



# Chauffeur

QP Code: ASC/Q9711

Version: 3.0

NSQF Level: 4

Automotive Skills Development Council || 153, GF, Okhla Industrial Area, Phase 3  
New Delhi 110020 || email:garima@asdc.org.in

## Contents

ASC/Q9711: Chauffeur .....	3
<i>Brief Job Description</i> .....	3
Applicable National Occupational Standards (NOS) .....	3
<i>Compulsory NOS</i> .....	3
<i>Qualification Pack (QP) Parameters</i> .....	3
ASC/N9816: Manage work and resources (Road Transportation) .....	5
ASC/N9704: Drive responsibly and ensure road worthiness of vehicle .....	10
ASC/N9719: Drop the customer safely and collect the applicable fare .....	17
DGT/VSQ/N0102: Employability Skills (60 Hours) .....	23
Assessment Guidelines and Weightage .....	30
<i>Assessment Guidelines</i> .....	30
<i>Assessment Weightage</i> .....	31
Acronyms .....	32
Glossary .....	33

## ASC/Q9711: Chauffeur

### Brief Job Description

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

### Personal Attributes

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

### Applicable National Occupational Standards (NOS)

#### Compulsory NOS:

1. [ASC/N9816: Manage work and resources \(Road Transportation\)](#)
2. [ASC/N9704: Drive responsibly and ensure road worthiness of vehicle](#)
3. [ASC/N9719: Drop the customer safely and collect the applicable fare](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

### Qualification Pack (QP) Parameters

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

<b>Minimum Educational Qualification &amp; Experience</b>	12th Class with 4 Years of experience as LMV driver/Taxi Driver OR Graduate (any discipline) with 1 Year of experience of relevant experience OR Certificate-NSQF (Taxi Driver Level 3) with 2 Years of experience
<b>Minimum Level of Education for Training in School</b>	
<b>Pre-Requisite License or Training</b>	One year old LMV licence mandatory as per CMVR act
<b>Minimum Job Entry Age</b>	18 Years
<b>Last Reviewed On</b>	NA
<b>Next Review Date</b>	NA
<b>NSQC Approval Date</b>	
<b>Version</b>	3.0

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

### **Description**

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

### **Scope**

The scope covers the following :

- Maintain safe and secure working environment
- Ensure work as per quality standards
- Material/energy/electricity conservation practices
- Effective waste management/recycling practices

### **Elements and Performance Criteria**

#### *Maintain safe and secure working environment*

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

- PC1.** identify hazardous activities and the possible causes of risks or accidents in the workplace
- PC2.** report any breaches in health, safety and security policies and procedures to the designated person
- PC3.** conduct regular checks of the vehicle to avoid any accident
- PC4.** ensure that all the tools/equipment/spare parts are arranged as per standard procedures
- PC5.** follow standard procedures in case of emergency
- PC6.** make sure work area is kept clean and tidy

#### *Ensure work as per quality standards*

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

- PC7.** identify work requirements and comply with the same
- PC8.** identify work that fails the requirements, specified quality standards and ensure timely corrective action is taken
- PC9.** implement ways to manage time, resources and cost-effectively
- PC10.** take accountability for timely completion of the task
- PC11.** analyse and validate the problem accurately and communicate different possible solutions to the problem

#### *Material/energy/electricity conservation practices*

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

- PC12.** identify processes where material and energy/electricity utilization can be optimized
- PC13.** identify possibilities of using renewable energy and environment friendly fuels
- PC14.** checks for spills/leakages around the work area periodically and take corrective actions or escalate to the appropriate authority if unable to rectify

#### *Effective waste management/recycling practices*

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

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

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

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organisation procedures for health, safety and security, individual role and responsibilities in this context
- KU2.** the organisations emergency procedures for different emergency situations and the importance of following the same
- KU3.** evacuation procedures for workers and visitors
- KU4.** how and when to report hazards as well as the limits of responsibility for dealing with hazards
- KU5.** how and when to report hazards as well as the limits of responsibility for dealing with hazards
- KU6.** various types of safety signs and their meaning
- KU7.** appropriate first aid treatment relevant to different condition e.g. bleeding, minor burns, eye injuries etc.
- KU8.** relevant standards, procedures and policies related to 5S followed in the company
- KU9.** the various materials used and their storage norms
- KU10.** importance of efficient utilisation of material and water
- KU11.** basics of electricity and prevalent energy efficient devices
- KU12.** common practices of conserving electricity
- KU13.** common sources and ways to minimize pollution
- KU14.** categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU15.** waste management techniques
- KU16.** significance of greening

## **Generic Skills (GS)**

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

- GS1.** read safety instructions/guidelines
- GS2.** modify work practices to improve them
- GS3.** work with supervisors/team members to carry out work related tasks
- GS4.** complete tasks efficiently and accurately within stipulated time
- GS5.** inform/report to concerned person in case of any problem
- GS6.** make timely decisions for efficient utilization of resources
- GS7.** write reports such as accident report, in at least English/regional language

## Assessment Criteria

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

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



## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9816
<b>NOS Name</b>	Manage work and resources (Road Transportation)
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Generic
<b>NSQF Level</b>	5
<b>Credits</b>	TBD
<b>Version</b>	1.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021

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

### **Description**

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

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

#### *Examine the vehicle before the trip*

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

- PC1.** inspect and conform the vehicle's condition as per health and safety guidelines before starting the trip
- PC2.** ensure the vehicle meets the legal and compliance requirements like pollution test, load limit, etc.
- PC3.** perform routine maintenance checks on the vehicle for tyre pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves etc.
- PC4.** check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, etc.
- PC5.** prepare a to-do list for repair requirement, if any
- PC6.** record all deviations observed while carrying out checks
- PC7.** report actual or potential defects/deviations to the senior driver/owner/service supervisor
- PC8.** determine roadworthiness of the vehicle and use another vehicle if the current vehicle is found unfit
- PC9.** confirm all gauges and warning lights are functioning properly before moving the vehicle

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

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

- PC10.** perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM and releasing of handbrakes, etc.
- PC11.** insert or press the ignition key/button to start the vehicle
- PC12.** coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control
- PC13.** maneuver the vehicle safely and responsibly while regulating the speed in all weather and road conditions by coordinating the operation of all controls
- PC14.** use the accelerator, steering control and brakes correctly for safe driving, stopping and parking the vehicle
- PC15.** ensure maximum fuel (Petrol/diesel/CNG) efficiency while driving

### *Follow traffic rules and regulation*

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

- PC16.** follow guidelines on the road while driving like avoiding excessive honking, driving on high beam, loud music, etc.
- PC17.** maintain a safe distance from other vehicles
- PC18.** ensure the vehicle is within the prescribed speed limits at all times and avoid road hog
- PC19.** ensure proper parking at appropriate spots
- PC20.** adhere to local and state specific driving laws and traffic regulations, including overloading
- PC21.** turn off ignition at red lights or after parking the vehicle to enhance fuel efficiency

### *Manage vehicle faults*

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

- PC22.** monitor and respond correctly to gauges, warning lights, CNG leakage etc. while driving
- PC23.** ensure to stop the vehicle at a safe place in case of any malfunction and turn off the ignition
- PC24.** carry out a quick diagnostic check
- PC25.** carry out minor adjustments or temporary repairs like replacement/top-up of oil, change of tyres/wipers, etc. if possible
- PC26.** report the exact nature of the problem to the supervisor to get appropriate help from the command office
- PC27.** take the vehicle to the service point for corrective action in case of major defect or accident

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organization's policies on roadworthiness requirements, basic compliance to technical standards and safety requirements
- KU2.** quality norms and standards prescribed in the Quality Manual by the organization
- KU3.** standard check list to examine the vehicle before the trip
- KU4.** different sections and rules of Motor Vehicle Act, 1988
- KU5.** CMVR guidelines issued by MoRTH (Ministry of Road Transport & Highways)
- KU6.** guidelines issued by State Road Transport Authorities like RTOs
- KU7.** escalation procedure followed in the organization
- KU8.** basic functionalities of the technical equipment of the vehicle
- KU9.** safe and fuel-efficient driving techniques
- KU10.** basic troubleshooting techniques of the vehicle
- KU11.** latest traffic regulations
- KU12.** organizational procedure to take the vehicle to the service/repair point for corrective action like parts replacements

## **Generic Skills (GS)**

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

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

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC12.</b> coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control	1	2	-	1
<b>PC13.</b> maneuver the vehicle safely and responsibly while regulating the speed in all weather and road conditions by coordinating the operation of all controls	2	3	-	1
<b>PC14.</b> use the accelerator, steering control and brakes correctly for safe driving, stopping and parking the vehicle	1	2	-	1
<b>PC15.</b> ensure maximum fuel (Petrol/diesel/CNG) efficiency while driving	1	2	-	1
<i>Follow traffic rules and regulation</i>	<b>7</b>	<b>14</b>	-	<b>3</b>
<b>PC16.</b> follow guidelines on the road while driving like avoiding excessive honking, driving on high beam, loud music, etc.	1	2	-	-
<b>PC17.</b> maintain a safe distance from other vehicles	2	3	-	1
<b>PC18.</b> ensure the vehicle is within the prescribed speed limits at all times and avoid rod hog	1	2	-	-
<b>PC19.</b> ensure proper parking at appropriate spots	1	2	-	1
<b>PC20.</b> adhere to local and state specific driving laws and traffic regulations, including overloading	1	3	-	1
<b>PC21.</b> turn off ignition at red lights or after parking the vehicle to enhance fuel efficiency	1	2	-	-
<i>Manage vehicle faults</i>	<b>6</b>	<b>10</b>	-	<b>3</b>
<b>PC22.</b> monitor and respond correctly to gauges, warning lights, CNG leakage etc. while driving	2	1	-	-
<b>PC23.</b> ensure to stop the vehicle at a safe place in case of any malfunction and turn off the ignition	1	2	-	1
<b>PC24.</b> carry out a quick diagnostic check	-	2	-	1
<b>PC25.</b> carry out minor adjustments or temporary repairs like replacement/top-up of oil, change of tyres/wipers, etc. if possible	1	1	-	-

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

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9704
<b>NOS Name</b>	Drive responsibly and ensure road worthiness of vehicle
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>NSQF Level</b>	3
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	30/09/2021
<b>Next Review Date</b>	30/09/2024
<b>NSQC Clearance Date</b>	30/09/2021



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

### **Description**

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

### **Scope**

The scope covers the following :

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

### **Elements and Performance Criteria**

#### *Compliance to duty*

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

- PC1.** report to the authorised person/owner on time as per the duty schedule and report reason for any absenteeism for the day
- PC2.** log into the system through the online application or manually signing the register to record attendance when starting the vehicle for the day
- PC3.** wear proper uniform that is allocated and report any deviations while carrying our duty

#### *Coordinate and execute the tasks*

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

- PC4.** coordinate and communicate the status of previous journey completion
- PC5.** inform about taking a different route for pick up from the office/schools/shopping malls/clinic/banks/ service station to the authorised person/owner
- PC6.** geographically understand different locations to perform a given tasks well in terms of alternatives route, searching address, landmarks, etc. and calculate pick up/drop time or delays in arriving at the destination
- PC7.** record and report parts/items needed for vehicle maintenance, like topping up water/coolant/brake fluid/power steering oil/engine oil within a certain interval of time

#### *Ensuring comfort to the passenger while driving*

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

- PC8.** confirm details of the passengers like name, booking ID, destination point etc before the pick up
- PC9.** take permission from passenger/owner to go on an alternate route in case of jams, accidents, road block etc. to save both time and fuel

#### *Customer centricity on the job*

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

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

- PC11.** inform the control room to arrange for another vehicle in case of vehicle break down or any emergency situation
- PC12.** explain about the inability for a vehicle to reach to the pick-up point
- PC13.** maintain vehicle in terms of cleanliness levels from inside and outside to meet the expectations of passenger/owner
- PC14.** keep sufficient stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues, chargers, rain/ sun protection, reading material etc.
- PC15.** plan any new journey with the support of navigation system (GPS) for reaching out to the desired destination.

*Additional responsibilities on duty*

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

- PC16.** inform about incidents, accidents, road rage, etc during the day, if any and also about minor altercation with passengers/owner members of the family
- PC17.** maintain a high standard of self-hygiene and cleanliness especially uniform and should not carry items having strong odor in the car (food, perfume etc)
- PC18.** understand specific requirements of the passenger in terms of entertainment, comfort and privacy
- PC19.** keep emergency helpline numbers, fire extinguisher and spare wheel in case of an emergency

## **Knowledge and Understanding (KU)**

The individual on the job needs to know and understand:

- KU1.** organization's policies on roadworthiness requirements, basic compliance to technical standards and safety requirements
- KU2.** quality norms and standards prescribed in the Quality Manual by the organization
- KU3.** standard check list to examine the vehicle before the trip
- KU4.** different sections and rules of Motor Vehicle Act, 1988
- KU5.** CMVR guidelines issued by MoRTH (Ministry of Road Transport & Highways)
- KU6.** guidelines issued by State Road Transport Authorities like RTOs
- KU7.** escalation procedure followed in the organization
- KU8.** basic functionalities of the technical equipment of the vehicle
- KU9.** safe and fuel-efficient driving techniques
- KU10.** basic troubleshooting techniques of the vehicle
- KU11.** latest traffic regulations
- KU12.** organizational procedure to take the vehicle to the service/repair point for corrective action like parts replacements

## **Generic Skills (GS)**

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

- GS1.** read safety instructions/guidelines/procedures
- GS2.** communicate effectively with the passengers, supervisors and colleagues

- GS3.** comply with all rules and regulations
- GS4.** write in English/any one language
- GS5.** make timely decisions for efficient utilization of resources
- GS6.** complete tasks efficiently and accurately within stipulated time

## Assessment Criteria

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

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<b>PC10.</b> handle account keeping for toll, parking charges, fines etc entrusted to the chauffeur to avoid delay during the journey	2	4	-	1
<b>PC11.</b> inform the control room to arrange for another vehicle in case of vehicle break down or any emergency situation	1	3	-	2
<b>PC12.</b> explain about the inability for a vehicle to reach to the pick-up point	2	4	-	2
<b>PC13.</b> maintain vehicle in terms of cleanliness levels from inside and outside to meet the expectations of passenger/owner	2	4	-	2
<b>PC14.</b> keep sufficient stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues, chargers, rain/ sun protection, reading material etc.	-	3	-	2
<b>PC15.</b> plan any new journey with the support of navigation system (GPS) for reaching out to the desired destination.	-	2	-	-
<i>Additional responsibilities on duty</i>	<b>8</b>	<b>7</b>	-	<b>3</b>
<b>PC16.</b> inform about incidents, accidents, road rage, etc during the day, if any and also about minor altercation with passengers/owner members of the family	2	3	-	2
<b>PC17.</b> maintain a high standard of self-hygiene and cleanliness especially uniform and should not carry items having strong odor in the car (food, perfume etc)	2	2	-	-
<b>PC18.</b> understand specific requirements of the passenger in terms of entertainment, comfort and privacy	2	2	-	1
<b>PC19.</b> keep emergency helpline numbers, fire extinguisher and spare wheel in case of an emergency	2	-	-	-
<b>NOS Total</b>	<b>30</b>	<b>50</b>	-	<b>20</b>

## National Occupational Standards (NOS) Parameters

<b>NOS Code</b>	ASC/N9719
<b>NOS Name</b>	Drop the customer safely and collect the applicable fare
<b>Sector</b>	Automotive
<b>Sub-Sector</b>	Road Transportation
<b>Occupation</b>	Driving
<b>NSQF Level</b>	4
<b>Credits</b>	TBD
<b>Version</b>	2.0
<b>Last Reviewed Date</b>	31/08/2021
<b>Next Review Date</b>	31/08/2024
<b>NSQC Clearance Date</b>	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>	<b>1</b>	<b>1</b>	-	-
<b>PC1.</b> identify employability skills required for jobs in various industries	-	-	-	-
<b>PC2.</b> identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values – Citizenship</i>	<b>1</b>	<b>1</b>	-	-
<b>PC3.</b> 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.	-	-	-	-
<b>PC4.</b> follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	<b>2</b>	<b>4</b>	-	-
<b>PC5.</b> recognize the significance of 21st Century Skills for employment	-	-	-	-
<b>PC6.</b> 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>	<b>2</b>	<b>3</b>	-	-
<b>PC7.</b> use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
<b>PC8.</b> read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
<b>PC9.</b> write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development &amp; Goal Setting</i>	<b>1</b>	<b>2</b>	-	-

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

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

## National Occupational Standards (NOS) Parameters

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

## Assessment Guidelines and Assessment Weightage

### Assessment Guidelines

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

### Minimum Aggregate Passing % at QP Level : 75

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

### Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9816.Manage work and resources (Road Transportation)	50	30	-	20	100	10
ASC/N9704.Drive responsibly and ensure road worthiness of vehicle	30	50	-	20	100	40
ASC/N9719.Drop the customer safely and collect the applicable fare	30	50	-	20	100	40
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	10
<b>Total</b>	<b>130</b>	<b>160</b>	<b>-</b>	<b>60</b>	<b>350</b>	<b>100</b>

### Acronyms

<b>NOS</b>	National Occupational Standard(s)
<b>NSQF</b>	National Skills Qualifications Framework
<b>QP</b>	Qualifications Pack
<b>TVET</b>	Technical and Vocational Education and Training
<b>ORVM</b>	Outside Rear View Mirror
<b>GPS</b>	Global Positioning System
<b>CMVR</b>	Central Motor Vehicles Rules
<b>RTO</b>	Regional Transport Authority
<b>MORTH</b>	Ministry of Road Transport & Highways
<b>ORVM</b>	Outside Rear View Mirror
<b>GPS</b>	Global Positioning System
<b>CMVR</b>	Central Motor Vehicles Rules
<b>RTO</b>	Regional Transport Authority
<b>MORTH</b>	Ministry of Road Transport & Highways



## Glossary

<b>Sector</b>	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.
<b>Sub-sector</b>	Sub-sector is derived from a further breakdown based on the characteristics and interests of its components.
<b>Occupation</b>	Occupation is a set of job roles, which perform similar/ related set of functions in an industry.
<b>Job role</b>	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
<b>Occupational Standards (OS)</b>	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.
<b>Performance Criteria (PC)</b>	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
<b>National Occupational Standards (NOS)</b>	NOS are occupational standards which apply uniquely in the Indian context.
<b>Qualifications Pack (QP)</b>	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.
<b>Unit Code</b>	Unit code is a unique identifier for an Occupational Standard, which is denoted by an 'N'
<b>Unit Title</b>	Unit title gives a clear overall statement about what the incumbent should be able to do.
<b>Description</b>	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.
<b>Scope</b>	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.
<b>Knowledge and Understanding (KU)</b>	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.

<b>Organisational Context</b>	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.
<b>Technical Knowledge</b>	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
<b>Core Skills/ Generic Skills (GS)</b>	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.
<b>Electives</b>	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.
<b>Options</b>	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.