

# Model Curriculum

## Taxi Driver / Chauffeur

**SECTOR: Automotive**  
**SUB-SECTOR: Road Transportation-**  
**OCCUPATION: Driving**  
**REF ID: ASC/Q 9714**  
**NSQF LEVEL: 4**

  
**Skill India**  
कौशल भारत - कुशल भारत

  
**ASDC**<sup>TM</sup>  
AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL

  
**N·S·D·C**  
National  
Skill Development  
Corporation  
Transforming the skill landscape

**Certificate**

**COMPLIANCE TO  
QUALIFICATION PACK – NATIONAL OCCUPATIONAL  
STANDARDS**

is hereby issued by the  
AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL  
for  
**SKILLING CONTENT : PARTICIPANT HANDBOOK**  
Complying to National Occupational Standards of  
Job Role/Qualification Pack: 'Chauffeur/Taxi Driver' QP No. 'ASC/Q9714 NSQF Level 4'

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Date of Issuance: April 9<sup>th</sup>, 2016  
Valid up to\*: April 10<sup>th</sup>, 2018  
\*Valid up to the next review date of the Qualification Pack or the  
"Valid up to" date mentioned above (whichever is earlier)

  
**Sunil K. Chaturvedi**  
Chief Executive Officer, ASDC

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# Taxi Driver / Chauffeur

## CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Driving”, in the “Automotive” Sector/Industry and aims at building the following key competencies amongst the learner.

<b>Program Name</b>	<b>Taxi Driver / Chauffeur</b>		
<b>Qualification Pack Name &amp; Reference ID. ID</b>	ASC/Q 9714, v1.0		
<b>Version No.</b>	1.0	<b>Version Update Date</b>	
<b>Pre-requisites to Training</b>	10th Standard passed		
<b>Training Outcomes</b>	<p><b>After completing this programme, participants will be able to:</b></p> <ul style="list-style-type: none"> <li>- <b>Assessing and ensuring road worthiness of vehicle:</b> <ul style="list-style-type: none"> <li>• Assess the road worthiness of commercial vehicle as per the organizational requirements, CMVR guidelines, additional HSE requirements and technical requirements.</li> </ul> </li> <li>- <b>Coordinate with control room and reach to the customer pickup point</b> <ul style="list-style-type: none"> <li>• Compliance to duty reporting</li> <li>• Coordinating with the control room</li> <li>• Escalation of problems to supervisor/reporting</li> </ul> </li> <li>- <b>Coordinate schedule and complete the assigned activities:</b> <ul style="list-style-type: none"> <li>• The unit/ task covers understanding of the task assigned in terms of persons/ articles to be picked up / dropped and activities to be completed and the locations involved for the same.</li> </ul> </li> <li>- <b>Drop the customer safely using the quickest route and collect the applicable fare / Drop the customer safely using the quickest route for CHAUFFEUR:</b> <ul style="list-style-type: none"> <li>• Driving safely to ensure passengers and public safety</li> <li>• Picking and dropping the passenger safely using the quickest route and collecting fare at the end of the trip</li> <li>• Traffic regulations to be followed</li> <li>• Conduct with passengers and public</li> </ul> </li> <li>- <b>Work effectively in a team</b> <ul style="list-style-type: none"> <li>• Colleagues: Superiors, members of own work group and people in other work groups within or outside the organisation</li> <li>• Communicate: Face-to-face, by telephone and in writing</li> </ul> </li> <li>- <b>Practice HSE and security related guidelines:</b> <ul style="list-style-type: none"> <li>• Identification of potential sources of safety issues in driving</li> <li>• Follow standard safety standards</li> <li>• Keep the work environment clean and organized</li> <li>• Communicate to reporting supervisor about safety issues</li> <li>• Handling of emergency situations such as accident, fire, passenger, client related issues</li> </ul> </li> </ul>		

This course encompasses 7 out of 7 National Occupational Standards (NOS) of "Taxi Driver / Chauffeur" Qualification Pack issued by "Automotive Skills Development Council".

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p><b>Introduction</b></p> <p><b>Theory Duration</b> (hh:mm) 10:00</p> <p><b>Practical Duration</b> (hh:mm) 00:00</p> <p><b>Corresponding NOS Code</b> Bridge Module</p>	<ul style="list-style-type: none"> <li>- To understand Indian road scenario</li> <li>- To know the road user and the law</li> <li>- Study and understand the present road conditions</li> <li>- To learn brief job description</li> <li>- Gain knowledge of personal attributes</li> </ul>	Laptop, white board, marker, projector
2	<p><b>Ensuring road worthiness of vehicle</b></p> <p><b>Theory Duration</b> (hh:mm) 30:00</p> <p><b>Practical Duration</b> (hh:mm) 50:00</p> <p><b>Corresponding NOS Code</b> (ASC/N9703)</p>	<ul style="list-style-type: none"> <li>- Ensure the vehicle road worthiness</li> <li>- Supervise and ensure basic technical check before the trip</li> <li>- Escalate your vehicle defects to the senior driver or supervisor</li> <li>- Follow company's policies on vehicle road worthiness requirement</li> <li>- Read and understand technical standards of vehicle operation</li> <li>- Take decision when not to use the vehicle due to technical and/or compliance related issues</li> </ul>	Laptop, white board, marker, projector, simulators, cut sectioned models, car for practical
3	<p><b>Coordinate with control room and reach to the customer pickup point / Coordinate of the schedule and completion of assigned activities</b></p> <p><b>Theory Duration</b> (hh:mm) 30:00</p> <p><b>Practical Duration</b> (hh:mm) 50:00</p> <p><b>Corresponding NOS Code</b> (ASC/N9706) (ASC/N9719)</p>	<ul style="list-style-type: none"> <li>- Follow compliance to duty</li> <li>- Coordinate with control room</li> <li>- Coordinate schedule and execution of the tasks</li> <li>- Maintain customer centricity on the job</li> <li>- Inform about the inability to reach to pickup point in case of traffic jams or vehicle breakdown / accidents</li> <li>- Maintain customer centricity on the job</li> <li>- Gain knowledge of the company / organisation and its process</li> <li>- Gain knowledge about basic reading and writing skills to fill the attendance sheet and the requisite details</li> </ul>	Laptop, white board, marker, projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
4	<p><b>Drop the customer safely using the quickest route and collect the applicable fare /</b></p> <p><b>Drop the customer safely using the quickest route for CHAUFFEUR</b></p> <p><b>Theory Duration</b> (hh:mm) 30:00</p> <p><b>Practical Duration</b> (hh:mm) 50:00</p> <p><b>Corresponding NOS Code</b> (ASC / N 9707) (ASC / N 9720)</p>	<ul style="list-style-type: none"> <li>- Conformance to standard driving practices</li> <li>- Conduct with customer</li> <li>- Pick-up and drop the passenger and collect the fare</li> <li>- Observe conformance to state specific traffic regulation</li> <li>- Give preference and right of road usage to children, elderly and differently abled</li> <li>- To ensure policies on safe driving practices; system and processes for safe driving</li> <li>- Gain knowledge about safe driving techniques</li> <li>- To communicate effectively in local language and gain knowledge/experience from working on different routes</li> <li>- Explore your professional skills and take decisions well on time</li> </ul>	Laptop, white board, marker, projector
5	<p><b>Work Effectively in a Team</b></p> <p><b>Theory Duration</b> (hh:mm) 30:00</p> <p><b>Practical Duration</b> (hh:mm) 45:00</p> <p><b>Corresponding NOS Code</b> ASC/N 0002</p>	<ul style="list-style-type: none"> <li>- Introduction to communication skills</li> <li>- Know to improve verbal communication skills</li> <li>- Identify components of non-verbal communication</li> <li>- Understand importance of grooming and personal hygiene</li> <li>- Define rapport building</li> <li>- Handle different customers types</li> <li>- Identify characteristics of team players</li> </ul>	Laptop, white board, marker, projector
6	<p><b>Practice HSE and security related guidelines</b></p> <p><b>Theory Duration</b> (hh:mm) 30:00</p> <p><b>Practical Duration</b> (hh:mm) 45:00</p> <p><b>Corresponding NOS Code</b> (ASC / N 0012)</p>	<ul style="list-style-type: none"> <li>- Communicate potential accident prone areas</li> <li>- Ensure cleanliness and hygiene</li> <li>- In the event of an accident/hazard, steps to be taken to minimise damage to people / vehicle and public</li> <li>- Follow organization's emergency procedures</li> <li>- Evacuate procedures in emergency</li> </ul>	Laptop, white board, marker, projector, fire extinguisher
	<p><b>Total Duration</b></p> <p><b>Theory Duration</b> <b>160:00</b></p> <p><b>Practical Duration</b> <b>240:00</b></p>	<p><b>Unique Equipment Required:</b> Laptop, white board, marker, projector, simulators, cut sectioned models, fire extinguisher</p>	

Grand Total Course Duration: **400 Hours, 0 Minutes**

(This syllabus/curriculum has been approved by [Automotive Skills Development Council of India](#))

**Trainer Prerequisites for Job role: "Taxi Driver / Chauffeur" mapped to Qualification Pack: "ASC/Q 9714, v1.0"**

Sr. No.	Area	Details
1	<b>Introduction</b>	A trainer should be able to train on establishing effective rapport with customers and organise response to their queries, plans and organizes work in order to complete it as per required standards of time, works in a team whether own work group or outside to achieve the desired goal and monitors and maintains health, safety and security measures at the work place.
2	<b>Personal Attributes</b>	A trainer should have good knowledge and appetite for automobiles, good leadership, and communication and observation skills. Should be well versed with facilitation skills. He / she should be physically strong, properly groomed and a desire to perform on the job.
3	<b>Minimum Educational Qualification</b>	Graduate / diploma / ITI in arts / science / engg discipline and to possess valid LMV with PSV badge driving licence.
4a	<b>Domain Certification</b>	Certified for Job Role: "Taxi Driver / Chauffeur" mapped to QP: "ASC/Q 9714, v1.0". Minimum accepted score is 80%
4b	<b>Platform Certification</b>	Recommended that the Trainer is certified for the Job Role: "Trainer", mapped to the Qualification Pack: "SSC/Q1402". Minimum accepted % as per respective SSC guidelines is 80%
5	<b>Experience</b>	Should have minimum of 3 years of driving experience and in which 2 years as a driver trainer.

## Annexure: Assessment Criteria

<b>Assessment Criteria</b>	
<b>Job Role</b>	<b>Taxi Driver / Chauffeur</b>
<b>Qualification Pack</b>	<b>ASC /Q 9714, v1.0</b>
<b>Sector Skill Council</b>	<b>Automotive</b>

<b>Sr. No.</b>	<b>Guidelines for Assessment</b>
1	Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down proportion of marks for Theory and Skills Practical for each PC.
2	The assessment for the theory part will be based on knowledge bank of questions created by the SSC.
3	Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below).
4	Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training center based on this criteria.
5	To pass the Qualification Pack, every trainee should score a minimum of 60% in aggregate and 40% in each NOS.
6	The marks are allocated PC wise; however, every NOS will carry a weight age in the total marks allocated to the specific QP.



Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
<b>ASC/N9703</b>	<b>Ensure road worthiness of the vehicle</b>				
<b>Vehicle road worthiness</b>	PC1. Check that the vehicle meets basic legal and compliance related requirements as per : • The organization guidelines e.g. rule books of STUs • CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs • Any other safety, security and environmental guidelines		13	4	9
	PC2. Check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change		12	3	9
	PC3. Record all deviations observed while carrying out PC1 and PC2		13	4	9
	PC4. Record any other deviations observed during the trip		12	4	8
<b>Basic technical check before the trip</b>	PC5. Supervise and ensure all basic technical checks have been carried out as per standard organization check list / procedure		13	4	9
	PC6. Verify availability of fuel / charge for the vehicle		12	4	8
<b>Escalation of technical problem</b>	PC7. Report actual or possible defects to the senior driver or supervisor in enough detail so they can diagnose the problem		12	3	9
	PC8. In consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.		13	4	9
	<b>Sub Total</b>	<b>100</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N9706</b>	<b>Co-ordinate with control room &amp; reach the pick up point</b>				
<b>Compliance to duty</b>	PC1. Report to duty on time as per the schedule		12	4	8
	PC2. log into the MCT system when starting the vehicle for the day		13	4	9
	PC3. Comply to duty closure procedure on completion of responsibilities for the day		12	3	9
<b>Control room coordination</b>	PC4. Communicating the status of previous journey completion to the control room		12	4	8

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
	PC5. Continuously contact the control room using MCT for getting details for the pickup passenger on the display screen for next trip based on the current location tracked through in-built GPS		13	4	9
	PC6. Intimating the control room post dropping of the passenger at the desired destination		13	4	9
<b>Escalation of problems</b>	PC7. Inform about the inability to reach to pickup point in case of traffic jams or vehicle breakdown		12	3	9
	PC8. Inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation between passengers / public / officials		13	4	9
	<b>Sub Total</b>	<b>Total</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N 9707</b>	<b>Drop the customer safely</b>				
<b>Conformance to standard driving practices</b>	PC1. Confirm all checks have been carried out for road worthiness of the vehicle.		3	1	2
	PC2. Confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available.		3	1	2
	PC3. Start the vehicle and before moving re confirm all gauges are functioning including MCT and in built navigation system if available.		3	1	2
	PC4. After starting but within few meters of moving to check the brakes.		3	1	2
	PC5. Change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration		3	1	2
	PC6. Use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely		3	1	2
	PC7. Coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant.		3	1	2
	PC8. Use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly		2	0	2

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
	PC9. Monitor and respond correctly to gauges, warning lights and other aids when driving		3	1	2
	PC10. in case of any malfunctioning or breakdown, to immediately attend to the problem by :  - Stopping the vehicle at a safe place  - Carrying out a quick diagnostic check  - Carrying out minor adjustments or temporary repairs if possible  - Asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available  • At all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.		4	1	3
	PC11. Check the working of MCT and in-built GPS system		3	1	2
<b>Picking and dropping passenger and fare collection</b>	PC12. After reaching the pick- up point, confirm the name with the customer and greet the customer appropriately		3	1	2
	PC13. Load the passenger's luggage (if any) in the boot of the vehicle		3	1	2
	PC14. Offer help for boarding to elderly or differently abled customers		3	1	2
	PC15. Start the engine, wear seat belt, ensure that front row passenger also wears the belt. Ensure that all doors are locked. Point out to customer any news-papers, magazines, entertainment media available on vehicle.		3	1	2
	PC16. Check with the passenger about his destination and start the taxi fare meter and show the starting reading to the customer		3	1	2
	PC17. Select the destination route of the passenger considering the traffic condition and distance		3	1	2
	PC18. Start and adjust air conditioning and ventilation as per customer requirement.		3	1	2

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
	PC19. Tune in to radio station channels as per customer choice		3	1	2
	PC20. Drive through the selected route without violating any traffic norms		3	1	2
	PC21. If unsure about the route stop and ask for directions from locals		3	1	2
	PC22. Avoid unnecessary honking and avoid using high beam lights in city		3	1	2
	PC23. En- route, pay toll charges if any, and collect from customer alongwith fare		3	1	2
	PC24. Not use mobile phone while driving		3	1	2
	PC25. Not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues.		3	1	2
	PC26. Point out any landmark on the route to an out station customer		3	1	2
	PC27. Stop the vehicle and the fare meter and help customers in de-boarding safely taking special care in case of elderly and differently abled.		3	1	2
	PC28. Collect the fare based on the reading that is displayed on the meter or based on fare prior settled with customer. Fare may be collected in cash or by swiping credit card as the case may be. Be sure to return balance change to customer strictly as per fare calculations.		3	1	2
	PC29. Not demand any tips but accept thankfully if the customer offers		3	1	2
	PC30. Unload the luggage from the boot of vehicle and hand it over to the passenger		3	0	3
	PC31. Wish the customer appropriately before parting		3	0	3

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
<b>Conformance to traffic regulation</b>	<p>PC32. Observe conformance to state specific traffic regulations such as</p> <ul style="list-style-type: none"> <li>• Change lanes safely at appropriate speed and observing traffic conditions</li> <li>• Overtake other road users legally, safely and by using correct signaling</li> <li>• At all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles.</li> <li>• Signal your intentions correctly to other road users within a safe, systematic routine</li> <li>• Respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman.</li> <li>• Use indicators and arm signals to signal intentions as per the traffic requirements</li> <li>• Use the parking light when stationary, where needed</li> <li>• Select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke</li> <li>• Check for oncoming cyclists, pedestrians and other traffic before opening your door</li> <li>• Remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.</li> </ul>		4	1	3
<b>General conduct on the road</b>	<p>PC33. Give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.</p>		3	1	2
	<b>Subtotal</b>	<b>100</b>	<b>100</b>	<b>30</b>	<b>70</b>

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
<b>ASC/N 9719</b>	<b>Coordinate schedule and complete the assigned activities</b>				
<b>Compliance to duty</b>	PC1. report to duty on time as per the schedule		5	1	4
	PC2. Ensuring the vehicle maintenance, cleanliness and stocking levels as per the customer needs.		5	1	4
	PC3. reporting on completion of responsibilities for the day		7	2	5
<b>Schedule coordination and execution of the tasks</b>	PC4. Communicating the status of previous journey completion to the customer.		5	1	4
	PC5. Understand different tasks of routine and occasional nature. e.g. drop to the office / schools under routine and shopping, visit to doctors/ banks/ service station / other family members as occasional		6	2	4
	PC6. understand the locations for all tasks well in terms of route , alternatives, address, phone numbers to inform delays		6	2	4
	PC7. Handle planning for longer durations such as a week to factor activities such as maintenance, topping up utility stocks, completion of tasks en-route to save travel distance etc.		6	2	4
	PC8. Take an alternate route in case of jams, accidents etc on the standard routes.		5	1	4
	PC9. Handle account keeping for routine shopping, toll, parking charges entrusted to him/ her		6	2	4
<b>Customer centricity on the job</b>	PC10. inform about the inability to reach reporting location in case of traffic jams or vehicle breakdown or leave plan		6	2	4
	PC11. Inform regarding stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues, music, charger, rain/ sun protection, current reading material etc.		6	2	4
	PC12. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation with members of the family / public		6	2	4

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
	PC13. maintain a high standard of self hygiene and cleanliness. should not carry items with strong odour in the car ( Tiffin contents , perfume)		6	2	4
	PC14. understand specific requirements of the customer in terms of volume of the music system, specific back support, shopping bags, privacy etc.		6	2	4
	PC15. Keep handy all emergency phone numbers for the customer.		6	2	4
	PC16. plan the routes with support of Google maps etc. for any new destination		7	2	5
	PC17. handle simple tasks with the authorities viz. gate pass if visiting an industrial destination, tax/ bill payments with the information to be filled in etc.		6	2	4
	<b>Subtotal</b>	<b>100</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N 9720</b>	<b>Drop the customer safely using the quickest route for CHAUFFEUR</b>				
<b>Conformance to standard driving practices</b>	PC1. Confirm all checks have been carried out for road worthiness of the vehicle.		3	1	2
	PC2. Confirm all papers and documents including driving license, vehicle documents etc are available and valid.		3	1	2
	PC3. Start the vehicle and before moving reconfirm all gauges are functioning and in built navigation system if available.		4	1	3
	PC4. After starting, but within few meters of moving- to check the brakes.		3	1	2
	PC5. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration		4	1	3
	PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely		4	1	3

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
	PC7. coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant.		4	1	3
	PC8. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly		3	1	2
	PC9. monitor and respond correctly to gauges, warning lights and other aids when driving		4	1	3
	PC10. in case of any malfunctioning or breakdown, to immediately attend to the problem by:- stopping the vehicle at a safe place - Carrying out a quick diagnostic check - Carrying out minor adjustments or temporary repairs if possible - Asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available • At all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.		5	2	3
	PC11. check the working of in-built GPS system if fitted.		3	1	2
<b>Picking and dropping passengers</b>	PC12. load the passenger's luggage (if any) in the boot of the vehicle		3	0	3
	PC13. offer help for boarding to elderly or differently abled customers		3	1	2
	PC14. start the engine, wear seat belt, ensure that front row passenger also wears the belt. Also ensure that all doors are locked; child locks as needed.		4	1	3
	PC15. Check with the passenger about his destination / schedule if not informed in advance.		3	1	2
	PC16. select the destination route of the passenger considering the traffic condition and distance		3	1	2
	PC17. Start and adjust air conditioning and ventilation as per customer requirement.		3	1	2



Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
	PC18. tune in to radio station channels as per customer/ owner choice		3	1	2
	PC19. drive through the selected route without violating any traffic norms		3	1	2
	PC20. If unsure about the route stop and ask for directions from locals		3	1	2
	PC21. avoid unnecessary honking and avoid using high beam lights in city		3	1	2
	PC22. en route, pay toll charges if any		3	1	2
	PC23. do not use mobile phone while driving		3	1	2
	PC24. do not indulge in unnecessary talk with customer and specially avoid topics involving sensitive issues.		3	1	2
	PC25. on reaching the destination stop the vehicle and help customers in de- boarding safely taking special care in case of elderly and differently abled.		4	1	3
	PC26. unload the luggage from the boot of vehicle and keep it inside the house as expected		3	1	2
	PC27. wish the customer appropriately before parting		3	1	2
<b>Conformance to traffic regulation</b>	<p>PC28. Conformance to state specific traffic regulations such as</p> <ul style="list-style-type: none"> <li>• Changing lanes safely at appropriate speed and observing traffic conditions</li> <li>• Overtake other road users legally, safely and by using correct signaling</li> <li>• At all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles.</li> <li>• Signal your intentions correctly to other road users within a safe, systematic routine</li> <li>• Respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman.</li> </ul>		6	2	4

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
<b>Conformance to traffic regulation</b>	<ul style="list-style-type: none"> <li>• Use indicators and arm signals to signal intentions as per the traffic requirements</li> <li>• Use the parking light when stationary, where needed</li> <li>• Select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke</li> <li>• Check for oncoming cyclists, pedestrians and other traffic before opening your door</li> <li>• Remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.</li> </ul>				
<b>General conduct on the road</b>	PC29. Give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.		<b>4</b>	<b>1</b>	<b>3</b>
	<b>Subtotal</b>	<b>100</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N 0002</b>	<b>Work effectively in a team</b>				
<b>C. Compulsory</b>	PC1. Maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)		<b>13</b>	<b>4</b>	<b>9</b>
	PC2. Work with colleagues		<b>12</b>	<b>4</b>	<b>8</b>
	PC3. Pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means		<b>13</b>	<b>4</b>	<b>9</b>
	PC4. Work in ways that show respect for colleagues		<b>12</b>	<b>4</b>	<b>8</b>
	PC5. Carry out commitments made to colleagues		<b>12</b>	<b>3</b>	<b>9</b>
	PC6. Let colleagues know in good time if cannot carry out commitments, explaining the reasons		<b>13</b>	<b>4</b>	<b>9</b>
	PC7. Identify problems in working with colleagues and take the initiative to solve these problems		<b>13</b>	<b>4</b>	<b>9</b>

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
	PC8. follow the organisation's policies and procedures for working with colleagues		12	3	9
	<b>Subtotal</b>	<b>100</b>	<b>100</b>	<b>30</b>	<b>70</b>
<b>ASC/N 0012</b>	<b>Practice HSE &amp; security related guidelines</b>				
<b>Communicating potential accident points</b>	PC1. Spot and report potential safety issues while driving		7	2	5
	PC2. Follow rules and regulations laid down by transport authorities		7	2	5
	PC3. Follow company policy and rules to avoid safety, health and environmental problems		7	2	5
<b>Cleanliness and hygiene</b>	PC4. Ensure cleanliness of vehicle		7	2	5
	PC5. Escalate issues related to cleanliness and hygiene issues to concern department		7	2	5
	PC6. Escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external		8	3	5

Assessable Outcome	Assessment Criteria	Total Mark 700	Out of	Marks Allocation	
				Theory	Skills Practical
<b>Limit damage to people/client and public</b>	PC7. Take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others		7	2	5
	PC8. Follow instructions or guidelines for limiting danger or damage		7	2	5
	PC9. Escalate the issue immediately e.g. to police control room if you cannot deal effectively with the danger		7	2	5
	PC10. Give clear information or instructions to others to allow them to take appropriate action		7	2	5
	PC11. Record and report details of the danger in line with operator guidelines		7	2	5
	PC12. Report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details		8	3	5
	PC13. Check the exhaust as per the recommended guideline and ensure the vehicle is meeting the emission norms. In case not get the vehicle re-tuned/ adjusted.		7	2	5
	PC14. Get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms.		7	2	5
	<b>Subtotal</b>	<b>100</b>	<b>100</b>	<b>30</b>	<b>70</b>
	<b>Total</b>	<b>700</b>	<b>700</b>	<b>210</b>	<b>490</b>