



Fleet Telematic Executive

QP Code: ASC/Q9714

Version: 1.0

NSQF Level: 4

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building
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Contents

ASC/Q9714: Fleet Telematic Executive	3
<i>Brief Job Description</i>	3
Applicable National Occupational Standards (NOS)	3
<i>Compulsory NOS</i>	3
<i>Optional NOS</i>	3
<i>Qualification Pack (QP) Parameters</i>	3
ASC/N9809: Organize work and resources (Road transportation)	5
ASC/N9808: Interact effectively with colleagues and others (Road transportation)	11
ASC/NXX01: Managing CMV (Commercial Motor Vehicles) and support fleet operations	15
Assessment Guidelines and Weightage	40
<i>Assessment Guidelines</i>	40
<i>Assessment Weightage</i>	40
Acronyms	41
Glossary	42

ASC/Q9714: Fleet Telematics Executive

Brief Job Description

The individual in this job work closely with companies' contractual and permanent employee drivers for reducing operation costs and delivering the highest possible level of service to the customers.

Personal Attributes

The individual should have good communication and interpersonal skills along with a geographical knowledge. He/She should be patient with good analytical skills.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9808: Organize work and resources \(Road transportation\)](#)
2. [ASC/N9809: Interact effectively with colleagues and others \(Road transportation\)](#)
3. [ASC/N9501: Managing CMV \(Commercial Motor Vehicles\) and support fleet operations](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Fleet Management
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/NIL
Minimum Educational Qualification & Experience	<p>10th Class with 2 Years of relevant experience OR 12th Class with 6 months of relevant experience OR 8th Class + 1 year ITI with 3 Years of relevant experience OR 8th Class + 2 year ITI with 2 Years of relevant experience OR Certificate-NSQF (Light Motor Vehicle Level 3) with 2 Years of relevant experience</p> <p>1 year old LMV licence mandatory as</p>

	per CMVR act
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	NA
Minimum Job Entry Age	18 Years
Last Reviewed On	28/04/2022
Next Review Date	28/04/2025
NSQC Approval Date	28/04/2022
Version	1.0
Reference code on NQR	
NQR Version	1.0

ASC/N9808: Organize work and resources (Road transportation)

Description

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

Scope

The scope covers the following:

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

Elements and Performance Criteria

Maintain safe and secure working environment

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

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

Maintain health and hygiene

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

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

Material/energy conservation practices

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

- PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle
- PC14. use resources in a responsible manner
- PC15. check for spills/leakages in the vehicle with caution
- PC16. plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify
- PC17. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle
- PC18. ensure the various equipment of the vehicle is properly connected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<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
PC15. check for spills/leakages in the vehicle with caution	3	1	-	1

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

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9809
NOS Name	Organize work and resources (Road Transportation)
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	28/04/2022
Next Review Date	28/04/2025
NSQC Clearance Date	28/04/2022

ASC/N9808: Interact effectively with colleagues and others (Road Transportation)

Description

This NOS unit is about communicating effectively with colleagues and customers of all ages, genders and abilities.

Scope

The scope covers the following :

- Communicate effectively with colleagues and others
- Interact with supervisor or superior

Elements and Performance Criteria

Communicate effectively with colleagues, customers and others

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

- PC1. greet the customers promptly and appropriately as per the organization's procedure
- PC2. communicate with the customers, colleagues and others in a polite and professional manner
- PC3. address customers dis-satisfactions and complaints effectively, if any
- PC4. work in a manner that shows respect for all customers, colleagues and others
- PC5. ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards
- PC6. adhere to the policies related to the prevention of sexual harassment, both physical and verbal
- PC7. provide assistance to persons with disability, if asked
- PC8. maintain positive and effective relationships with colleagues and customers
- PC9. show respect to the personal space of the others

Interact with supervisor or superior

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

- PC10. identify work requirements basis instructions received from the supervisor
- PC11. escalate problems to superiors that cannot be handled
- PC12. report the completed trips and other data to the supervisor
- PC13. analyse customer/manager feedback and take appropriate action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizational service standards and policies on behavioral etiquette, professionalism and gender sensitive service practices at workplace
- KU2. organizational policy with regards to Persons with disability (PwD)
- KU3. the importance of effective communication and establishing good working relationships

with supervisor and customers

KU4. different methods of communication as per the circumstances

Generic Skills (GS)

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

- GS1. read instructions/guidelines/procedures
- GS2. communicate effectively using an appropriate body language/tone
- GS3. ask for clarification and advice from the concerned person
- GS4. maintain positive and effective relationships with colleagues and customers
- GS5. evaluate the possible solution(s) to the problem
- GS6. deliver consistent and reliable service to customers
- GS7. complete written work with attention to detail
- GS8. check that the work meets customer requirements

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with colleagues, customers and others</i>	37	22	-	16
PC1. greet the customers promptly and appropriately as per the organization's procedure	5	3	-	2
PC2. communicate with the customers, colleagues and others in a polite and professional manner	4	2	-	2
PC3. address customers dis-satisfactions and complaints effectively, if any	4	3	-	2
PC4. work in a manner that shows respect for all customers, colleagues and others	4	3	-	1
PC5. ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards	5	3	-	2
PC6. adhere to the policies related to the prevention of sexual harassment, both physical and verbal	5	3	-	2
PC7. provide assistance to persons with disability, if asked	4	2	-	2
PC8. maintain positive and effective relationships with colleagues and customers	2	1	-	1
PC9. show respect to the personal space of the others	4	2	-	2
<i>Interact with supervisor or superior</i>	13	8	-	4
PC10. identify work requirements basis instructions received from the supervisor	5	2	-	2
PC11. escalate problems to superiors that cannot be handled	3	2	-	1
PC12. report the completed trips and other data to the supervisor	3	3	-	1
PC13. analyse customer/manager feedback and take appropriate action	2	1	-	-
NOS Total	50	30	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9808
NOS Name	Interact effectively with colleagues and others
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	28/04/2022
Next Review Date	28/04/2025
NSQC Clearance Date	28/04/2022

ASC/N9501: Managing CMV (Commercial Motor Vehicles) and Support Fleet Operations

Description

This NOS unit is about managing fleet for commercial motor vehicle and provide solution to maximise efficiency, increase productivity and improve safety for an organisation's assets and drivers.

Scope

The scope covers the following:

- Manage daily operations for higher efficiency
- Optimise vehicle performance (on board diagnosis) and maintenance
- Maintain healthy relationship with customers/employees

Elements and Performance Criteria

Manage daily operations for higher efficiency

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

- PC1. gather streaming data of operating vehicle fleets form using cloud server of installed telematics systems to generate daily report of vehicles and goods information
- PC2. track and analyze the vehicles-wise cost of fuelling, maintenance, and other recurring expenses pertaining to running of the fleet
- PC3. plan most efficient route for managing driver issues and decreasing fuel costs
- PC4. track live location details of the vehicle and alert dangers on the road, weather condition, real time traffic patterns to avoid theft of goods, delayed shipment and loss of revenue to drivers
- PC5. monitor the company's fleet monitoring tracker for any inconsistencies with the vehicles movements outside the prohibited working hours
- PC6. ensure that all drivers understand and carry the licenses and permits they need to legally carry loads to customer destinations
- PC7. ensure that all load paperwork associated with each run is accurate and submitted/delivered to the proper people

Optimise vehicle performance (on board diagnosis) and maintenance

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

- PC8. provide relevant, complete, accurate and up-to-date information using TCU (Telematics Control Unit) to organisation for vehicle route, performance, speed limit, engine idle time or any customer request etc. and advice to employees (drivers)
- PC9. monitor vehicle health (through service reminder forecasting dashboard) and driver safety by informing organization/drivers about predictive machinery maintenance
- PC10. monitor and ensure the routine and need-based maintenance and repairs of the vehicles in conjunction with the driver
- PC11. support analytics in figuring out and when a particular vehicle component will fail and need replacement

Maintain healthy relationship with customers/ employees

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

- PC12.** maintain a healthy & professional relationship with the customers/employee especially drivers and fleet operators
- PC13.** recognise customers/employee queries and complaint and take prompt action as per the organization's procedure
- PC14.** ensure least turnaround time for any query handling/redressal especially issues related to vehicle breakdown, emergency and other performance related issues like drivers' productivity
- PC15.** maximise customer/employees' satisfaction through pleasant and excellent customer service within the organisation's framework
- PC16.** resolve queries/issues of customers/employees with the help of organisational framework

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation
- KU2.** framework and guidelines as prescribed by the organisation for query and complaint redressal
- KU3.** documentation requirements for each procedure carried out as part of roles and responsibilities as per the organizational guidelines
- KU4.** organisational and professional code of ethics and standards of practice
- KU5.** safety and health policies and regulations for the workplace
- KU6.** detailed technical and performance specifications of the auto component for various OEM vehicles
- KU7.** software or format such as MS word, excel, PowerPoint and Management Information System (MIS)
- KU8.** software or format used to capture data and vehicle information within the organization

Generic Skills (GS)

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

- GS1.** create documents required on the job (including database on key customers/ drivers and vehicle, response or feedback forms, customer-query sheets, response or feedback sheets etc.)
- GS2.** either write or get it done from subordinates, a detailed failure report analysis in case of a failed component/ aggregate escalating to the auto component manufacturer
- GS3.** write in English or regional language
- GS4.** read feedback from customers on warranty and other performance related aspects
- GS5.** read the specific requirements, queries that the customer may have on various auto components including any specific technical query
- GS6.** read policies and regulations pertinent to the job
- GS7.** interact with the customers for getting their requirements, queries and feedbacks

- GS8. analyse any potential issue that may affect the performance of the vehicle and convey it in a timely manner
- GS9. assess time and cost required for customer resolution based on complaints, problems or queries identified

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Manage daily operations for higher efficiency</i>	14	25	-	10
PC1. gather streaming data of operating vehicle fleets form using cloud server of installed telematics systems to generate daily report of vehicles and goods information	2	4	-	2
PC2. track and analyze the vehicles-wise cost of fuelling, maintenance, and other recurring expenses pertaining to running of the fleet	2	4	-	2
PC3. plan most efficient route for managing driver issues and decreasing fuel costs	2	4	-	1
PC4. track live location details of the vehicle and alert dangers on the road, weather condition, real time traffic patterns to avoid theft of goods, delayed shipment and loss of revenue to drivers	2	4	-	2
PC5. monitor the company's fleet monitoring tracker for any inconsistencies with the vehicles movements outside the prohibited working hours	2	4	-	1
PC6. ensure that all drivers understand and carry the licenses and permits they need to legally carry loads to customer destinations	2	4	-	1
PC7. ensure that all load paperwork associated with each run is accurate and submitted/delivered to the proper people	2	3	-	1
<i>Optimise vehicle performance (on board diagnosis) and maintenance</i>	16	27	-	10
PC8. provide relevant, complete, accurate and up-to-date information using TCU (Telematics Control Unit) to organisation for vehicle route, performance, speed limit, engine idle time or any customer request etc. and advice to employees (drivers)	2	3	-	2
PC9. monitor vehicle health (through service reminder forecasting dashboard) and driver safety by informing organization/drivers about predictive machinery maintenance	2	3	-	1
PC10. monitor and ensure the routine and need-based maintenance and repairs of the vehicles in conjunction with the driver	2	3	-	1
PC11. support analytics in figuring out and when a particular vehicle component will fail and	2	3		1

need replacement				
<i>Maintain healthy relationship with customers/employees</i>				
PC12.maintain a healthy & professional relationship with the customers/employee especially drivers and fleet operators	2	3	-	1
PC13.recognise customers/employee queries and complaint and take prompt action as per the organization's procedure	1	3	-	1
PC14.ensure least turnaround time for any query handling/redressal especially issues related to vehicle breakdown, emergency and other performance related issues like drivers' productivity	2	3	-	1
PC15.maximise customer/employees' satisfaction through pleasant and excellent customer service within the organisation's framework	2	3	-	1
PC16.resolve queries/issues of customers/employees with the help of organisational framework	1	3	-	1
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9501
NOS Name	Managing CMV (Commercial Motor Vehicles) and Support Fleet Operations
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Fleet Management
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	28/04/2022
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NSQC Clearance Date	28/04/2022

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) (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training centre based on these criteria.
5. In case of successfully passing only certain number of NOSs, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack

Minimum Aggregate Passing % at QP Level: 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9808: Organize work and resources (Road Transportation)	50	30	-	20	100	15
ASC/N9809: Interact effectively with colleagues, and others (Road Transportation)	50	30	-	20	100	10
ASC/N9501: Managing CMV (Commercial Motor Vehicles) and Support Fleet Operations	30	50	-	20	100	75
Total	130	110	-	60	300	100

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
AMC	Annual Maintenance Contract
PPE	Personal Protective Equipment
ERP	Enterprise Resource Planning
PM	Predictive Maintenance
QMS	Quality Management System
TOPS	Team Oriented Problem Solving
QMS	Quality Management System
CFT	Complement Fixation Test

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.