Automotive
Skills Development Council

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Corporation

QUALIFICATIONS PACK - OCCUPATIONAL STANDARDS FOR AUTOMOTIVE INDUSTRY

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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Contents

Introduction

Qualifications Pack- Ambulance Driver

SECTOR: AUTOMOTIVE

SUB-SECTOR: ROAD TRANSPORTATION

OCCUPATION: DRIVING

JOB ROLE: AMBULANCE DRIVER

REFERENCE ID: ASC/Q9706

ALIGNED TO : NCO-2004/8322.30

Brief Job Description: Individuals at this job need to drive ambulance and transport sick, injured, or convalescent persons. Individual needs to place patients on stretcher and load stretcher into ambulance, usually with help of the attendant.

Personal Attributes: This job requires the individual to drive continuously for long hours under tiring and demanding physical and city traffic conditions. Individual must be very calm and physically fit with the ability to control aggressive patients. The individual should be skilful to drive in a manner that he avoids sudden motion detrimental to patients.

Job Details

Qualifications Pack Code	ASC/Q9706
Job Role	Ambulance Driver

Credits(NSQF) [*OPTIONAL*]	TBD	**Version number**	1.0
Sector	Automotive	**Drafted on**	13/06/13
Sub-sector	Road Transportation	**Last reviewed on**	30/07/13
Occupation	Driving	**Next review date**	30/07/15

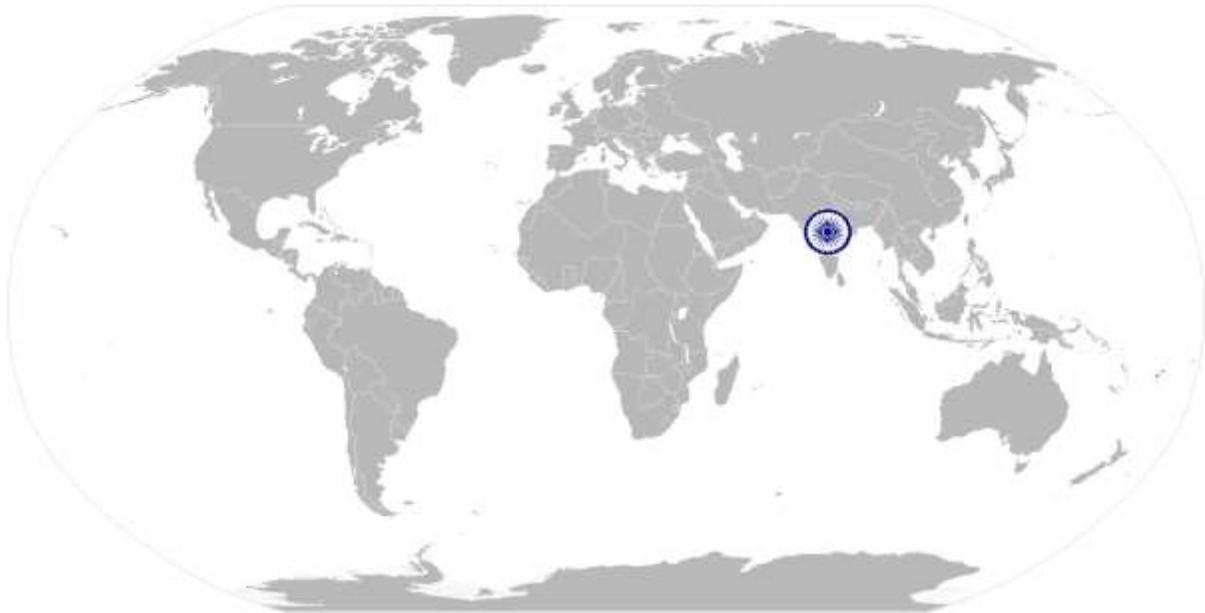| Job Role	Ambulance Driver
Role Description	Moving sick , injured and recovering patients from one place to the another
NSQF level **Minimum Educational Qualifications*** **Maximum Educational Qualifications***	4 Class 10th Not Applicable
Training (Suggested but not mandatory)	- ASDC Ambulance Driver module - Compulsory: laws and regulations related to road use and safety - Voluntary: stress management - Optional: GPS Navigation
Experience	- ASDC Driving Level 3 Certificate or - minimum 1-2 years in driving a Commercial Vehicle/Ambulance
Applicable National Occupational Standards (NOS)	**Compulsory:** ASC/N9709. Ensure road and service worthiness of ambulance ASC/N9710. Coordinate with control room and reach the patient location ASC/N9711. Take the patient to the destination ASC/N0012. Practice HSE and security related guidelines **Optional:** N.A.
Performance Criteria	As described in the relevant OS units

2

Acronyms

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.

3

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 Skills Qualifications Framework
NVEQF	National Vocational Education Qualifications Framework
QP	Qualifications Pack
ICU	Intensive Care Unit
GPS	Global Positioning System

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National Occupational Standards

Overview

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

ASC/N9709 Ensure road and service worthiness of ambulance

National Occupational Standard

Unit Code	ASC/N9709
Unit Title (Task)	Assess road and service worthiness of ambulance
Description	This OS unit is about to ensure that the ambulance is road worthy for use and well equipped to serve the patients. The individual is responsible to check thoroughly before starting the trip.
Scope	This unit/ task covers the following: Assess the road worthiness of ambulance as per the:- • Medical requirements/supplies • CMVR guidelines • Additional HSE requirements

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**

Ambulance road worthiness	To be competent , the user/individual must be able to:
	PC1. check that the ambulance meets basic legal and compliance related requirements as per :
	    • CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs
	    • any other safety, security and environmental guidelines
	PC2. check ambulance for technical defects or immediate need for servicing like oil/filter change , coolant and fuel levels and tyre inflation levels
	PC3. record all deviations observed while carrying out PC1 and PC2
	PC4. record any other deviations observed during the trip

Basic check before the trip	To be competent , the user/individual must be able to: PC5. check the level of oxygen in the cylinder and ensure it to be refilled in case empty PC6. check the stretcher for any damages with respect to the durability or physical damages PC7. check the ambulance is equipped with a sphygmomanometer (blood pressure instrument) PC8. in case of an I.C.U. ambulance , ensure that the ventilator system and nebulizer is working as per requirement in addition to the equipments mentioned
Escalation of technical problem	To be competent , the user/individual must be able to: PC9. report actual or possible defects to the supervisor in enough detail so they can diagnose the problem PC10. in consultation with superiors conclude about the road worthiness of ambulance and if found unfit to decide to use another ambulance.

Knowledge and Understanding (K)	
A. Organizational	The user/individual on the job needs to know and understand:

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NOS
National Occupational Standards

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ASC/N9709 Ensure road and service worthiness of ambulance

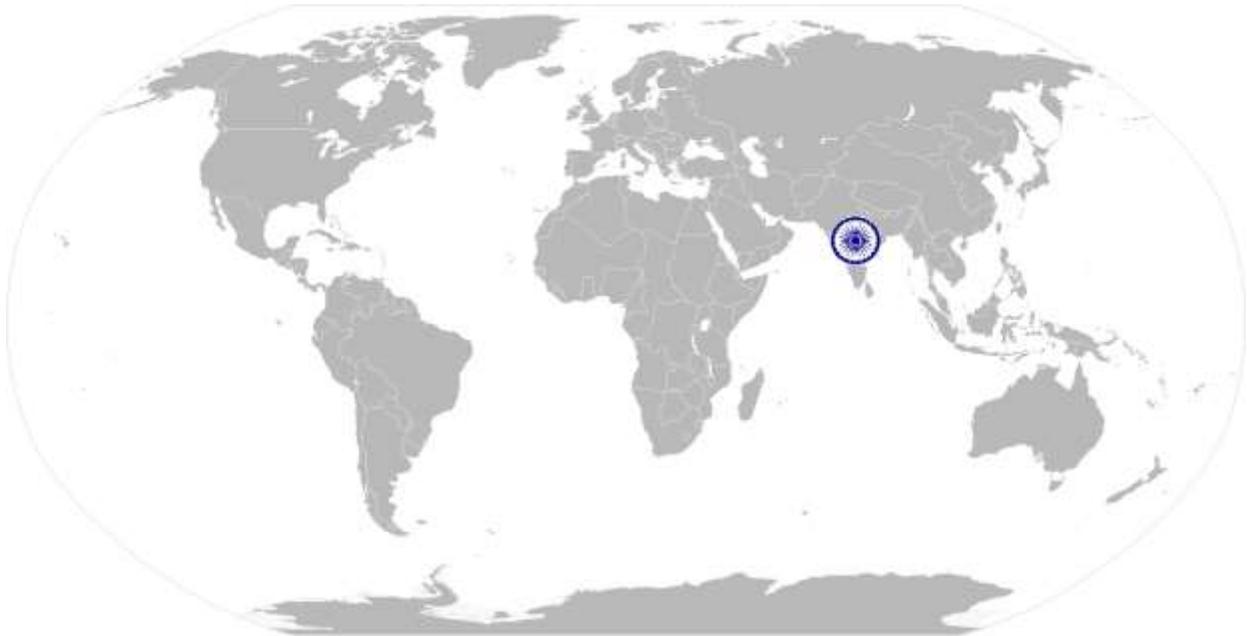| Context (Knowledge of the company / organization and its processes)	KA1. company's policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards KA2. medical requirements to be followed in ambulance KA3. CMVR guidelines and other specific local regulations KA4. organization structure KA5. 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 ambulance operation in terms of medical systems in ambulance
	Communication skills
	The user/individual on the job needs to know and understand how to: SA2. follow supervisors instructions SA3. communicate with assistant and the doctor (in case of I.C.U. ambulance only)
A. **Professional Skills**	**Decision making**
	The user/individual on the job needs to make decisions on : SA4. when not to use the ambulance due to technical and/or compliance related issues
	Reflective thinking
	The user/individual on the job needs to know and understand: SA5. how to learn from past mistakes and identify potential problems

ASC/N9709   Ensure road and service worthiness of ambulance

NOS Version Control

NOS Code	ASC/N9709		
Credits(NSQF) [OPTIONAL]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	30/07/13
Occupation	Driving	Next review date	30/07/15

National Occupational Standards

Overview

This unit is about coordination with control room pertaining to the location of patient.

ASC/N9710   Control Room Co-ordination

Unit Code	ASC/N9710
Unit Title (Task)	**Coordinate with control room and reach to the patient location**
Description	This OS unit is about the ambulance driver coordinating with the central control room for picking the patient from the accident site/home location / other diagnostic centers, hospitals
Scope	The unit/ task covers the following: • compliance to duty reporting • coordinating with the control room • escalation & reporting of problems to supervisor/

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**
Compliance to duty	To be competent, the user/individual on the job must be able to: PC1. report to the designated ambulance parking location on time as per the schedule PC2. start the ambulance for the day on receipt of a call from the control room PC3. handover the ambulance to the next driver on completion of shift and inform him about operational problems in the ambulance (if any) PC4. Follow the protocol regarding patient to be accompanied by medical staff, and assistance in communication, emergency handling
Control room coordination	To be competent, the user/individual on the job must be able to: PC5. receive a call from the control room and get all information pertaining to the patient location, landmark, type & seriousness of emergency PC6. intimate the control room post admitting the patient in the hospital/dropping him to specified location
Escalation of problems	To be competent, the user/individual on the job must be able to inform about: PC7. the inability to reach the patient location in case of traffic jams or ambulance breakdowns PC8. immediate requirement of the doctor in case of any emergency situation
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. policies on: personnel management, duty reporting procedure and associated MIS compliance KA2. reporting structure within organization KA3. control room communication protocol and procedure KA4. problem escalation procedure

National Occupational Standard

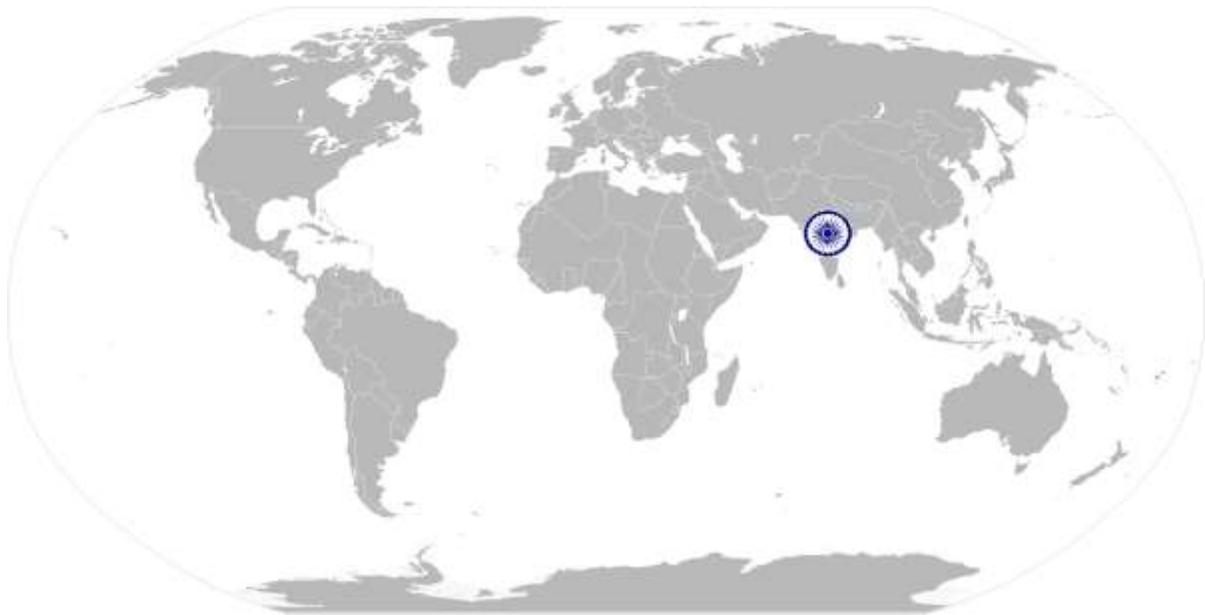| B. Technical Knowledge	The individual on the job needs to have knowledge of: KB1. route planning information system if any KB2. route knowledge within each city KB3. ambulance tracking technologies like GPS (if applicable) KB4. Access points in hospitals and diagnostic centers
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	**Basic reading and writing skills**
	The user/ individual on the job should be able to read the: SA1. the signboards mentioning about the various places and its directions on the road SA2. information provided on the medical equipments
	Communication skills
	The user/individual on the job needs to know and understand how to: SA3. communicate with the ambulance attendant about any issue while driving SA4. inform the control room for in case of any support required SA5. if required , talk with the patient in a calm and friendly manner to soothe him

ASC/N9710   Control Room Co-ordination

NOS Code	ASC/N9710		
Credits(NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	30/07/13
Occupation	Driving	Next review date	30/07/15

NOS Version Control

National Occupational Standards

Overview

This unit is about taking the quickest route within the city for the patient at the desired destination.

National Occupational Standard

Unit Code	ASC/N9711
Unit Title (Task)	**Take the patient to the destination**
Description	This OS unit is about the individual driving safely and taking the patients to hospital/home location using the quickest route
Scope	This unit/ task covers the following: • driving safely to ensure patients safety • taking the patient safely using the quickest route • traffic regulations to be followed • conduct with patients and their relatives

Performance Criteria(PC) w.r.t. the Scope	
Element	**Performance Criteria**

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 ambulance.
	PC2. confirm all papers and documents including driving license, ambulance documents are available.
	PC3. start the ambulance and before moving re confirm all gauges are functioning including in built navigation system if available.
	PC4. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration
	PC5. use the accelerator, steering control and brakes correctly to regulate speed and bring the ambulance to a stop safely
	PC6. coordinate the operation of all controls to manoeuvre the ambulance safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant.
	PC7. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly
	PC8. monitor and respond correctly to gauges, warning lights and other aids when driving
	PC9. in case of any malfunctioning or breakdown, immediately attend to the problem by :
	     -stopping the ambulance 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

ASC/N 9711   Take the patient to the destination

	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

Taking the patient	To be competent, the user/individual on the job must be able to:
	PC10. after reaching the patient location , confirm the name and pull out the stretcher, load the patient on stretcher and transfer the patient safely in the ambulance
	PC11. start the engine, switch on the siren , wear seat belt and ensure that front row passenger also wears the belt. Also ensure that all doors are locked
	PC12. select the destination route of the patient considering the traffic conditions and distance
	PC13. start and adjust air conditioning and as per requirement.
	PC14. drive through the selected route without violating any traffic norms
	PC15. If unsure about the route stop and ask for directions from locals
	PC16. avoid using high beam lights in city
	PC17. do not use mobile phone while driving
	PC18. stop the ambulance and with the help of attendant pull out the patient on stretcher and do the following based on applicability:
	    o if the patient is being taken to hospital in that case , take the patient on stretcher and take him to the hospital
	    o if the patient is taken to home , then based on the physical condition of the patient , provide assistance in taking him to his home

Conformance to traffic regulation	To be competent, the user/individual on the job must be able to: PC19. Conformance to state specific traffic regulations such as ▪ switch on the siren while moving in traffic ▪ 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 ambulances ahead, behind and on the sides and maintain a safe distance from other ambulances. ▪ 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 ambulance 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.

ASC/N 9711   Take the patient to the destination

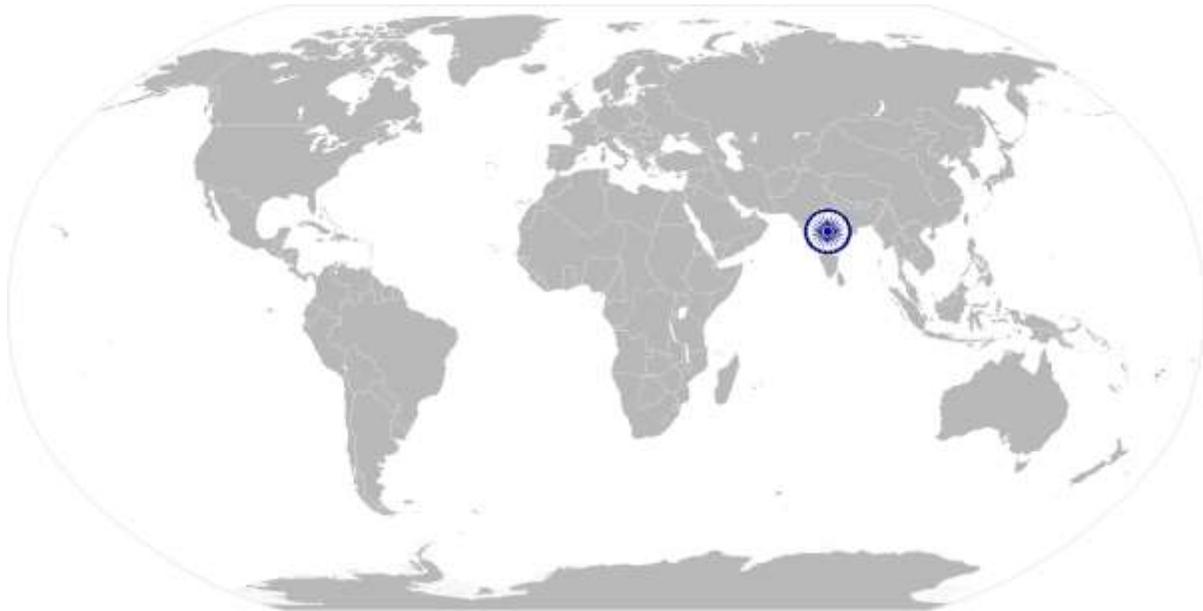|	
General conduct on the road	To be competent, the user/individual on the job must be able to: PC20. Give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.
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. policies on safe driving practices; system and processes to ensure safe driving KA2. reporting structure KA3. problem escalation procedure
B. Technical Knowledge	The individual on the job needs to know and understand: 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 KB2. alternate routes in case of natural calamity, road construction work etc. KB3. troubleshooting techniques in the event of technical problems like wheel changing by using jack KB4. traffic regulations 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 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
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

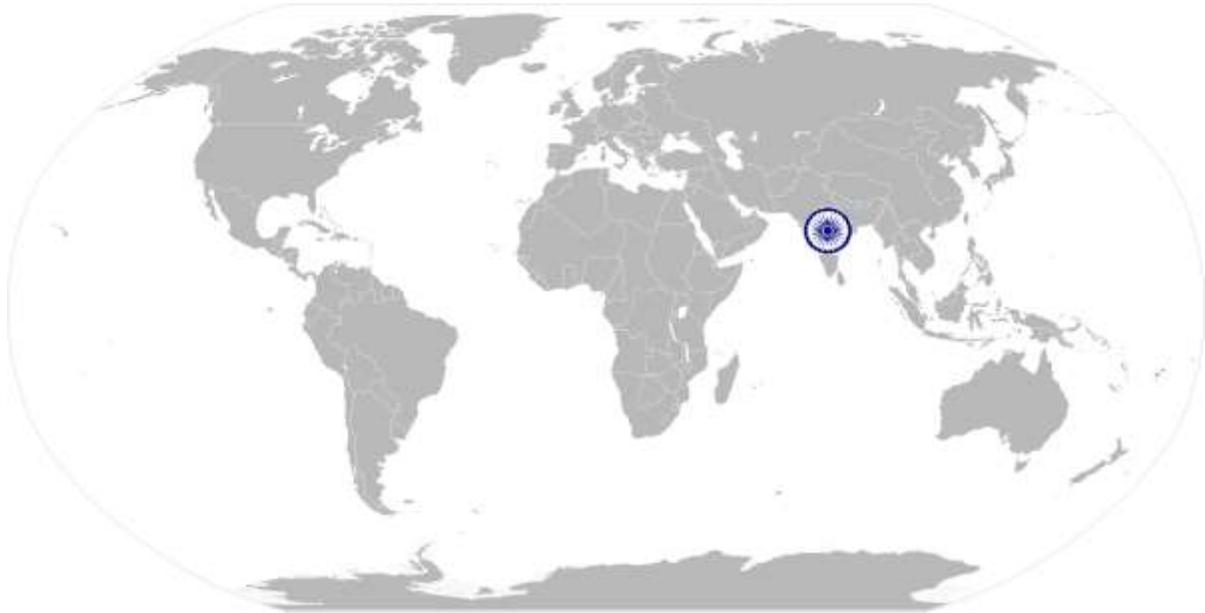|		
	The user/individual on the job needs to know and understand how to: SA2. communicate information in a format that the patient or its relative is able to interpret SA3. behave calmly and in a friendly manner with the patient SA4. effectively communicate to control room any damage or repairs required with respect to smooth functioning of ambulance	
	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 reaching to patient location and taking to destination SA6. assist other drivers who require help and take help where needed	
	Learning attitude	
	The user/individual on the job needs to know and understand how: SA7. keep oneself updated with the new ambulance technologies and functionalities SA8. gain knowledge/ experience from driving on of different routes	
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 patients Eg aggressive and violent, differently abled patients	
	Decision making	
	The user/ individual on the job needs to make decisions pertaining to: SB3. fitness of ambulance for safe driving SB4. breakdown condition SB5. accident and emergency situations and medical emergencies	
	Problem Solving	
	The user/individual on the job needs to know and understand how to: SB6. assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s) SB7. identify immediate or temporary solutions to resolve delays and crisis situations	
	Conflict Management Skills	
	The user/individual on the job needs to know and understand how to: SB8. resolve conflict while dealing with patient and its relatives	
	Reflective thinking	
	The user/individual on the job needs to know and understand: SB9. how to learn from past mistakes to resolve technical and non-technical problems	

NOS Version Control

NOS Code	ASC/N9711		
Credits(NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	30/07/13
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, patients and public and maintain a clean working environment.

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	This unit/ task covers the following: ▪ 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	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
Cleanliness and hygiene	To be competent, the user/individual on the job must be able to: PC4. ensure cleanliness of ambulance PC5. escalate issues related to cleanliness and hygiene issues to concern department PC6. escalate issues related to hazardous material to concerned authority – internal and external
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 in respect of equipment on board such as oxygen cylinders. 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 ambulance is meeting the emission norms. In case not get the ambulance 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 SB5. assess impact of hazardous material, activity, incident

NOS Version Control

NOS Code	ASC/N0012		
Credits(NSQF) [*OPTIONAL*]	TBD	Version number	1.0
Industry	Automotive	Drafted on	13/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	30/07/13
Occupation	Driving	Next review date	30/07/15

Qualifications Pack for Ambulance Driver

Criteria for assessment of Trainees		

JOB ROLE	Ambulance Driver L4	
Qualification Pack	ASC/Q 9706	
No. Of NOS	3 Role specific ,1 generic	

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
ASC/N 9709	**Ensure road and service worthiness of the ambulance**	**Viva**	**Practical**
Ambulance road worthiness	To be competent , the user/individual must be able to: PC1. check that the ambulance meets basic legal and compliance related requirements as per : • CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs • any other safety, security and environmental guidelines	3	5
	PC2. check ambulance for technical defects or immediate need for servicing like oil/filter change, coolant and fuel levels and tyre inflation levels PC3. record all deviations observed while carrying out PC1 and PC2 PC4. record any other deviations observed during the trip	2	5
		5	10
Basic check before the trip	To be competent , the user/individual must be able to: PC5. check the level of oxygen in the cylinder and ensure it to be refilled in case empty	3	5
	PC6. check the stretcher for any damages with respect to the durability or physical damages	3	5
	PC7. check the ambulance is equipped with a sphygmomanometer (blood pressure instrument)	5	5
	PC8. in case of an I.C.U. ambulance , ensure that the ventilator system and nebulizer is working as per requirement in addition to the equipment mentioned	5	5
Escalation of technical problem	To be competent , the user/individual must be able to: PC9. report actual or possible defects to the supervisor in enough detail so they can diagnose the problem	4	10
	PC10. in consultation with superiors conclude about the road worthiness of ambulance and if found unfit to decide to use another ambulance.	5	15
		35	**65**

Qualifications Pack for Ambulance Driver

ASC/N 9710	Co-ordinate with control room& reach the patient-location	Viva	Practical
Compliance to duty	To be competent, the user/individual on the job must be able to: PC9. report to the designated ambulance parking location on time as per the schedule	-	5
	PC10. start the ambulance for the day on receipt of a call from the control room PC11. handover the ambulance to the next driver on completion of shift and inform him about operational problems in the ambulance (if any) PC12. Follow the protocol regarding patient to be accompanied by medical staff, and assistance in communication, emergency handling	10	10
Control room coordination	To be competent, the user/individual on the job must be able to: PC13. receive a call from the control room and get all information pertaining to the patient location, landmark, type & seriousness of emergency	5	5
	PC14. intimate the control room post admitting the patient in the hospital/dropping him to specified location	5	10
Escalation of problems	To be competent, the user/individual on the job must be able to inform about: PC15. the inability to reach the patient location in case of traffic jams or ambulance breakdowns PC16. immediate requirement of the doctor in case of any emergency situation	10	20
		30	**50**
ASC/N 9711	Reach the patient to the destination	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 ambulance. PC2. confirm all papers and documents including driving license, ambulance documents are available. PC3. start the ambulance and before moving re confirm all gauges are functioning including in built navigation system if available. PC4. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration	5	10

	PC5. use the accelerator, steering control and brakes correctly to regulate speed and bring the ambulance to a stop safely PC6. coordinate the operation of all controls to manoeuvre the ambulance safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant. PC7. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly		
	PC8. monitor and respond correctly to gauges, warning lights and other aids when driving	10	20

	PC9. in case of any malfunctioning or breakdown, immediately attend to the problem by :
	    -stopping the ambulance 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
		3	7

	▪ at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency	2	3
Taking the patient	To be competent, the user/individual on the job must be able to: PC10. after reaching the patient location , confirm the name and pull out the stretcher, load the patient on stretcher and transfer the patient safely in the ambulance PC11. start the engine, switch on the siren , wear seat belt and ensure that front row passenger also wears the belt. Also ensure that all doors are locked		
	PC12. select the destination route of the patient considering the traffic conditions and distance PC13. start and adjust air conditioning and as per requirement. PC14. drive through the selected route without violating any traffic norms PC15. If unsure about the route stop and ask for directions from locals PC16. avoid using high beam lights in city PC17. do not use mobile phone while driving	10	20
	PC18. stop the ambulance and with the help of attendant pull out the patient on stretcher and do the following based on applicability: ▪ if the patient is being taken to hospital in that case , take the patient on stretcher and take him to the	10	20

	hospital ▪ if the patient is taken to home , then based on the physical condition of the patient , provide assistance in taking him to his home		
Conformance to traffic regulation	To be competent, the user/individual on the job must be able to: PC19. Conformance to state specific traffic regulations such as ▪ switch on the siren while moving in traffic ▪ 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 ambulances ahead, behind and on the sides and maintain a safe distance from other ambulances. ▪ 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 ambulance 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.	10	30
General conduct on the road	To be competent, the user/individual on the job must be able to: PC20. 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.	10	10
	subtotal	60	120
ASC/N 0012	**Practice HSE and security related norms**	**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	5	10
Cleanliness and hygiene	To be competent, the user/individual on the job must be able to: PC4. ensure cleanliness of ambulance PC5. escalate issues related to cleanliness and hygiene issues to concern department PC6. escalate issues related to hazardous material to concerned authority – internal and external	5 5	5 10
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 in respect of equipment on board such as oxygen cylinders. 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 ambulance is meeting the emission norms. In case not get the ambulance re-tuned/ adjusted. PC14. Get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms.	5 25	5 10
	subtotal	**45**	**40**
	Total	**170**	**275**