



What are Occupational Standards(OS)?

- OS describe what individuals need to do, know and understand in order to carry out a particular job role or function
- OS are performance standards that individuals must achieve when carrying out functions in the workplace, together with specifications of the underpinning knowledge and understanding

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Introduction

Qualifications Pack- Taxi Driver

SECTOR: AUTOMOTIVE

SUB-SECTOR: ROAD TRANSPORTATION

OCCUPATION: DRIVING

JOB ROLE : TAXI DRIVER

REFERENCE ID: ASC/Q9705

ALIGNED TO : NCO-2004/8322.20

Brief Job Description: A Taxi Driver is also called *Chauffeur*, *Cab Driver* or simply *Cabbie*. Individuals at this job need to help passengers in commuting from one destination to another in the private hire vehicles within the city.

Personal Attributes: This job requires the individual to drive for long and awkward hours under tiring and demanding physical and city traffic conditions. Individual must be polite and highly dependable with the ability to remain calm and composed under stressful conditions of traffic and demanding customers.

Job Details	Qualifications Pack Code	ASC/Q9705		
	Job Role	Taxi Driver		
	Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
	Sector	Automotive	Drafted on	30/05/13
	Sub-sector	Road Transportation	Last reviewed on	15/07/13
	Occupation	Driving	Next review date	30/07/15

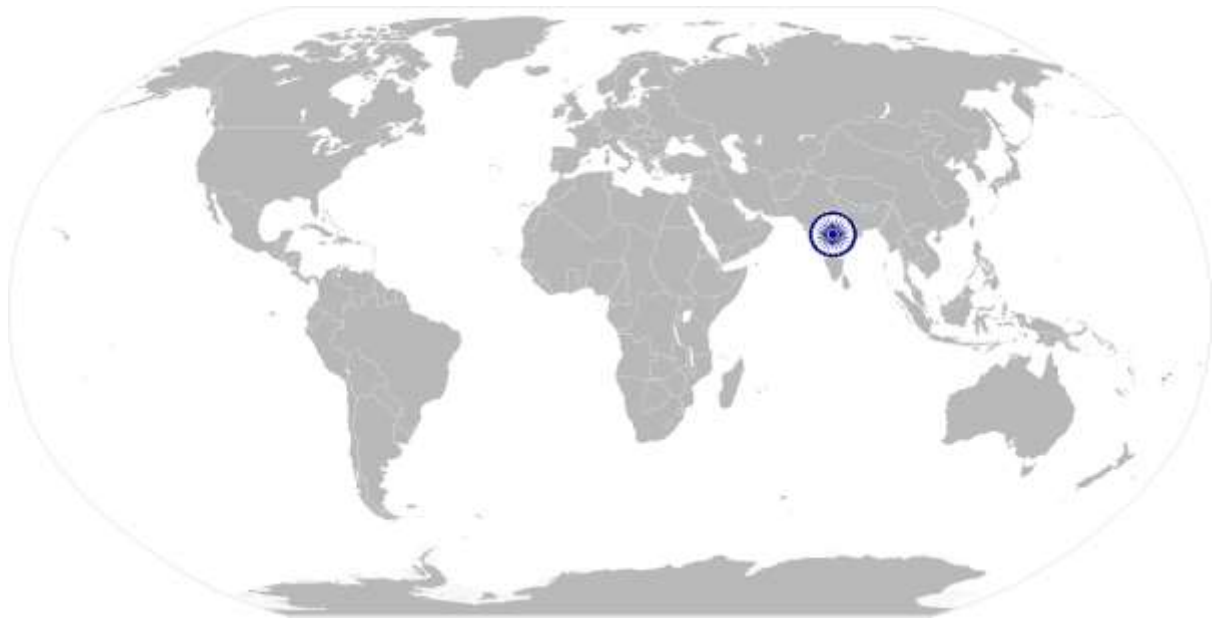
Job Role	Taxi / Chauffeur Driver
Role Description	Picking passengers from source and dropping at destination on hiring basis
NSQF level	4
Minimum Educational Qualifications*	Class 10 th
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> ASDC Taxi Driver module and preferably also ASDC Auto Service Technician Level 3 Compulsory: laws and regulations related to road use and safety , GPS/Navigation system Voluntary: stress management
Experience	0 years if ASDC Taxi Driver Certificate or 1-2 years in driving a Four Wheeler Vehicle
Applicable National Occupational Standards (NOS)	Compulsory: ASC/N9703 Ensure road worthiness of vehicle ASC/N9706 Coordinate with control room and reach to the customer pickup point ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare ASC/N0002. Work effectively in a team ASC/N0012. Practice HSE and security related guidelines Optional: N.A.
Performance Criteria	As described in the relevant OS units

Keywords /Terms	Description
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.
Function	Function is an activity necessary for achieving the key purpose of the sector, occupation, or an area of work, which can be carried out by a person or a group of persons. Functions are identified through functional analysis and form the basis of OS.
Sub-function	Sub-functions are sub-activities essential to fulfill the achieving the objectives of the function.
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 they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria	Performance criteria are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (OS)	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	Knowledge and understanding 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	Core skills or generic skills 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.
Keywords /Terms	Description
NOS	National Occupational Standard(s)
NVQF	National Vocational Qualifications Framework
NSQF	National Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack
MCT	Mobile Communications Terminal is a device that helps cab drivers accept pickups and intimate the control room once the pickup is done
GPS	Global Positioning system

ASC/N9703 Ensuring road worthiness of vehicle

National Occupational Standards




Overview

This unit is about assessing and ensuring that vehicle is fit for being on the road. The assessment would include technical evaluation as well as legal and compliance related guidelines.

ASC/N9703 Ensuring road worthiness of vehicle

National Occupational Standard

Unit Code	ASC/N9703
Unit Title (Task)	Assessing and ensuring road worthiness of vehicle
Description	This OS unit is about to ensure that the vehicle is road worthy for use. The individual is responsible to check the vehicle thoroughly before starting the trip.
Scope	<p>This unit/ task covers the following:</p> <p>Assess the road worthiness of commercial vehicle as per the:-</p> <ul style="list-style-type: none"> Organizational requirements CMVR guidelines Additional HSE requirements Technical requirements 
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Vehicle road worthiness	<p>To be competent , the user/individual must be able to:</p> <p>PC1. check that the vehicle meets basic legal and compliance related requirements as per :</p> <ul style="list-style-type: none"> 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 <p>PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change</p> <p>PC3. record all deviations observed while carrying out PC1 and PC2</p> <p>PC4. record any other deviations observed during the trip</p>
Basic technical check before the trip	<p>To be competent , the user/individual must be able to:</p> <p>PC5. supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure</p>
Escalation of technical problem	<p>To be competent , the user/individual must be able to:</p> <p>PC6. report actual or possible defects to the senior driver or supervisor in enough detail so they can diagnose the problem</p> <p>PC7. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.</p>
Knowledge and Understanding (K)	
A. Organizational	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. company's policies on: road worthiness requirement; basic compliance to</p>

ASC/N9703 Ensuring road worthiness of vehicle

Context (Knowledge of the company / organization and its processes)	technical requirements and standards; safety and hazards KA2. CMVR guidelines and other specific local regulations KA3. organization structure KA4. escalation procedure
Skills (S) [Optional]	
A. Core Skills/Generic Skills	Basic reading and writing skills
	The user/ individual on the job needs to know and understand how to: SA1. read and understand technical standards of vehicle operation in terms of fuel system and other control systems in vehicle. SA2. document technical issues pertaining to vehicle
	Communication skills
	The user/individual on the job needs to know and understand how to: SA3. follow supervisors instructions SA4. communicate with assistant and other personnel
A. Professional Skills	Decision making
	The user/individual on the job needs to make decisions on : SA5. when not to use the vehicle due to technical and/or compliance related issues
	Reflective thinking The user/individual on the job needs to know and understand: SA6. how to learn from past mistakes and identify potential problems

ASC/N9703 Ensure road worthiness of vehicle

NOS Version Control

NOS Code	ASC/N9703		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	26/07/13
Occupation	Driving	Next review date	30/07/15

ASC/ N 9706 Coordinate with control room and reach to the customer pickup point

National Occupational Standards



Overview

This unit is about coordination with central control room pertaining to the pickup location with the passenger.

ASC/ N 9706 Coordinate with control room and reach to the customer pickup point

National Occupational Standard

Unit Code	ASC/N9706
Unit Title (Task)	Coordinate with control room and reach to the customer pickup point
Description	This OS unit is about the taxi / chauffeur driver coordinating with the central control room of agency for pick the passenger from the location displayed in MCT
Scope	<p>The unit/ task covers the following:</p> <ul style="list-style-type: none"> • compliance to duty reporting • coordinating with the control room • escalation of problems to supervisor/reporting
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Compliance to duty	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. report to duty on time as per the schedule</p> <p>PC2. log into the MCT system when starting the vehicle for the day</p> <p>PC3. comply to duty closure procedure on completion of responsibilities for the day</p>
Control room coordination	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. communicating the status of previous journey completion to the control room</p> <p>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</p> <p>PC6. intimating the control room post dropping of the passenger at the desired destination</p>
Escalation of problems	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. inform about the inability to reach to pickup point in case of traffic jams or vehicle breakdown</p> <p>PC8. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation between passengers / public / officials</p>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. policies on: personnel management, duty reporting procedure and associated MIS compliance</p> <p>KA2. reporting structure within organization</p> <p>KA3. control room communication protocol and procedure through MCT</p> <p>KA4. problem escalation procedure</p>

ASC/ N 9706 Coordinate with control room and reach to the customer pickup point

B. Technical Knowledge	The individual on the job needs to have knowledge of: KB1. route planning information system if any KB2. route knowledge within each city KB3. MCT system components and its functioning KB4. knowledge of vehicle tracking technologies like GPS
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	The user/ individual on the job needs to know and understand how to: SA1. fill in complaints pertaining to the vehicle which needs company officers attention SA2. keep abreast by reading about new policies at an organization level
	Communication skills
	The user/individual on the job needs to know and understand how to: SA3. execute task, manage schedules, and distribute work-loads amongst peers
	Teamwork and multitasking
	The user/individual on the job needs to know and understand how to: SA4. share work load as required SA5. assist other drivers who require help SA6. share knowledge with other drivers

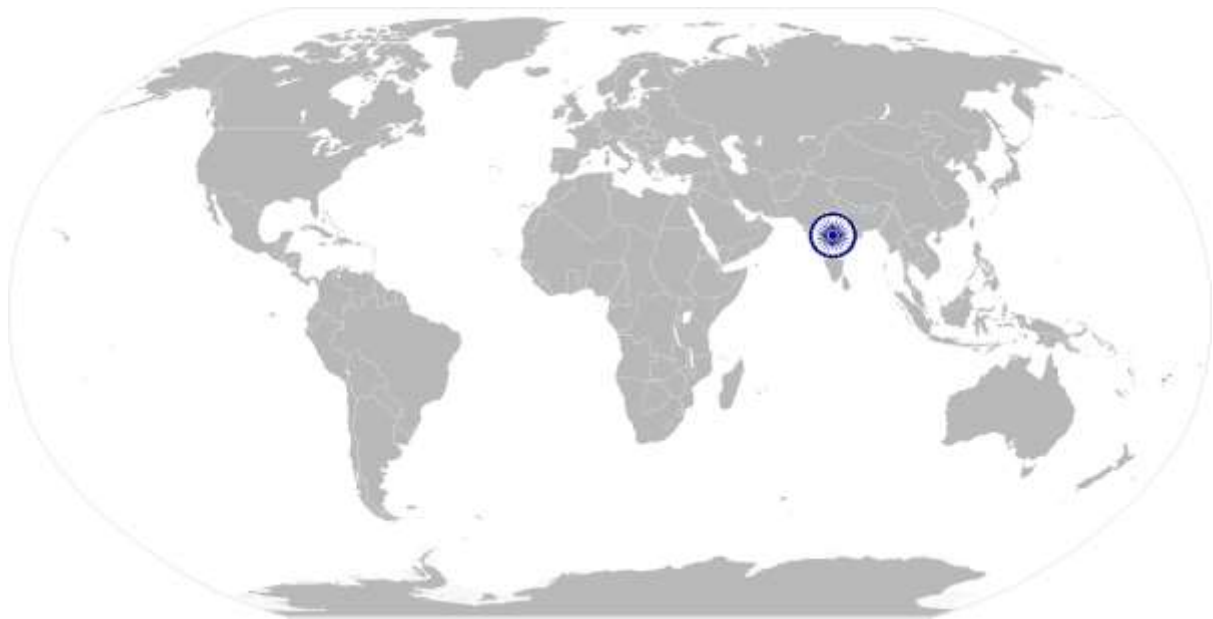
ASC/ N 9706 Coordinate with control room and reach to the customer pickup point

NOS Version Control

NOS Code	ASC/N9706		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	30/05/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	30/07/15

ASC/N 9707 Drop the customer safely using the quickest route and collect the applicable fare

National Occupational Standards



Overview

This unit is about taking the quickest route within the city for dropping the passenger at the desired destination and collects the applicable fare.

ASC/N9707

Drop the customer safely using the quickest route and collect the applicable fare

National Occupational Standard

Unit Code	ASC/N9707
Unit Title (Task)	Drop the customer safely using the quickest route and collect the applicable fare
Description	This OS unit is about the individual driving safely and dropping the passengers by taking the quickest route and collecting the requisite fare
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • driving safely to ensure passengers and public safety • picking and dropping the passenger safely using the quickest route and collecting fare at the end of the trip • traffic regulations to be followed • conduct with passengers and public
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Conformance to standard driving practices	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. confirm all checks have been carried out for road worthiness of the vehicle.</p> <p>PC2. confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available.</p> <p>PC3. start the vehicle and before moving re confirm all gauges are functioning including MCT and in built navigation system if available.</p> <p>PC4. after starting but within few meters of moving to check the brakes.</p> <p>PC5. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration</p> <p>PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely</p> <p>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.</p> <p>PC8. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly</p> <p>PC9. monitor and respond correctly to gauges, warning lights and other aids when driving</p> <p>PC10. in case of any malfunctioning or breakdown, to immediately attend to the problem by :</p> <ul style="list-style-type: none"> -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.

ASC/N9707

Drop the customer safely using the quickest route and collect the applicable fare

	PC11. check the working of MCT and in-built GPS system
Picking and dropping passenger and fare collection	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. after reaching the pick- up point, confirm the name with the customer and greet the customer appropriately</p> <p>PC13. load the passenger's luggage (if any) in the boot of the vehicle</p> <p>PC14. offer help for boarding to elderly or differently abled customers</p> <p>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.</p> <p>PC16. check with the passenger about his destination and start the taxi fare meter and show the starting reading to the customer</p> <p>PC17. select the destination route of the passenger considering the traffic condition and distance</p> <p>PC18. start and adjust air conditioning and ventilation as per customer requirement.</p> <p>PC19. tune in to radio station channels as per customer choice</p> <p>PC20. drive through the selected route without violating any traffic norms</p> <p>PC21. If unsure about the route stop and ask for directions from locals</p> <p>PC22. avoid unnecessary honking and avoid using high beam lights in city</p> <p>PC23. en route, pay toll charges if any, and collect from customer along with fare</p> <p>PC24. not use mobile phone while driving</p> <p>PC25. not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues.</p> <p>PC26. point out any landmark on the route to an out station customer</p> <p>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.</p> <p>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.</p> <p>PC29. not demand any tips but accept thankfully if the customer offers</p> <p>PC30. unload the luggage from the boot of vehicle and hand it over to the passenger</p> <p>PC31. wish the customer appropriately before parting</p>
Conformance to traffic regulation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC32. Observe conformance to state specific traffic regulations such as</p> <ul style="list-style-type: none"> ▪ change lanes safely at appropriate speed and observing traffic conditions ▪ overtake other road users legally, safely and by using correct signaling ▪ 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. ▪ signal your intentions correctly to other road users within a safe, systematic routine

ASC/N9707

Drop the customer safely using the quickest route and collect the applicable fare

	<ul style="list-style-type: none"> ▪ respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman. ▪ use indicators and arm signals to signal intentions as per the traffic requirements ▪ Use the parking light when stationary, where needed ▪ select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke ▪ check for oncoming cyclists, pedestrians and other traffic before opening your door ▪ remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.
General conduct on the road	<p>To be competent, the user/individual on the job must be able to:</p> <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>
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. policies on safe driving practices; system and processes to ensure safe driving</p> <p>KA2. reporting structure</p> <p>KA3. problem escalation procedure</p>
B. Technical Knowledge	<p>The individual on the job needs to know and understand:</p> <p>KB1. safe driving techniques such as avoid over speeding and follow prescribed limits maintain safe distance from other vehicles avoid pot holes, stones, other strewn objects in case of bridges and underpasses, observe and avoid driving when water level is above danger mark observe movement of pedestrians to avoid collision observe movement of stray animals to avoid collision</p> <p>KB2. alternate routes in case of natural calamity, road construction work etc.</p> <p>KB3. troubleshooting techniques in the event of technical problems like wheel changing by using jack</p> <p>KB4. traffic regulations</p> <p>KB5. elements of good driving habits for obtaining fuel efficiency : avoid clutch riding avoid frequent changing of gears avoid frequent braking avoid over speeding avoid idling of engine beyond reasonable limit</p>

ASC/N9707

Drop the customer safely using the quickest route and collect the applicable fare

	avoid high idling speed setting in engine ensure there is no brake binding obtain right grade of fuel from authorized outlets only ensure correct quantity of fuel received as per bill KB6. fare rates applicable within the city KB7. fare calculation based on the metrics followed i.e. either km or day basis
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	The user/individual on the job needs to know and understand how to: SA1. to communicate effectively in local language and also preferably basic spoken Hindi and basic written English
	Communication skills
	The user/individual on the job needs to know and understand how to: SA2. communicate information in a format that the passenger is able to interpret SA3. behave courteously with passenger. SA4. effectively communicate to control room any damage or repairs required with respect to smooth functioning of vehicle
	Team work and multi tasking
	The user/individual on the job needs to know and understand how to: SA5. seamlessly coordinate with control room to ensure timely pickup and drop of passenger SA6. assist other drivers who require help and take help where needed SA7. coordinate with traffic inspectors, toll operators etc.
	Learning attitude
	The user/individual on the job needs to know and understand how: SA8. keep oneself updated with the new vehicle technologies and functionalities SA9. gain knowledge/ experience from driving on of different routes and profile of passengers
B. Professional Skills	Planning
	The user/individual on the job needs to know and understand how to: SB1. Plan and drive based on traffic and road condition using radio links/navigation aids where available SB2. Plan safe handling of life and materials as per the exact load being transported SB3. eg special people groups like children, elderly, differently abled or perishable, hazardous goods
	Decision making
	The user/ individual on the job needs to make decisions pertaining to: SB4. fitness of vehicle for safe driving SB5. breakdown condition

ASC/N9707

Drop the customer safely using the quickest route and collect the applicable fare

	SB6. accident and emergency situations and medical emergencies
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB7. assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
	SB8. identify immediate or temporary solutions to resolve delays and crisis situations
	Passenger management
	The user/individual on the job needs to know and understand how to:
	SB9. manage children, aged and differently abled individuals
	SB10. effective tackling of passengers and public who may be stressed, frustrated, confused, angry or drunken
	SB11. build passenger friendly work environment and use customer centric approach to resolve crisis
	Conflict Management Skills
	The user/individual on the job needs to know and understand how to:
	SB12. resolve conflict while dealing with passenger and public
	Reflective thinking
	The user/individual on the job needs to know and understand:
	SB13. how to learn from past mistakes to resolve technical and non-technical problems

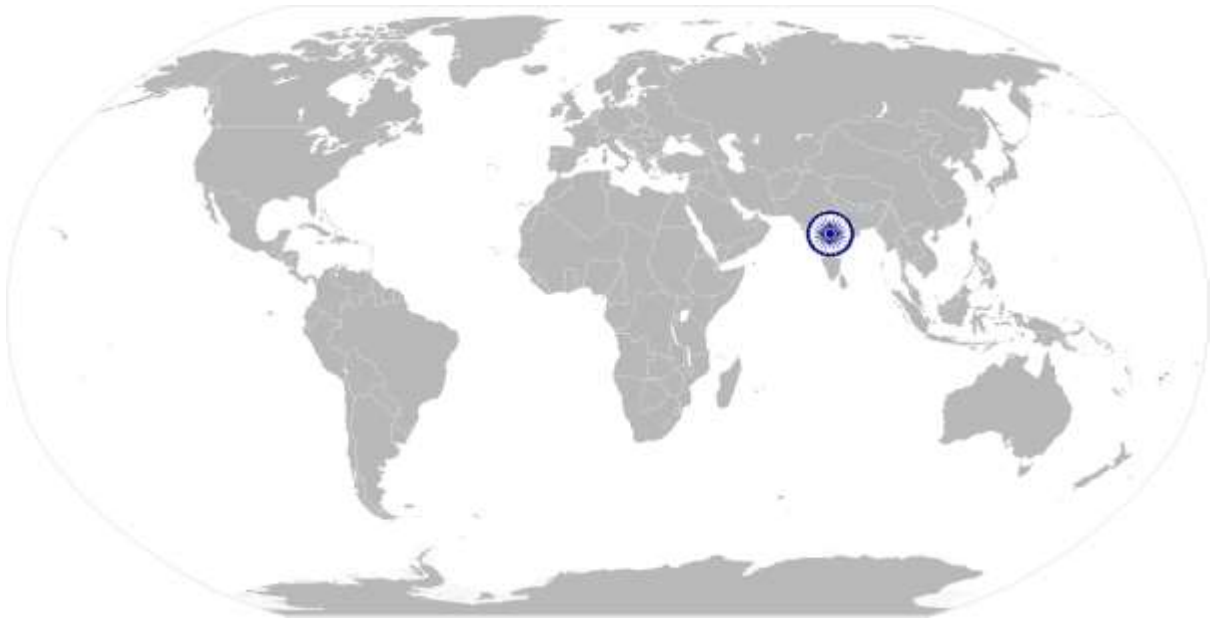


ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare

NOS Version Control

NOS Code	ASC/N9707		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	30/05/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	30/07/15

National Occupational Standards



Overview

This unit is about team work and level of communication with colleagues or customers or co-drivers or cleaners in public/goods transportation. It determines the ability to work as a team member, share work and multi-task in order to achieve the required deliverables on schedule.

ASC/N0002

Work effectively in a team

National Occupational Standard

Unit Code	ASC/ N 0002
Unit Title (Task)	Work effectively in a team
Description	This NOS unit is about working effectively within a team, either in individual's own work group or in other work groups outside the organization.
Scope	<p>This unit/task covers the following:</p> <p>colleagues:</p> <ul style="list-style-type: none"> • superiors • members of own work group • people in other work groups within or outside the organisation <p>communicate:</p> <ul style="list-style-type: none"> • face-to-face • by telephone • in writing
Performance Criteria (PC) w.r.t. the Scope	
Element	Performance Criteria
A. Compulsory	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. maintain clear communication with colleagues</p> <p>PC2. work with colleagues</p> <p>PC3. pass on information to colleagues in line with organisational requirements</p> <p>PC4. work in ways that show respect for colleagues</p> <p>PC5. carry out commitments made to colleagues</p> <p>PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons</p> <p>PC7. identify problems in working with colleagues and take the initiative to solve these problems</p> <p>PC8. follow the organisation's policies and procedures for working with colleagues</p> <p>PC9. ability to share resources with other members as per priority of tasks</p>
B. Optional	N.A.
Knowledge and Understanding (K) w.r.t. the scope	
Element	Knowledge and Understanding
A. Organisational Context (Knowledge of the Company/Organisation and its processes)	<p>The user/individual on the job needs to know and understand:</p> <p>KA1. the organization's policies and procedures for working with colleagues, role and responsibilities in relation to this</p> <p>KA2. the importance of effective communication and establishing good working relationships with colleagues</p> <p>KA3. different methods of communication and the circumstances in which it is appropriate to use these</p>

ASC/N0002

Work effectively in a team

	KA4. the importance of creating an environment of trust and mutual respect KA5. the implications of own work on the work and schedule of others
B. Technical Knowledge	The user/individual on the job needs to know and understand: KB1. different types of information that colleagues might need and the importance of providing this information when it is required KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team
Skills (S) w.r.t. the scope	
Element	Skills
A. Core Skills/ Generic Skills	Writing Skills
	The user/individual on the job needs to know and understand how to:
	SA1. complete written work with attention to detail
	Reading Skills
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
B. Professional Skills	Oral Communication (Listening and Speaking skills)
	The user/individual on the job needs to know and understand how to:
	SA3. listen effectively and orally communicate information
	SA4. ask for clarification and advice from the concerned person
	Decision Making
	The user/individual on the job needs to know and understand how to:
	SB1. make decisions on a suitable course of action or response keeping in view resource utilization while meeting commitments
	Plan and Organize
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organize work to achieve targets and deadlines
	Customer Centricity
	The user/individual on the job needs to know and understand how to:
	SB3. check that the work meets customer requirements
	SB4. deliver consistent and reliable service to customers
	Problem Solving
	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
	Critical Thinking
	The user/individual on the job needs to know and understand how to:
	SB6. apply balanced judgments to different situations



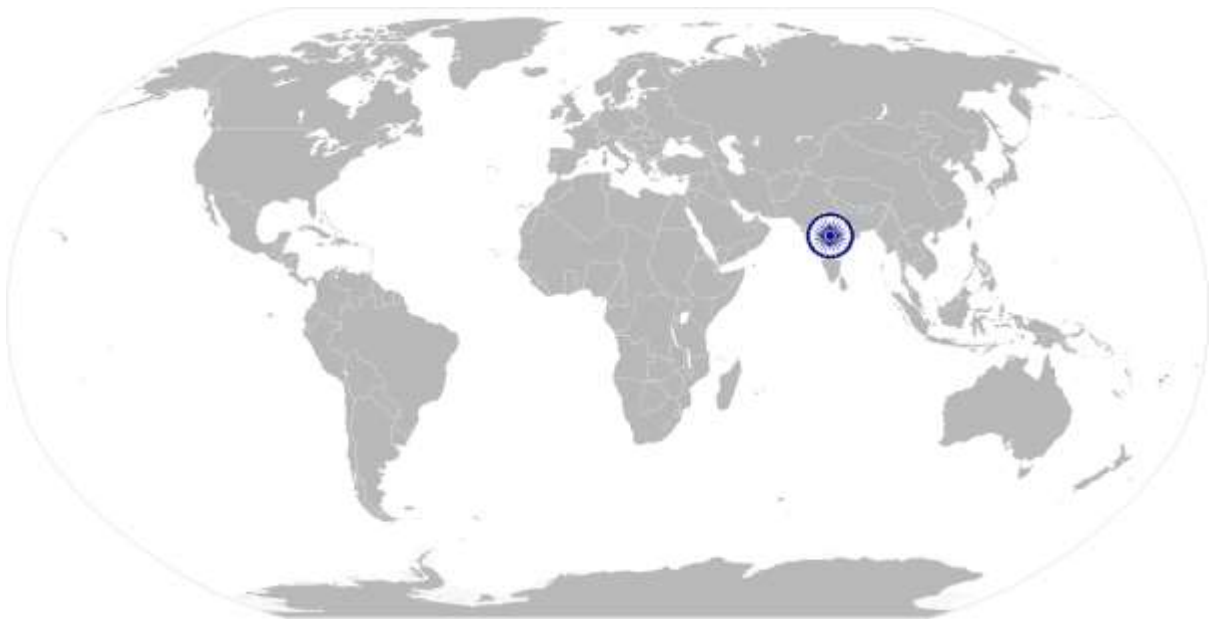
ASC/N0002

Work effectively in a team

NOS Version Control

NOS Code	ASC/N0002		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	30/05/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	30/07/15

National Occupational Standards



Overview

This unit is about commitment towards reporting potential hazards, taking preventive measures to contain accidents in order to make the work environment safe for self, colleagues, clients and public and maintain a clean working environment.

ASC/N0012Practice HSE and security related guidelines

National Occupational Standard

Unit Code	ASC/N0012
Unit Title (Task)	Practice HSE and security related guidelines
Description	This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining a clean work environment.
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> ▪ identification of potential sources of safety issues in driving ▪ follow standard safety standards ▪ keep the work environment clean and organized ▪ communicate to reporting supervisor about safety issues ▪ handling of emergency situations such as accident, fire, passenger, client related issues
Performance Criteria(PC) w.r.t. the Scope	
Element	Performance Criteria
Communicating potential accident points	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. spot and report potential safety issues while driving</p> <p>PC2. follow rules and regulations laid down by transport authorities</p> <p>PC3. follow company policy and rules to avoid safety, health and environmental problems</p>
Cleanliness and hygiene	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. ensure cleanliness of vehicle</p> <p>PC5. escalate issues related to cleanliness and hygiene issues to concern department</p> <p>PC6. escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external</p>
Limit damage to people/client and public	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others</p> <p>PC8. follow instructions or guidelines for limiting danger or damage</p> <p>PC9. escalate the issue immediately if you cannot deal effectively with the danger</p> <p>PC10. give clear information or instructions to others to allow them to take appropriate action</p>

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	PC11. record and report details of the danger in line with operator guidelines PC12. report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details 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. PC14. Get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms.
Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its processes)	The user/individual on the job needs to know and understand: KA1. organization's instructions or guidelines relating to dealing with and reporting safety and emergency issues KA2. what action you can take, and are authorized to take, to limit danger KA3. methods of effective and appropriate communication to let others know about the safety, cleanliness and emergency situations KA4. where and how to get help in dealing with safety and emergency situations
B. Technical Knowledge	The individual on the job needs to know and understand: KA5. how to use appropriate equipment and alarm systems to limit danger KA6. alternate routes in case of natural calamity, road construction work etc.
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Communication skills
	The user/ individual on the job needs to know and understand how to: SA1. to effectively communicate the safety, cleanliness and emergency issues
	Organizing skills
	The user/ individual on the job needs to know and understand how to: SA2. keep all the safety equipments in an organized manner so that there is no difficulty to find them SA3. keep the work environment clean
B. Professional Skills	Decision making
	The user/ individual on the job needs to know and understand how to: SB1. report potential sources of danger SB2. follow prescribed procedure to address safety and emergency issues
	Reflective thinking
	The user/individual on the job needs to know and understand how to: SB3. learn from past mistakes regarding use of safety and emergency issues
	Critical thinking
	The user/individual on the job needs to know and understand how to: SB4. spot safety and cleanliness issues



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NOS Version Control

NOS Code	ASC/N0012		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	30/05/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	30/07/15

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Criteria for assessment of Trainees

JOB ROLE	Taxi Driver L4
Qualification Pack	ASC/Q 9705
No. Of NOS	3 Role specific ,2 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
ASC/N 9703	Ensure road worthiness of the vehicle	Viva	Practical
Vehicle road worthiness	To be competent , the user/individual must be able to: PC1. check that the vehicle meets basic legal and compliance related requirements as per : <ul style="list-style-type: none"> 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 	3	7
	PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change	3	7
	PC3. record all deviations observed while carrying out PC1 and PC2	5	10
	PC4. record any other deviations observed during the trip		
Basic technical check before the trip	To be competent , the user/individual must be able to: PC5. supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure	3	7
Escalation of technical problem	To be competent , the user/individual must be able to: PC6. report actual or possible defects to the senior driver or supervisor in enough detail so they can diagnose the problem	3	7
	PC7. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use	5	15

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	another vehicle.		
	subtotal	22	53
ASC/N 9706	Co-ordinate with control room & reach the pick up point	Viva	Practical
Compliance to duty	To be competent, the user/individual on the job must be able to: PC1. report to duty on time as per the schedule PC2. log into the MCT system when starting the vehicle for the day PC3. comply to duty closure procedure on completion of responsibilities for the day	5 10	10 10
Control room coordination	To be competent, the user/individual on the job must be able to: PC4. communicating the status of previous journey completion to the control room 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 PC6. intimating the control room post dropping of the passenger at the desired destination	5 5 5	5 10 5
Escalation of problems	To be competent, the user/individual on the job must be able to: PC7. inform about the inability to reach to pickup point in case of traffic jams or vehicle breakdown PC8. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation between passengers / public / officials	10	20
	Subtotal	40	60
ASC/N 9707	Drop the customer safely	Viva	Practical
Conformance to standard driving practices	To be competent, the user/individual on the job must be able to: PC1. confirm all checks have been carried out for road worthiness of the vehicle. PC2. confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available. PC3. start the vehicle and before moving re confirm all gauges are functioning including MCT and in built navigation system if available. PC4. after starting but within few meters of moving to check the brakes. PC5. change gear smoothly and in good time; coordinate the	3	7

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	<p>change of gears with steering control and acceleration</p> <p>PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely</p> <p>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.</p> <p>PC8. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly</p> <p>PC9. monitor and respond correctly to gauges, warning lights and other aids when driving</p> <p>PC10. in case of any malfunctioning or breakdown, to immediately attend to the problem by :</p> <ul style="list-style-type: none"> -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. <p>PC11. check the working of MCT and in-built GPS system</p>	16	24
		3	7
		2	3
Picking and dropping passenger and fare collection	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. after reaching the pick-up point, confirm the name with the customer and greet the customer appropriately</p> <p>PC13. load the passenger's luggage (if any) in the boot of the vehicle</p> <p>PC14. offer help for boarding to elderly or differently abled customers</p> <p>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.</p> <p>PC16. check with the passenger about his destination and start the taxi fare meter and show the starting reading to the customer</p>		

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	<p>PC17. select the destination route of the passenger considering the traffic condition and distance</p> <p>PC18. start and adjust air conditioning and ventilation as per customer requirement.</p> <p>PC19. tune in to radio station channels as per customer choice</p> <p>PC20. drive through the selected route without violating any traffic norms</p> <p>PC21. If unsure about the route stop and ask for directions from locals</p> <p>PC22. avoid unnecessary honking and avoid using high beam lights in city</p> <p>PC23. en- route, pay toll charges if any, and collect from customer alongwith fare</p> <p>PC24. not use mobile phone while driving</p> <p>PC25. not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues.</p> <p>PC26. point out any landmark on the route to an out station customer</p> <p>PC27. stop the vehicle and the fare meter and help customers in de-boarding safely taking special care in case of elderly and differentlyabled.</p> <p>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.</p> <p>PC29. not demand any tips but accept thankfully if the customer offers</p> <p>PC30. unload the luggage from the boot of vehicle and hand it over to the passenger</p> <p>PC31. wish the customer appropriately before parting</p>	22	33
		2	3
		3	7
		14	21
Conformance to traffic regulation	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC32. Observe conformance to state specific traffic regulations such as</p> <ul style="list-style-type: none"> ▪ change lanes safely at appropriate speed and observing traffic conditions ▪ overtake other road users legally, safely and by using correct signaling 	3	7

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	<ul style="list-style-type: none"> ▪ 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. ▪ signal your intentions correctly to other road users within a safe, systematic routine ▪ respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman. ▪ use indicators and arm signals to signal intentions as per the traffic requirements ▪ Use the parking light when stationary, where needed ▪ select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke ▪ check for oncoming cyclists, pedestrians and other traffic before opening your door ▪ remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public. 		
General conduct on the road	To be competent, the user/individual on the job must be able to: 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.	2	3
	subtotal	70	115
ASC/N 0002	Work effectively in a team	Viva	Practical
C. Compulsory	To be competent, the user/individual on the job must be able to: PC1. maintain clear communication with colleagues PC2. work with colleagues PC3. pass on information to colleagues in line with organisational requirements PC4. work in ways that show respect for colleagues PC5. carry out commitments made to colleagues PC6. let colleagues know in good time if cannot carry out commitments, explaining the reasons PC7. identify problems in working with colleagues and take the initiative to solve these problems	4 16	6 24

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	PC8. follow the organisation's policies and procedures for working with colleagues PC9. ability to share resources with other members as per priority of tasks		
	subtotal	20	30
ASC/N 0012	Practice HSE & security related guidelines	Viva	Practical
Communicating potential accident points	To be competent, the user/individual on the job must be able to: PC1. spot and report potential safety issues while driving PC2. follow rules and regulations laid down by transport authorities PC3. follow company policy and rules to avoid safety, health and environmental problems	2 4	5 6
Cleanliness and hygiene	To be competent, the user/individual on the job must be able to: PC4. ensure cleanliness of vehicle PC5. escalate issues related to cleanliness and hygiene issues to concern department PC6. escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external	3 5	5 5
Limit damage to people/client and public	To be competent, the user/individual on the job must be able to: PC7. take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others PC8. follow instructions or guidelines for limiting danger or damage PC9. escalate the issue immediately if you cannot deal effectively with the danger PC10. give clear information or instructions to others to allow them to take appropriate action PC11. record and report details of the danger in line with operator guidelines PC12. report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details PC13. Check the exhaust as per the recommended guideline and ensure the vehicle is meeting the emission norms.	16	24



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	In case not get the vehicle re-tuned/ adjusted. PC14. Get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms.		
	subtotal	30	45
	Total	182	303