, Gr Floor, Okhla Industrial Area, Phase – III, Leela Building,
New Delhi – 110020

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Training Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	2.5
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8312.0101
Minimum Educational Qualification and Experience	9th Grade pass OR Certificate-NSQF Level 2 (Driving Assistant) with 1 Year of relevant experience
Pre-Requisite License or Training	Permanent LMV licence mandatory as per CMVR act
Minimum Job Entry Age	18 years
Last Reviewed On	28/02/2023
Next Review Date	28/02/2026
NSQC Approval Date	28/02/2023
QP Version	1.0
Model Curriculum Creation Date	28/02/2023
Model Curriculum Valid Up to Date	28/02/2026
Model Curriculum Version	1.0
Minimum Duration of the Course	270 Hours
Maximum Duration of the Course	270 Hours

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner should have acquired the listed knowledge and skills.

- Apply health, hygiene, and safety practices at the workplace.
- Perform the tasks to utilize the resources in a responsible manner.
- Perform maintenance, servicing and repairing of an e-rickshaw.
- Perform the steps to drive the e-rickshaw while conforming to the standard rules and regulations.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module					
Module 1: Introduction to the role of an E-Rickshaw Driver	5:00	0:00			5:00
ASC/N9809 – Organize Work and Resources (Road Transportation) NOS Version No. 1.0 NSQF Level 3	10:00	15:00	00:00	-	25:00
Module 2: Maintain Health, Hygiene and Safety Standard at the Workplace	05:00	10:00	00:00	-	15:00
Module 3: Perform Waste Disposal and Material Conservation Activities	05:00	05:00	00:00	-	10:00
DGT/VSQ/N0101 - Employability Skills (30 hours) NOS Version No. – 1.0 NSQF Level – 2	12:00	18:00	0:00		30:00
Module 4: Introduction to Employability Skills	0.5:00	0.5:00	0:00		1:00
Module 5: Constitutional values – Citizenship	0.5:00	0.5:00	0:00		1:00
Module 6: Becoming a Professional in the 21st Century	0.5:00	0.5:00	0:00		1:00
Module 7: Basic English Skills	1:00	1:00	0:00		2:00
Module 8: Communication Skills	1.5:00	2.5:00	0:00		4:00
Module 9: Diversity & Inclusion	0.5:00	0.5:00	0:00		1:00
Module 10: Financial and Legal Literacy	1.5:00	2.5:00	0:00		4:00

Module 11: Essential Digital Skills	1:00	2:00	0:00		3:00
Module 12: Entrepreneurship	2.5:00	4.5:00	0:00		7:00
Module 13: Customer Service	1.5:00	2.5:00	0:00		4:00
Module 14: Getting ready for apprenticeship & Jobs	1:00	1:00	0:00		2:00
ASC/N9720 – Charge, repair and maintain the e-rickshaw NOS Version No. –1.0 NSQF Level – 2.5	30:00	45:00	15:00		90:00
Module 15: Charge and maintain battery health	10:00	15:00	05:00		30:00
Module 16: Perform e-rickshaw maintenance activities	20:00	30:00	10:00		60:00
ASC/ N9704 – Drive responsibly and ensure road worthiness of vehicle NOS Version No. 1.0 NSQF Level 3	10:00	20:00	00:00	-	30:00
Module 17: Examine Roadworthiness and drive the e-rickshaw as per standard	05:00	10:00	00:00		15:00
Module 18: Adhere to the traffic rules and basic troubleshooting practices	05:00	10:00	00:00		15:00
ASC/N9716: Pick & drop the customer safely and collect fare NOS Version No. –1.0 NSQF Level – 3	30:00	45:00	15:00		90:00
Module 19: Coordinate with the authorised person	10:00	20:00	05:00		35:00
Module 20: Perform the activities of dropping off the customer safely at the destination	20:00	25:00	10:00		55:00
Total Duration	97:00	143:00	30:00		270:00

Module Details

Module 1: Introduction to the role of an E-Rickshaw Driver

Bridge module

Terminal Outcomes:

- Discuss the role and responsibilities of an E-Rickshaw Driver.

Duration: <05:00>	Duration: <00:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the role and responsibilities of an E-Rickshaw Driver. • Discuss the job opportunities for an E-Rickshaw Driver in the automobile industry. • Explain about Indian automobile manufacturing market. • List various automobile Original Equipment Manufacturers (OEMs) and different products/ models manufactured by them. 	
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 2: Maintain Health, Hygiene and Safety Standard at the Workplace

Mapped to ASC/N9809, v 1.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the ways to organize work as per standard health, safety and security policy and procedures. Outline the concept and importance of personal and workplace hygiene. Explain the ways to clean and sanitize the vehicle and related equipment. List vital points to be checked to ensure proper functioning of the vehicle before commencing work. List the causes of risks and potential hazards in the workplace and ways to prevent them. List the components of the first-aid kit. State the importance of self-isolation in the context of epidemic or pandemic situation. Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace. Recall the helpline number related to the women safety. Explain the procedure to report accident, hazard and any health-related issues as per SOP. 	<ul style="list-style-type: none"> Employ appropriate ways to keep vehicle clean, hygienic and hazard free. Apply appropriate practices to check and ensure proper functioning of vehicle before commencing work. Employ appropriate practices to check and ensure all equipment of the vehicle is properly connected before commencing the work Prepare a sample report for vehicle repair and maintenance requirements as well as safety breaches. Role play on how to report hygiene and sanitation issues to appropriate authority Demonstrate how to provide first-aid in case of an accident. Apply appropriate corrective measures in case of accident Demonstrate the correct ways of washing hands using soap and water as well as sanitize them with alcohol-based sanitizers. Show how to use and dispose of relevant protective equipment as per tasks and work conditions.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Sanitization kit, Hand gloves, Face masks, Safety shield, Fire extinguisher, First aid kit, etc.	

Module 3: Perform Waste Disposal and Material Conservation Activities

Mapped to ASC/N9809, v 1.0

Terminal Outcomes:

- Employ effective waste management practices
- Discuss various conservation practices at the workplace

Duration: 05:00	Duration: 05:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of greening. • List the common sources of pollution and ways to minimize it. • Discuss various types of waste (like dry, wet, recyclable, non-recyclable and items of single-use plastics) and usage of different colours of dustbins according to the waste type. • Elaborate the importance of using the material and water effectively and efficiently at the workplace. • List the ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle. • Explain different methods to check spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle. 	<ul style="list-style-type: none"> • Demonstrate waste disposal procedures at the workplace depending on the types of waste. • Apply appropriate techniques to check and plug spills/leakages in the vehicle. • Dramatize a situation on how to escalate vehicle poor fuel economy, decrease in oil level, coolant or any water/oil leakage issues to appropriate authority. • Show how to use resources in a responsible manner.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Different type of waste bins to collect and segregate waste for disposal	

Module 4: Introduction to Employability Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about Employability Skills in meeting the job requirements

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the importance of Employability Skills in meeting the job requirements 	<ul style="list-style-type: none"> • Demonstrate Employability Skills
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 5: Constitutional values - Citizenship

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Discuss about constitutional values to be followed to become a responsible citizen

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Explain constitutional values, civic rights, duties, citizenship, responsibility towards society etc. that are required to be followed to become a responsible citizen. 	<ul style="list-style-type: none"> • Show how to practice different environmentally sustainable practices
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 6: Becoming a Professional in the 21st Century

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate professional skills required in 21st century

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss 21st century skills. 	<ul style="list-style-type: none"> • Display positive attitude, self -motivation, problem solving, time management skills and continuous learning mindset in different situations.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 7: Basic English Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic English speaking.

Duration: <1:00>	Duration: <1:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss need of basic English skills. 	<ul style="list-style-type: none"> Use appropriate basic English sentences/phrases while speaking
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 8: Communication Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Practice basic communication skills.

Duration: <1.5:00>	Duration: <2.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss need of communication skills Describe importance of team work 	<ul style="list-style-type: none"> Demonstrate how to communicate in a well -mannered way with others. Demonstrate working with others in a team
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 9: Diversity & Inclusion

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe PwD and gender sensitisation.

Duration: <0.5:00>	Duration: <0.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of reporting sexual harassment issues in time 	<ul style="list-style-type: none"> Show how to conduct oneself appropriately with all genders and PwD
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 10: Financial and Legal Literacy

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of managing expenses, income, and savings.

Duration: <1.5:00>	Duration: <2.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of using financial products and services safely and securely. Explain the importance of managing expenses, income, and savings. Explain the significance of approaching the concerned authorities in time for any exploitation as per legal rights and laws 	<ul style="list-style-type: none"> Demonstrate ways of managing expenses, income, and savings.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 11: Essential Digital Skills

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Demonstrate procedure of operating digital devices and associated applications safely.

Duration: <1:00>	Duration: <2:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the significance of using internet for browsing, accessing social media platforms, safely and securely 	<ul style="list-style-type: none"> • Show how to operate digital devices and use the associated applications and features, safely and securely
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 12: Entrepreneurship

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe opportunities as an entrepreneur.

Duration: <2.5:00>	Duration: <4.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the need for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges 	<ul style="list-style-type: none"> Demonstrate ways for identifying opportunities for potential business, sources for arranging money and potential legal and financial challenges
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 13: Customer Service

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of maintaining customer.

Duration: <1.5:00>	Duration: <2.5:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Differentiate between types of customers. Explain the significance of identifying customer needs and addressing them. Discuss the significance of maintaining hygiene and dressing appropriately. 	<ul style="list-style-type: none"> Show how to maintain hygiene and dressing appropriately.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 14: Getting ready for apprenticeship & Jobs

Mapped to DGT/VSQ/N0101

Terminal Outcomes:

- Describe ways of preparing for apprenticeship & Jobs appropriately.

Duration: <1:00>	Duration: <1:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the significance of dressing up neatly and maintaining hygiene for an interview Discuss how to search and register for apprenticeship opportunities 	<ul style="list-style-type: none"> Create a biodata Use various sources to search and apply for jobs
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 15: Charge and maintain battery health

Mapped to ASC/Naaaa, v1.0

Terminal Outcomes:

- Demonstrate how to charge and maintain battery health

Duration: <10:00>	Duration: <15:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List various components/ aggregates of e-rickshaw. • Discuss the road licensing requirements for e-rickshaw in India • Describe basic technology used in and functioning of various systems and components of the e-rickshaw such as: brakes, suspension, steering, hub drive/chain drive, etc. including electrical machines and devices used in electric vehicles such as: charging system, charger, batteries, etc. • Illustrate interconnection of systems with each other and effect of one system on other system • Discuss the information obtained from maintenance schedule, manufacturer's manual, vehicle drawings etc. • Discuss the need of keeping batteries on rubber mats. • Discuss the need of turning off lights, music, etc. of e-rickshaw after exiting from it. 	<ul style="list-style-type: none"> • Show how to read the maintenance schedule of battery and plan for conducting the maintenance. • Show how to check for any warning light on the e-rickshaw meter for low battery. • Demonstrate procedure of charging the vehicle battery at a charging station or on a charger. • Show how to monitor the overloading of E-rickshaw with luggage or passengers. • Apply appropriate ways to check and tighten the loose connections of the battery.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
E-rickshaw, battery, battery charger, manufacturer manual	

Module 16: Perform e-rickshaw maintenance activities

Mapped to ASC/N9720, v1.0

Terminal Outcomes:

- Demonstrate maintenance activities for an e-rickshaw.

Duration: <20:00>	Duration: <30:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List various components /aggregates and the manufacturer's specifications of an electric bicycle. • Discuss basic technology used, functioning and interconnections of various systems and components of an electric bicycle. • List tools, consumables and spare parts required. • Discuss standard schedules and checklists recommended by the OEM/auto component manufacturer for servicing of e-rickshaw. • List the types of tools and equipment used in different processes of an e-rickshaw maintenance. • List the activities need to perform for preparing an e-rickshaw for fault identification and repairing work. • Discuss the safety precautions need to follow during servicing and repairing of an e-rickshaw. • Discuss the symptoms of technical faults, their causes and rectification procedures in e-rickshaw. 	<ul style="list-style-type: none"> • Show how to prepare the e-rickshaw for the maintenance activities. • identify and arrange the tools, consumables and spare parts required during the task • Show how to conduct visual inspection of the e-rickshaw to identify defects and faults in e-rickshaw. • Demonstrate servicing or repairing activities of e-rickshaw such as tire change, checking air pressure, puncture repair, carrying out minor component repair or lubrication of parts, tightening of loose bolts, washing of vehicle etc. as per prescribed standard process. • Demonstrate use of a dry cloth to clean the battery and apply petroleum jelly only on the cable clamps and terminals. • Apply appropriate ways to assess mechanical aggregates of the e-rickshaw for any external impact/bend/incorrect fitment/wear & tear. • Apply appropriate ways to test electrical/ electronic components performance of e-rickshaw. • Demonstrate minor repair/replacement and adjustment of components/aggregate of the e-rickshaw. • Show how to refill the brake oil and differential oil in e-rickshaw. • Show how to check the performance of electric bicycle post repair • Show how to dispose defective batteries and electrical components by following organisational policies and procedures.
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	
E-rickshaw, battery, battery charger, manufacturer manual, maintenance tools and equipment, lubricant, brake oil	

Module 17: Examine Roadworthiness of the Vehicle and Drive the e-rickshaw as per Standard

Mapped to ASC/N9704, v 2.0

Terminal Outcomes:

- Perform the steps to examine the roadworthiness of the vehicles.
- Demonstrate the pre-driving and driving activities conforming to the e-rickshaw standard driving practices.

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the legal, technical, safety and compliance requirements, like pollution test, load limit, etc. as well as roadworthiness parameters for e-rickshaw. • Discuss the quality norms and standards prescribed in the Quality Manual by the organization. • Describe basic functionalities of the technical equipment of the vehicle. • State the importance of examining the standard check list for the vehicle before the trip. • Describe safe and fuel-efficient driving techniques. • Explain the standard escalation procedure regarding vehicle defects or deviation. 	<ul style="list-style-type: none"> • Apply appropriate techniques to perform routine checks on the vehicle for tyre pressure, fuel. (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves, gauges, warning lights, etc. • Employ appropriate practices to check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, etc. • Prepare sample deviation report as per observation while carrying out checks • Draft a sample to-do list for repair requirement. • Demonstrate how to check the roadworthiness of the vehicle. • Create a sample report regarding actual or potential defects and deviations in the vehicle. • Display pre-driving activities like shoulder checking, adjusting IRVM/ORVM and releasing of handbrakes, etc. • Demonstrate the procedure of safe driving starting from inserting or pressing the ignition key/button.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector Screen, Laptop with charger, Power Point Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Light Motor Vehicle, Sample compliance requirements, like pollution test, load limit, etc.	

Module 18: Adhere to the Traffic Rules and Basic Troubleshooting Practices

Mapped to ASC/N9704, v 2.0

Terminal Outcomes:

- Describe the local and state specific traffic rules and regulations.
- Demonstrate basic troubleshooting in case of any malfunction in the vehicle.
- Explain the procedure of reporting the malfunction of the vehicle to the Supervisor.

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss the related rules and sections of Motor Vehicle Act, 1988 as well as CMVR guidelines as stipulated by MoRTH and State Road Transport Authorities like RTOs. • List the local and state specific driving laws and traffic regulations, including overloading. • Discuss the road and traffic guidelines while driving, like avoiding excessive honking, speed, driving on high beam, loud music, and maintaining safe distance from other vehicles, keeping the vehicle within the prescribed speed limit at all times, etc. • Discuss basic troubleshooting techniques for Light Motor Vehicle. • Explain the standard procedure to take the vehicle to the service/repair point for corrective action, like parts replacements. 	<ul style="list-style-type: none"> • Apply appropriate practices to adhere to traffic rules while driving the vehicle. • Demonstrate how to stop and park the vehicle at appropriate spots. • Demonstrate how to monitor and respond appropriately to gauges, warning lights, CNG leakage etc. while driving. • Show how to carry out a diagnostic check and conduct basic troubleshooting in case of any malfunction in the vehicle. • Role play on how to report the exact nature of the problem to the Supervisor to get appropriate help from the command office.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop with charger, Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Light Motor Vehicle, Related spare parts, Sample traffic signals and Road signs.	

Module 19: Coordinate with the Authorised Person

Mapped to ASC/N9716, v 2.0

Terminal Outcomes:

- Describe the appropriate reporting procedure at the duty.
- Employ applicable techniques to coordinate with customers or authorized person.
- Apply appropriate practices to report any issues to the supervisor.

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Discuss standard policies regarding duty, reporting and associated compliances for auto rickshaw driver • State the importance of reporting to duty ontime as per schedule • Discuss dress code and code of conduct related to the duty • Describe types and usage of PPE kit like face masks, hand gloves, use of sanitizer, etc. • State the significance of informing the customer in advance regarding the inability to reach the pickup point on time in case of delay, heavy traffic jams, vehicle breakdown, road accidents etc. • Describe standard procedure for communicating with the supervisor/authorised person during duty hours • State the significance of following the standard procedures on completion of duty and other responsibilities for the day, e. g. parking the auto rickshaw at their dedicated zone, lock the auto rickshaw, engage hand brake, close auto fare meter, app and handing over the auto rickshaw key to the authorised person etc. • Discuss the standard escalation procedure followed during emergency situation 	<ul style="list-style-type: none"> • Apply appropriate practices to wear proper uniform and batch as per standards and PPE kit like face masks, hand gloves, etc. at all times • Role play on how to coordinate with the customer to confirm pickup point location or take other relevant details, , and informing them about the estimated pickup time to reduce waiting time • Show how to check faults or detect any potential problem in a 3-wheeler/Auto Rickshaw • Apply appropriate practices to keep a record about the vehicle service schedule and coordinate with authorized person for periodic maintenance, if required • Apply proper procedure to inform the concerned authority in advance about the repair needed on the 3 wheeler/Auto Rickshaw for rectification of faults, if any • Employ appropriate procedures to report the incidents, accidents or minor altercations that took place during the day, if any to the concerned authority
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop with charger, Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Auto Rickshaw and Related spare parts, Required PPE: Face mask, Gloves, etc.	

Module 20: Perform the Activities of Dropping off the Customer Safely at the Destination

Mapped to ASC/N9716, v 2.0

Terminal Outcomes:

- Apply appropriate practices to drop off the customer at the destination as per the standards.

Duration: 20:00	Duration: 25:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe standard procedure for greeting and assisting the customer with luggage or entering and exiting the vehicle • Discuss the importance for covering the overhead luggage and side entry/exit areas of the auto rickshaw with waterproof/resistant sheets in case of rainfall to avoid inconvenience to the customer • State the significance of offering newspaper, magazines, or entertainment media to the customers and taking their permission to start the trip • Discuss the procedure for selecting appropriate/fastest route considering passenger safety, road traffic condition and distance • Elaborate the geographical area and different routes within the city • Describe the methods to calculate route fare as per the kilometres covered by the auto rickshaw within the city 	<ul style="list-style-type: none"> • Role play a situation to meet and greet the guests as per the standards • Apply appropriate practices to confirm the details of the customers and destination before starting the trip • Show how to start the fare meter and confirm the starting reading to the passengers before beginning the trip • Demonstrate how to drive the 3-wheeler/Auto Rickshaw within the speed limit and without violating any traffic rules • Apply prescribed techniques to reach at the destination for dropping the customer and stop the vehicle appropriately displaying total fare on the auto fare meter • Role play on how to collect the fare based on the meter reading or prior settled fare with the customer, as applicable
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop with charger, Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Auto Rickshaw and Related spare parts.	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any discipline	1	Driving	1	Driving	NA
Graduate	Any discipline	2	Driving	0	Driving	NA
ITI	Mechanic Motor Vehicle	2	Driving	1	Driving	NA
ITI	Mechanic Motor Vehicle	3	Driving	0	Driving	NA

Trainer Certification	
Domain Certification	Platform Certification
"E-Rickshaw Driver, ASC/Q9606, version 1.0". Minimum accepted score is 80%.	Trainer is certified for the job role "Trainer" (VET and Skills); mapped to QP: "MEP/Q2601, V2.0" with minimum score of 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any discipline	2	Driving	1	Driving	NA
Graduate	Any discipline	3	Driving	0	Driving	NA
ITI	Mechanic Motor Vehicle	3	Driving	1	Driving	NA
ITI	Mechanic Motor Vehicle	4	Driving	0	Driving	NA

Assessor Certification	
Domain Certification	Platform Certification
"E-Rickshaw Driver, ASC/Q9606, version 1.0". Minimum accepted score is 80%.	Assessor is certified for the job role "Assessor" (VET and Skills); mapped to QP: "MEP/Q2701, V2.0" with minimum score of 80%

Assessment Strategy

1. Assessment System Overview:
 - Batches assigned to the assessment agencies for conducting the assessment on SDMS/SIP or email
 - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
 - Assessment agency deploys the ToA certified Assessor for executing the assessment
 - SSC monitors the assessment process & records
2. Testing Environment:
 - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
 - Check the duration of the training.
 - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
 - If the batch size is more than 30, then there should be 2 Assessors.
 - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
 - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
 - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
 - Check the availability of the Lab Equipment for the particular Job Role.
3. Assessment Quality Assurance levels / Framework:
 - Question papers created by the Subject Matter Experts (SME)
 - Question papers created by the SME verified by the other subject Matter Experts
 - Questions are mapped with NOS and PC
 - Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
 - Assessor must be ToA certified & trainer must be ToT Certified
 - Assessment agency must follow the assessment guidelines to conduct the assessment
4. Types of evidence or evidence-gathering protocol:
 - Time-stamped & geotagged reporting of the assessor from assessment location
 - Centre photographs with signboards and scheme specific branding
 - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
 - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos
5. Method of verification or validation:
 - Surprise visit to the assessment location
 - Random audit of the batch
 - Random audit of any candidate
6. Method for assessment documentation, archiving, and access
 - Hard copies of the documents are stored
 - Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage

- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
WI	Work Instructions
PPE	Personal Protective equipment