



Model Curriculum

QP Name: Commercial Vehicle Driver

QP Code: ASC/Q9703

QP Version: 2.0

NSQF Level: 4

Model Curriculum Version: 1.0

Automotive Skill Development Council || 153, GF, Okhla Industrial Area,
Phase 3, New Delhi 110020

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Training Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8322.0101
Minimum Educational Qualification and Experience	8th Class with 4 Years of relevant experience OR 8th Class + 2 year ITI with 2 Years of relevant experience OR Certificate-NSQF (Light Motor Vehicle Level 3) with 2 Years of relevant experience 1 year old LMV licence mandatory as per CMVR act
Pre-Requisite License or Training	Valid HMT Permanent license
Minimum Job Entry Age	20 years
Last Reviewed On	31/08/2021
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
QP Version	2.0
Model Curriculum Creation Date	31/08/2021
Model Curriculum Valid Up to Date	31/08/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	300 Hours, 0 Minutes
Maximum Duration of the Course	300 Hours, 0 Minutes

Program Overview

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

Training Outcomes

At the end of the program, the learner will be able to:

- Apply health, hygiene, and safety practices at the workplace.
- Perform the tasks to utilize the resources in a responsible manner.
- Employ appropriate practices to communicate effectively with customer, colleagues, and superiors to achieve a smooth workflow.
- Perform the steps to drive the Heavy Motor Vehicle (HMV) while conforming to the standard rules and regulations.
- Apply appropriate practices to coordinate with the command office and deliver the goods as per the standards.

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	05:00	00:00	00:00	-	05:00
Module 1: Introduction to Automotive Industry and Commercial Vehicle Driver	05:00	00:00	00:00	-	05:00
ASC/N9809 – Organize Work and Resources (Road Transportation) NOS Version No. 1.0 NSQF Level 3	15:00	30:00	00:00	-	45:00
Module 2: Maintain Health, Hygiene and Safety Standard at the Workplace	10:00	20:00	00:00	-	30:00
Module 3: Perform Waste Disposal and Material Conservation Activities	05:00	10:00	00:00	-	15:00
ASC/N9808 – Interact Effectively with Colleagues and	15:00	25:00	00:00	-	40:00

Customers (Road Transportation) NOS Version No. 1.0 NSQF Level 3					
Module 4: Maintain Effective Communication at the Workplace	15:00	25:00	00:00	-	40:00
ASC/ N9607 – Ensure Road Worthiness and Drive a Heavy Motor Vehicle (HMV) Safely NOS Version No. 1.0 NSQF Level 4	30:00	60:00	00:00	-	90:00
Module 5: Examine Roadworthiness of the Vehicle and Drive the Commercial Vehicle as per Standard	10:00	20:00	00:00	-	30:00
Module 6: Adhere to the Traffic Rules and Perform Basic Troubleshooting	10:00	20:00	00:00	-	30:00
Module 7: Drive the Passenger to the Destination	10:00	20:00	00:00	-	30:00
ASC/N9608 – Coordinate with the Command Office and Deliver Goods NOS Version No. 2.0 NSQF Level 4	30:00	90:00	00:00	-	120:00
Module 8: Perform the Activities of Coordinating with the Command Office and Deliver the Goods	30:00	90:00	00:00	-	120:00
Total Duration	95:00	205:00	00:00	-	300:00

Module Details

Module 1: Introduction to Automotive Industry and Commercial Vehicle Driver

Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Automotive Industry
- Define the role and responsibilities of Commercial Vehicle Driver

Duration: 05:00	Duration: 00:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the objectives and benefits of the Skill India Mission • Describe the scope of Indian Automotive Industry and its sub-sectors • Explain basic terminologies and road safety signs used in Road Transport and Driving industry • Discuss job role and opportunities for a Commercial Vehicle Driver in the Automotive Industry • Explain standard code of ethics and professional practices to be adhered by a Commercial Vehicle Driver	NA
Classroom Aids	
Whiteboard, Flip Chart, Markers, Duster, Projector, Laptop with charger, Projector screen, Power Point Presentation, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
NA	

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

Mapped to ASC/N9809, v 1.0

Terminal Outcomes:

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

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
- Discuss different ways to organize work as per the standard health, safety and security policy and procedures. - Outline the concept and importance of personal and workplace hygiene. - Explain the ways to clean and sanitize the vehicle and related equipment. - List vital points to be checked to ensure proper functioning of the vehicle before commencing work. - List the causes of risks and potential hazards at the workplace and ways to prevent them. - List the components of the first-aid kit. - State the importance of self-isolation in the context of epidemic or pandemic situation. - Outline the purpose and usage of various Personal Protective Equipment (PPE) required at the workplace. - Recall the helpline number related to the women safety. - Explain the procedure to report accident, hazard and any health-related issues as per SOP.	- Employ appropriate ways to keep vehicle clean, hygienic and hazard free. - Apply appropriate practices to check and ensure proper functioning of vehicle before commencing work. - Employ appropriate practices to check and ensure all warning lights are off of the before commencing the work - Prepare a sample report for vehicle repair and maintenance requirements as well as safety breaches. - Role play on how to report hygiene and sanitation issues to appropriate authority - Demonstrate how to provide first-aid in case of an accident. - Apply appropriate corrective measures in case of an accident - Demonstrate the correct ways of washing hands using soap and water as well as sanitize them with alcohol-based sanitizers. - Show how to use and dispose of relevant protective equipment as per tasks and work conditions.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Sanitization kit, Hand gloves, Face masks, Safety shield, Fire extinguisher, First aid kit, etc.	

Module 3: Perform Waste Disposal and Material Conservation Activities

Mapped to ASC/N9809, v 1.0

Terminal Outcomes:

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

Duration: 05:00	Duration: 10:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• State the significance of greening. • List the common sources of pollution and ways to minimize it. • Discuss various types of waste (like dry, wet, recyclable, non-recyclable and items of single-use plastics) and usage of different colours of dustbins according to the waste type. • Elaborate the importance of using materials and water effectively and efficiently at the workplace. • List the ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle. • Explain different methods to check spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle.	• Demonstrate waste disposal procedures at the workplace depending on the types of waste. • Apply appropriate techniques to check and plug spills/leakages in the vehicle. • Dramatize a situation on how to escalate vehicle poor fuel economy, decrease in oil level, coolant or any water/oil leakage issues to appropriate authority. • Show how to use resources in a responsible manner.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Different type of waste bins to collect and segregate waste for disposal	

Module 4: Maintain Effective Communication at Workplace

Mapped to ASC/N9808, v 1.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication to be followed with customers, colleagues, and superiors.
- Discuss various ways to show sensitization towards different age groups, gender and persons with disabilities.

Duration: 20:00	
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the importance of professionalism, etiquette, ethical behaviour and gender sensitive service practices at the workplace. • State the importance of effective communication and procedure for establishing good working relationships with supervisor and customers. • State the importance of identifying work requirements on the basis of instructions received from the supervisor. • Discuss the standard policy with regards to Persons with disability. • Discuss the importance of adhering to the policies related to physical and verbal Sexual harassment at workplace. • Explain the importance of showing respect to personal space of others. • Discuss different ways of escalating unresolved problems and analysing feedback from superiors as well as from customers.	• Demonstrate the standard procedure to welcome and greet the customers. • Role play a situation on how to acknowledge and address customers dis-satisfactions and complaints effectively. • Role play a situation on how to communicate with customers, colleagues and others of different ages, genders and differently abled people. • Role play on how to escalate unresolved problems to superiors. • Dramatize a situation on how to report the completed trips and other data to the supervisor
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Sample of escalation matrix and Organisation structure.	

Module 5: Examine Roadworthiness of the Commercial Vehicle and Drive the CMV as per Standard

Mapped to ASC/N9607, v 1.0

Terminal Outcomes:

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

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the legal, technical, and safety compliance requirements, like pollution test, load limit, height and length of body etc., roadworthiness parameters and quality norms and standards for Commercial Vehicles. • Describe various checkpoints and items while examining the vehicle • Elaborate on the methods of examining the vehicle before and after the trip • Discuss basic functionalities of the technical aspects of the vehicle • Explain effective safe and fuel-efficient driving techniques. • Discuss the standard escalation procedure regarding vehicle defects or deviation. • State the significance of closing and locking all doors before moving the vehicle	• Employ appropriate inspection techniques to check the vehicle as per health and safety guidelines and perform routine maintenance checks on the vehicle for tyre pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves, trolley, door latches, gauges, warning lights, etc. • Apply appropriate practices to check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, air suspension etc. • Create sample deviation report as per observation while carrying out internal/external checks on vehicle • Dramatize a situation to report defects/deviations to the concerned persons • Demonstrate how to check the roadworthiness of the commercial vehicles • Show how to perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM, parking camera and releasing of handbrakes, etc. • Demonstrate the procedure to drive a commercial vehicle by starting the vehicle using vehicle key or pressing the ignition switch, coordinating gear changes, clutch/acceleration and steering appropriately for safe driving
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector Screen, Laptop with charger, Power Point Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	

- Commercial Motor Vehicle, Sample compliance requirements, like pollutiotest, load limit, etc.

Module 6: Adhere to the Traffic Rules and Perform Basic Troubleshooting

Mapped to ASC/N9607, v 1.0

Terminal Outcomes:

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

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss the relevant rules and sections of Motor Vehicle Act, 1988 as well as CMVR guidelines as stipulated by MoRTH and State Road Transport Authorities like RTOs • State the significance of following local and state specific driving laws and traffic regulations, including overloading limit • List the latest traffic laws and inter-state and federal transit regulations • Discuss basic troubleshooting techniques for Commercial Vehicle • Explain the standard procedure to take the vehicle to the service/repair point for corrective action like parts replacements, etc.	• Apply appropriate practices to adhere to traffic rules like avoiding excessive honking, passing through a railway crossing, taking U-turns, passing an over bridge, etc. while driving the vehicle • Employ proper practices for keeping safe distance from other vehicles, avoiding road hogging and maintaining prescribed speed limits while driving • Demonstrate how to park the commercial vehicles at their appropriate spots and turn off the ignition at red lights or after parking the vehicle to attain better fuel efficiency • Demonstrate how to check and respond appropriately to gauges, warning lights, unusual sound/vibrations, CNG leakage etc. while driving. • Show how to stop the vehicle at a safe place and perform a diagnostic check in case of any malfunction in the vehicle • Demonstrate how to wash the vehicle, clean windshield, etc. during halts and perform minor adjustments or temporary repairs like replacement/top-up of oil, tyres air pressure, etc., as required • Role play on how to report the exact nature of the problem to the Supervisor to get appropriate help from the command office.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop with charger, Presentation, Participant Handbook and Related Standard Operating Procedures, External Speakers.	

Tools, Equipment and Other Requirements
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Commercial Motor Vehicle, Related spare parts, Sample traffic signals and Road signs.

Module 7: Drive the Passenger to the Destination

Mapped to ASC/N9607, v 1.0

Terminal Outcomes:

- Perform the tasks to drive the passenger safely to the destination.
- Explain the procedure of reporting and documentation related to the job role.

Duration: 10:00	Duration: 20:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• State the significance of following a specific timetable and driving on a planned route during the duty hours • Discuss standard reporting and documentation policies for a CV Driver	• Apply appropriate practices to ensure boarding and securing the luggage of all passengers before starting the trip • Role play on how to communicate with ticket collector to confirm payment from passengers before starting the trip • Apply proper procedure to ensure passenger safety during the journey, and while boarding and de-boarding • Employ appropriate procedure to report unruly behaviour of passengers, delays or any other issues during the journey/route to the command office
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop with charger, Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Commercial Motor Vehicle, Related spare parts,	

Module 8: Perform the Activities of Coordinating with the Command Office and Deliver the Goods

Mapped to ASC/N9608, v 1.0

Terminal Outcomes:

- Describe the reporting procedure for starting the duty.
- Perform the steps to deliver the goods and collect the receipt as per standard.
- Apply appropriate practices to report the issues to the supervisor.

Duration: 30:00	Duration: 90:00
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
• Discuss standard policies regarding duty, reporting, and associated compliances for commercial vehicle driver • Describe different types and usage of PPE kit like face masks, hand gloves, sanitizer, dress code and code of conduct related to the duty • State the significance of informing the concerned person regarding the inability to reach the pickup point on time because of traffic jams, vehicle breakdown, etc. in case of any delay • Discuss standard procedures to coordinate with the control room/depot/branch office/authorized person during the duty • Explain the procedure to plan route for delivery • State the significance of following proper duty closure procedure on completion of responsibilities for the day • Explain the standard techniques for loading and unloading the goods • Describe the procedure for checking the invoice • Discuss vehicle inspection checklist and procedures • Describe the procedure of escalation during emergency situation	• Apply appropriate procedure for obtaining duty schedule from the concerned person and report to duty on time as per the schedule • Employ applicable practices to wear proper uniform and PPE kit like masks, gloves, etc. as per standards • Role play a situation on how to liaise with the control room to get the details of the goods to pick up and information of traffic • Show how to check and confirm the details of the goods as per invoice, loading of goods, secured them by covering with waterproof/resistant sheets in case of rainfall • Apply appropriate procedure for unloading the goods and take the receipt of delivery after getting it checked by receiver • Role play on how to coordinate with the control room about the delivery status • Demonstrate how to perform trip-end activities at the control room post dropping of the goods with compliance to duty closure and procedure • Show how to check the vehicle for any defects • Dramatize how to report vehicle defects, incidents, accidents, breakdowns, minor altercation, etc. during the day, if any to the supervisor/authorized person
Classroom Aids	

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop with charger, Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.

Tools, Equipment and Other Requirements

Commercial Vehicle, Required PPE: Face masks, Hand gloves, Sanitizer, Waterproof sheets, etc.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any discipline	3	Driving	1	Driving	Should have 5 years old driving license of the same category
Graduate	Any discipline	4	Driving	0	Driving	
ITI	Mechanic Motor Vehicle	4	Driving	1	Driving	
ITI	Mechanic Motor Vehicle	5	Driving	0	Driving	

Trainer Certification	
Domain Certification	Platform Certification
"Commercial Vehicle Driver", "ASC/Q9703, Version 1.0", Minimum accepted score is 80%	"Trainer", "MEP/Q2601, V1.0" with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any discipline	4	Driving	1	Driving	Should have 5 years old driving license of the same category
Graduate	Any discipline	5	Driving	0	Driving	
ITI	Mechanic Motor Vehicle	5	Driving	1	Driving	
ITI	Mechanic Motor Vehicle	6	Driving	0	Driving	

Assessor Certification	
Domain Certification	Platform Certification
“Commercial Vehicle Driver”, “ASC/Q9703, Version 1.0”, Minimum accepted score is 80%	“Assessor”, “MEP/Q2701, V1.0” with the scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

- Batches assigned to the assessment agencies for conducting the assessment on SDMS/SIP or email
- Assessment agencies send the assessment confirmation to VTP/TC looping SSC
- Assessment agency deploys the ToA certified Assessor for executing the assessment
- SSC monitors the assessment process & records
- If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

- Confirm that the centre is available at the same address as mentioned on SDMS or SIP
- Check the duration of the training.
- Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
- Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
- Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
- Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
- Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

- Question papers created by the Subject Matter Experts (SME)
- Question papers created by the SME verified by the other subject Matter Experts
- Questions are mapped with NOS and PC
- Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
- Assessor must be ToA certified & trainer must be ToT Certified.

4. Types of evidence or evidence-gathering protocol:

- Time-stamped & geotagged reporting of the assessor from assessment location
- Centre photographs with signboards and scheme specific branding
- Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
- Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:

- Surprise visit to the assessment location
- Random audit of the batch
- Random audit of any candidate

6. Method for assessment documentation, archiving, and access

- Hard copies of the documents are stored

- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

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 organization.
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 organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational context includes the way the organization 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.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
OS	Occupational Standard
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
OEM	Original Equipment Manufacturer
PPE	Personal Protective Equipment
GPS	Global Positioning System
RTO	Regional Transport Office
CMVR	Central Motor Vehicles Rules
HMI	Human Machine Interface
EIC	Electronic Instrument Cluster