



Ambulance Driver

QP Code: ASC/Q9706

Version: 3.0

NSQF Level: 3.5

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ASC/Q9706: Ambulance Driver

Brief Job Description

The individual at work is responsible to driving ambulance carefully and safely through traffic, assess road and keep the ambulance properly serviced to be road worthy, and takes the patient to the destination on time.

Personal Attributes

The job requires the individual to be physically fit to drive continuously for long hours, able to remain calm and should have ability to communicate effectively.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9809: Organize work and resources \(Road Transportation\)](#)
2. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)
3. [ASC/N9709: Assess road and service worthiness of ambulance](#)
4. [ASC/N9711: Take the patient to the destination carefully](#)
5. [ASC/N9607: Ensure roadworthiness and drive a heavy motor vehicle \(HMV\) safely](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	3.5
Credits	12
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8322.0301

Minimum Educational Qualification & Experience	Certificate-NSQF (Light Motor Vehicle Level 3) with 2 Years of experience of relevant experience OR 10th Class + I.T.I (1 year) OR 10th Class with 2 Years of experience OR 11th grade pass
Minimum Level of Education for Training in School	
Pre-Requisite License or Training	One year old LMV license mandatory as per CMVR act
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	3.0

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Maintain safe and secure working environment

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

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

Maintain health and hygiene

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

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

Material/energy conservation practices

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

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

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

Generic Skills (GS)

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<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

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

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9809
NOS Name	Organize work and resources (Road Transportation)
Sector	Automotive
Sub-Sector	
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

DGT/VSQ/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values – Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.
- PC28.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC29.** create a professional Curriculum vitae (Résumé)
- PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC31.** apply to identified job openings using offline /online methods as per requirement
- PC32.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- 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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services
- KU11.** how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.
- KU16.** how to identify business opportunities
- KU17.** types and needs of customers
- KU18.** how to apply for a job and prepare for an interview
- KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode

- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	2
Version	1.0
Last Reviewed Date	31/08/2023
Next Review Date	31/08/2026
NSQC Clearance Date	31/08/2023

ASC/N9709: Assess road and service worthiness of ambulance

Description

This OS unit is about ensuring compliance to duty, performing basic check on the ambulance before commencing the trip, liaising with the control room/authorised person, and escalating any technical problem for immediate repair.

Scope

The scope covers the following :

- Ensure compliance to duty
- Perform basic check on the ambulance before the trip
- Liase with the control room/authorised person
- Escalate the technical problem

Elements and Performance Criteria

Ensure compliance to duty

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

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

Perform basic check on the ambulance before the trip

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

- PC4.** ensure the ambulance meets the basic legal and compliance requirements such as CMVR guidelines from MoRTH, guidelines issued by Road Transport Authorities (like RTOs, etc.), and other safety, security and environmental guidelines, etc.
- PC5.** check ambulance for any technical defects or immediate need for servicing like oil/filter change, coolant and fuel levels and tyre inflation levels, etc.
- PC6.** record all deviations observed while carrying out basic check of the ambulance
- PC7.** check oxygen level in the cylinder and ensure to get it refilled if it is empty
- PC8.** inspect stretcher for durability, physical damages, wheels locks, legs folding, etc.
- PC9.** ensure the equipment to be checked by a paramedic as per the checklist and type of ambulance (AIS125 document)
- PC10.** make sure the ventilator system and nebulizer is working properly as per standards and any other equipment, in case of an I.C.U. ambulance
- PC11.** check rescue equipment such as hammer, cutter, etc.

Liase with the control room/authorised person

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

- PC12.** inform the control room regarding the status of the previous journey on completion
- PC13.** obtain details of the pickup passenger and information of the route and current traffic condition from control room
- PC14.** inform the concerned person regarding the inability to reach the pickup point on time because of heavy traffic jams, vehicle breakdown etc. well in advance

PC15. close the call at the control room post dropping of the passenger as per duty closure and procedure

Escalate the technical problem

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

PC16. report vehicle defects to the supervisor to diagnose and resolve the problem, if any

PC17. inform superior about the road worthiness of ambulance and use another ambulance, if found unfit

PC18. inform the authorized person about incidents like accidents, breakdowns, minor altercation, etc. during the day, if any

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. standard policies regarding duty, reporting, and associated compliances

KU2. types and usage of PPE kit like face masks, hand gloves, use of sanitizer, etc.

KU3. basic legal and compliance related requirements of the CMVR guidelines from MoRTH, and other guidelines issued by Road Transport Authorities (like RTOs, etc), and other safety, security and environmental guidelines, etc.

KU4. types of faults in the ambulance and expected deviations

KU5. types of ambulances and equipment in each type of ambulance

KU6. checklist to inspect ambulance and equipment

KU7. SOP to check the stretcher, and rescue equipments

KU8. standard procedures to coordinate with the control room/depot/branch office/authorized person

KU9. significance of informing the delay to the concerned person

Generic Skills (GS)

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

GS1. read and interpret safety instructions/guidelines/procedures

GS2. communicate effectively with the patients, supervisors, colleagues and others

GS3. make timely decisions for efficient utilization of resources

GS4. complete tasks efficiently and accurately within the stipulated time

GS5. resolve conflict while dealing with passenger and public

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Ensure compliance to duty</i>	5	8	-	3
PC1. report to duty on time as per the schedule	1	2	-	1
PC2. wear proper uniform and PPE like masks, gloves, etc. as per standards	2	3	-	1
PC3. follow duty closure procedure on completion of responsibilities for the day	2	3	-	1
<i>Perform basic check on the ambulance before the trip</i>	13	25	-	10
PC4. ensure the ambulance meets the basic legal and compliance requirements such as CMVR guidelines from MoRTH, guidelines issued by Road Transport Authorities (like RTOs, etc.), and other safety, security and environmental guidelines, etc.	2	4	-	2
PC5. check ambulance for any technical defects or immediate need for servicing like oil/filter change, coolant and fuel levels and tyre inflation levels, etc.	2	4	-	2
PC6. record all deviations observed while carrying out basic check of the ambulance	1	-	-	1
PC7. check oxygen level in the cylinder and ensure to get it refilled if it is empty	2	4	-	1
PC8. inspect stretcher for durability, physical damages, wheels locks, legs folding, etc.	2	4	-	1
PC9. ensure the equipment to be checked by a paramedic as per the checklist and type of ambulance (AIS125 document)	1	3	-	1
PC10. make sure the ventilator system and nebulizer is working properly as per standards and any other equipment, in case of an I.C.U. ambulance	2	4	-	1
PC11. check rescue equipment such as hammer, cutter, etc.	1	2	-	1
<i>Liase with the control room/authorised person</i>	6	11	-	4

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. inform the control room regarding the status of the previous journey on completion	2	1	-	1
PC13. obtain details of the pickup passenger and information of the route and current traffic condition from control room	2	4	-	1
PC14. inform the concerned person regarding the inability to reach the pickup point on time because of heavy traffic jams, vehicle breakdown etc. well in advance	1	3	-	1
PC15. close the call at the control room post dropping of the passenger as per duty closure and procedure	1	3	-	1
<i>Escalate the technical problem</i>	6	6	-	3
PC16. report vehicle defects to the supervisor to diagnose and resolve the problem, if any	2	2	-	1
PC17. inform superior about the road worthiness of ambulance and use another ambulance, if found unfit	2	2	-	1
PC18. inform the authorized person about incidents like accidents, breakdowns, minor altercation, etc. during the day, if any	2	2	-	1
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9709
NOS Name	Assess road and service worthiness of ambulance
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
NSQC Clearance Date	30/09/2021

ASC/N9711: Take the patient to the destination carefully

Description

This OS unit is about taking the patients to hospital/home location/diagnostic centre using the quickest route, and conforming to traffic regulation for ambulance driving.

Scope

The scope covers the following :

- Take the patient carefully
- Conform to traffic regulation for ambulance driving

Elements and Performance Criteria

Take the patient carefully

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

- PC1.** reach the patient's location and rescue the patient, if required in a scientific manner
- PC2.** confirm the patient's name and transfer the patient safely on a stretcher and in the ambulance
- PC3.** follow proper safety guidelines like wearing a seat belt, keeping door windows closed, using inner and outer rear view mirrors and wearing PPE kit, etc.
- PC4.** make sure all the doors are closed/locked and all the equipment are fitted properly, as required
- PC5.** start the ambulance, switch on the siren and drive the ambulance as per driving standards
- PC6.** select the shortest route based on the distance and traffic conditions
- PC7.** pick the patient and drop to the hospital or at the desired destination
- PC8.** choose the destination route of the patient pickup and hospital/diagnostic center considering the traffic conditions and distance
- PC9.** start and adjust air conditioning/blower as per the requirement and coordinate with control room for another ambulance, in case of an emergency/breakdown/malfunction
- PC10.** pull out the patients on a stretcher with the help of an assistant or paramedic doctor after stopping the ambulance and reaching at the destination

Conform to traffic regulation for ambulance driving

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

- PC11.** switch on the siren while moving in traffic
- PC12.** use emergency lane for driving as per traffic norms
- PC13.** drive within the speed limit, keeping safe distance in relation to other vehicles/any emergency vehicles, ambulances ahead, behind or at the sides, etc.
- PC14.** make way for the ambulance by maintaining safe distance from other ambulance/vehicles in case of traffic jams
- PC15.** coordinate with a traffic control room in case of traffic jams/accidents/road blocks
- PC16.** follow rules, regulations and practices for handling general public issues

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** scientific methods to rescue the patient
- KU2.** procedure to check the equipment placement in the ambulance
- KU3.** safety procedures while driving
- KU4.** effective ways to drive patient appropriately
- KU5.** driving method of an ambulance
- KU6.** traffic regulation for ambulance driving
- KU7.** methods to select appropriate route
- KU8.** procedure to coordinate with control room
- KU9.** general conduct on the road
- KU10.** process to load and unload the stretcher in the ambulance

Generic Skills (GS)

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

- GS1.** read and interpret safety instructions/guidelines/procedures
- GS2.** communicate effectively with the patients, supervisors, colleagues and others
- GS3.** make timely decisions for efficient utilization of resources
- GS4.** complete tasks efficiently and accurately within the stipulated time
- GS5.** resolve conflict while dealing with patient and crowd

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Take the patient carefully</i>	20	39	-	13
PC1. reach the patient's location and rescue the patient, if required in a scientific manner	2	3	-	2
PC2. confirm the patient's name and transfer the patient safely on a stretcher and in the ambulance	2	3	-	2
PC3. follow proper safety guidelines like wearing a seat belt, keeping door windows closed, using inner and outer rear view mirrors and wearing PPE kit, etc.	2	4	-	2
PC4. make sure all the doors are closed/locked and all the equipment are fitted properly, as required	2	4	-	1
PC5. start the ambulance, switch on the siren and drive the ambulance as per driving standards	2	3	-	1
PC6. select the shortest route based on the distance and traffic conditions	2	5	-	1
PC7. pick the patient and drop to the hospital or at the desired destination	2	5	-	1
PC8. choose the destination route of the patient pickup and hospital/diagnostic center considering the traffic conditions and distance	2	4	-	1
PC9. start and adjust air conditioning/blower as per the requirement and coordinate with control room for another ambulance, in case of an emergency/breakdown/malfunction	2	4	-	1
PC10. pull out the patients on a stretcher with the help of an assistant or paramedic doctor after stopping the ambulance and reaching at the destination	2	4	-	1
<i>Conform to traffic regulation for ambulance driving</i>	10	11	-	7
PC11. switch on the siren while moving in traffic	2	4	-	1
PC12. use emergency lane for driving as per traffic norms	-	4	-	2

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. drive within the speed limit, keeping safe distance in relation to other vehicles/any emergency vehicles, ambulances ahead, behind or at the sides, etc.	2	3	-	1
PC14. make way for the ambulance by maintaining safe distance from other ambulance/vehicles in case of traffic jams	2	-	-	1
PC15. coordinate with a traffic control room in case of traffic jams/accidents/road blocks	2	-	-	1
PC16. follow rules, regulations and practices for handling general public issues	2	-	-	1
NOS Total	30	50	-	20

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9711
NOS Name	Take the patient to the destination carefully
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
NSQC Clearance Date	30/09/2021

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

Description

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

Scope

The scope covers the following :

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

Elements and Performance Criteria

Examine the vehicle before the trip

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

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

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

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

- PC10.** perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM, parking camera and releasing of handbrakes, etc.
- PC11.** insert key or press the ignition switch to start the vehicle after glow plug (diesel IC engine only) sign disappears
- PC12.** coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control

PC13. manoeuvre the vehicle responsibly by monitoring speed within limit in different road conditions ensuring vehicle, occupants and goods safety

PC14. coordinate the accelerator, steering control and brakes appropriately for safe driving, stopping and vehicle parking

PC15. ensure maximum vehicle fuel (Petrol/diesel/CNG) efficiency while driving

Follow traffic rules and regulation

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

PC16. follow traffic guidelines while driving like avoiding excessive honking, passing through a railway crossing, taking U-turns, passing an overbridge, etc.

PC17. keep safe distance from other vehicles

PC18. maintain prescribed speed limits at all times and avoid road hog

PC19. park the vehicle within the area dedicated for commercial vehicles at appropriate spots

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

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

Attend vehicle faults

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

PC22. keep a check on all gauges, warning lights, unusual sound/vibrations, CNG Leakage, etc. while driving and respond accordingly

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

PC24. conduct a quick diagnostic check on the vehicle after certain intervals of travel time

PC25. perform minor adjustments or temporary repairs like replacement/top-up of oil/tyres air

PC26. pressure wash the vehicle, clean windshield, etc. during halts

PC27. report the problem to the concerned person(s) to get appropriate help from the command office

PC28. take the vehicle to the service point for corrective action in case of major defect or accident, if any

Drive the passengers to the destination

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

PC29. follow a specific timetable and drive on a planned route during the duty hours

PC30. ensure that the passenger's luggage is boarded and secured before starting the trip

PC31. communicate with ticket collector to confirm passenger payments before starting the trip

PC32. ensure passenger safety during the journey, and while boarding and de-boarding

PC33. report unruly behavior from passengers to the command office

PC34. inform command office regarding delays or any issues during the journey/route

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

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

KU2. quality norms and standards prescribed in the Quality Manual by the organization

KU3. standard check list to examine the vehicle before the trip

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

Generic Skills (GS)

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

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

Assessment Criteria

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

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

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

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9607
NOS Name	Ensure roadworthiness and drive a heavy motor vehicle (HVM) safely
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQF Clearance Date	31/08/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

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

Minimum Aggregate Passing % at QP Level : 70

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

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9809.Organize work and resources (Road Transportation)	50	30	-	20	100	15
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	0	0	50	10
ASC/N9709.Assess road and service worthiness of ambulance	30	50	-	20	100	20
ASC/N9711.Take the patient to the destination carefully	30	50	-	20	100	35
ASC/N9607.Ensure roadworthiness and drive a heavy motor vehicle (HMT) safely	30	50	-	20	100	20
Total	160	210	-	80	450	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

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.