

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- Commercial Vehicle Driver Level 4

SECTOR: AUTOMOTIVE

SUB-SECTOR: ROAD TRANSPORTATION

OCCUPATION: DRIVING

JOB ROLE: COMMERCIAL VEHICLE DRIVER

REFERENCE ID: ASC/Q9703

ALIGNED TO: NCO-2004/ 8324.10 Or 90

Brief Job Description: Individuals at this job need to drive safely on the assigned route. Individual needs to have a valid HMV driving License and PSV badge. Individual is expected to Drive a commercial vehicle including LCV, pickup trucks, bus, maxi cab, school van, transport vehicles and ensuring safety of passengers/goods as well as public on the road. This role requires the individual to possess relevant technical skills to handle most of the routine break downs that could likely be encountered while driving long distances and through difficult terrains. The individual is also expected to achieve other key performance parameters like fuel efficiency, on time delivery etc.

Personal Attributes: This job requires the individual to drive for long hours under tiring and demanding physical and traffic conditions. Individual must be dependable and able to take responsibility for the assets (vehicle, goods) and passengers. The individual should be able to communicate effectively as he needs to deal with a variety of people every day.

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Job Details	Qualifications Pack Code	ASC/Q9703		
	Job Role	Commercial Vehicle Driver		
	Credits(NSQF) [OPTIONAL]	4	Version number	1.0
	Sector	Automotive	Drafted on	24/06/13
	Sub-sector	Road Transportation	Last reviewed on	15/07/13
	Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15
	NSQC Clearance on	05/08/15		

Job Role	Driver
Role Description	Driving commercial vehicles to safely transport passenger/ goods.
NSQF level	4
Minimum Educational Qualifications*	Preferably Class VIII th
Maximum Educational Qualifications*	Not Applicable
Training (Suggested but not mandatory)	<ul style="list-style-type: none"> ASDC Commercial Vehicle Driver Level 4 ASDC Auto Service Technician Level 3 or Training in road safety, familiarity with Features & basic repairs for Vehicles under control GPS/Navigation system Some training in stress management like yoga is recommended Basic technical skills in servicing and minor repairs
Minimum Job Entry Age	LMV=18 years HCV =min 20 any state with a valid license issued by RTO
Experience	<ul style="list-style-type: none"> 0 years if ASDC Commercial Vehicle Driver Level 4 Certificate or minimum 6 months in driving a Light Motor Vehicle (LMV) and, minimum 3 months in driving a Commercial Vehicle in company of an experienced driver.
Applicable National Occupational Standards (NOS)	<p>Compulsory:</p> <ol style="list-style-type: none"> ASC/N9703:Assess and ensure road worthiness of the vehicle ASC/N 9705:Drive safely and efficiently on the assigned route including long distance trips ASC/N 9701:Coordinate with depot/ branch office ASC/N 0002:Work effectively in a team ASC/N 0012:Practice HSE and security related guidelines <p>Optional: N.A.</p>
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.

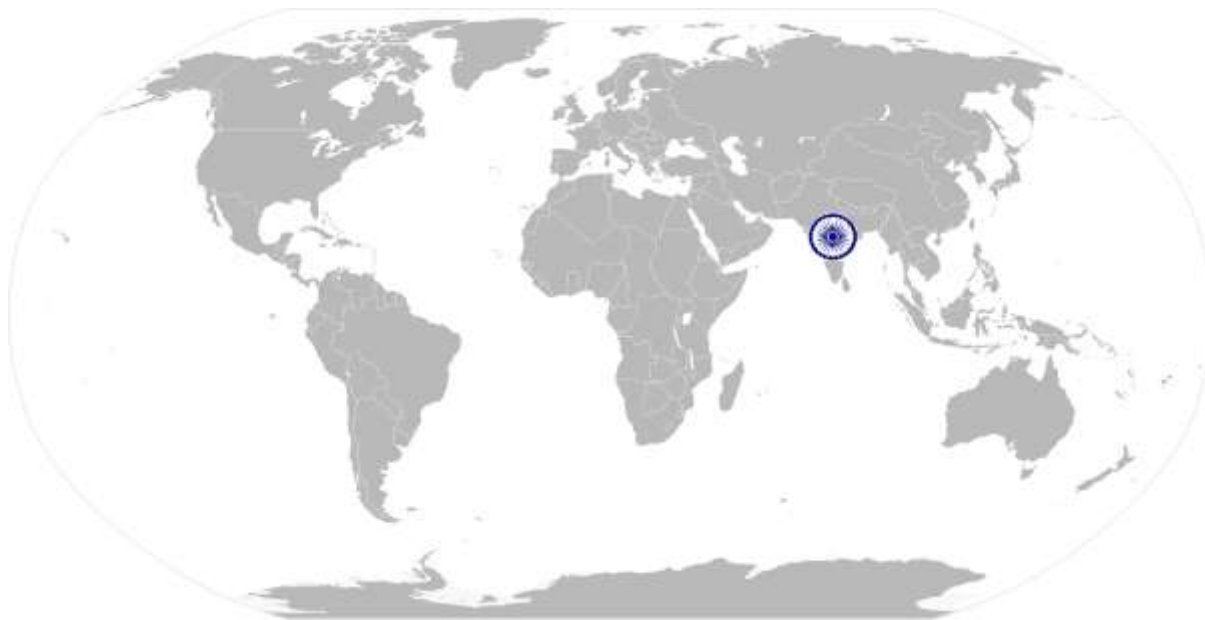
Acronyms

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)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack

ASC/N9703

Assess and ensure road worthiness of the vehicle

National Occupational Standards



Overview

This unit is about Coordination with Depot/Branch Officer to start his assigned duty for the day and intimate the depot/branch officer post completion of individual duties of the day to ensure smooth functioning of the bus depot/branch.

ASC/N9703

Assess and ensure road worthiness of the vehicle

National Occupational Standard

Unit Code	ASC/N9703
Unit Title (Task)	Assess and ensure road worthiness of the vehicle
Description	This OS unit is about the driver to communicate with depot/branch office for obtaining duty schedule as well as reporting back at the end of the schedule.
Scope	The unit/ task covers the following: <ul style="list-style-type: none"> • compliance to duty reporting • intimating the Depot/Branch Office on completion of given schedule • escalation 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: <ul style="list-style-type: none"> PC1. report to duty on time as per the schedule PC2. collect information on daily and weekly route/delivery schedule and special instructions PC3. fill details in the log register; for e.g. date, day, time, name, batch number, route to be travelled/goods to be delivered etc. PC4. compliance to duty closure procedure on completion of responsibilities for the day PC5. deposit passenger's personal property/goods delivery note if any
Escalation of problems	To be competent , the user/individual on the job must be able to: <ul style="list-style-type: none"> PC6. inform about accidents, break downs etc. during the day if any and also about any altercation between driver/conductor/assistant and passengers / public / officials
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: <ul style="list-style-type: none"> KA1. company's policies on: personnel management, duty reporting procedure and associated MIS compliance KA2. reporting structure within organization KA3. problem escalation procedure
B. Technical Knowledge	The individual on the job needs to have knowledge of: <ul style="list-style-type: none"> KB1. route planning information system if any
Skills (S) [Optional]	

ASC/N9703

Assess and ensure road worthiness of the vehicle

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 the attendance sheet and the requisite details SA2. fill in complaints pertaining to the vehicle which needs depot/branch officers attention SA3. keep abreast by reading about new policies at an organization level SA4. read the goods challan and explain the same to octroi/RTO authorities if need be
	Communication skills
	The user/individual on the job needs to know and understand how to: SA5. execute task, schedules, and work-loads with co-workers and supervisors SA6. follow supervisors instructions about the route planning for transporting passengers / delivering goods required
	Teamwork and multitasking
	The user/individual on the job needs to know and understand how to: SA7. share work load as required SA8. assist others who require help SA9. share knowledge with co-workers/assistant

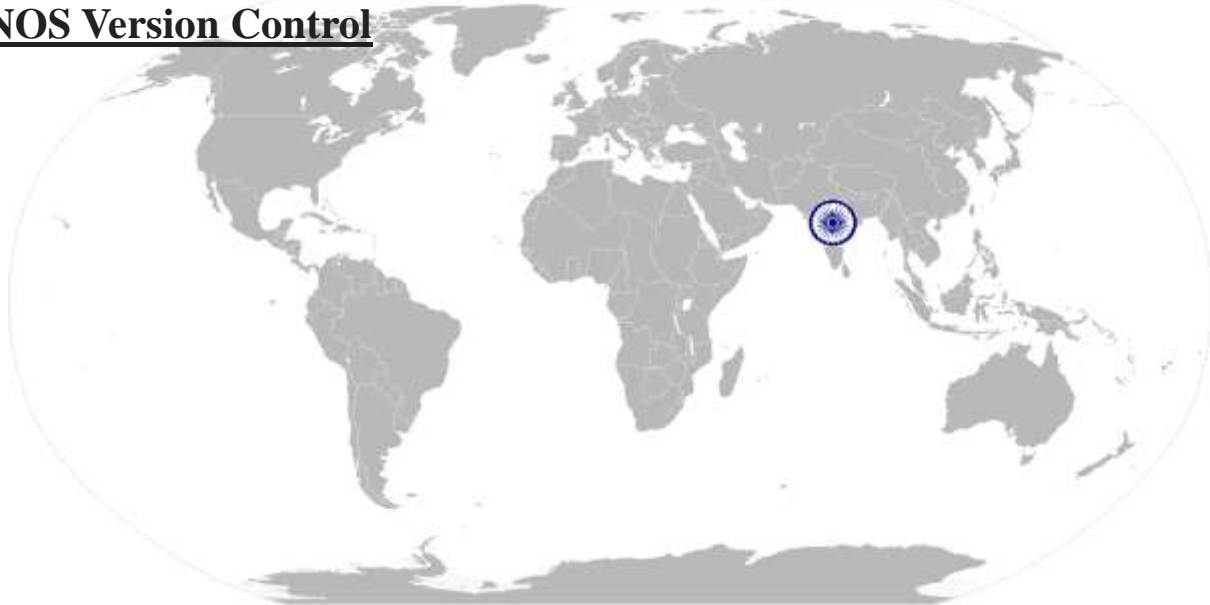


ASC/N9703

Assess and ensure road worthiness of the vehicle

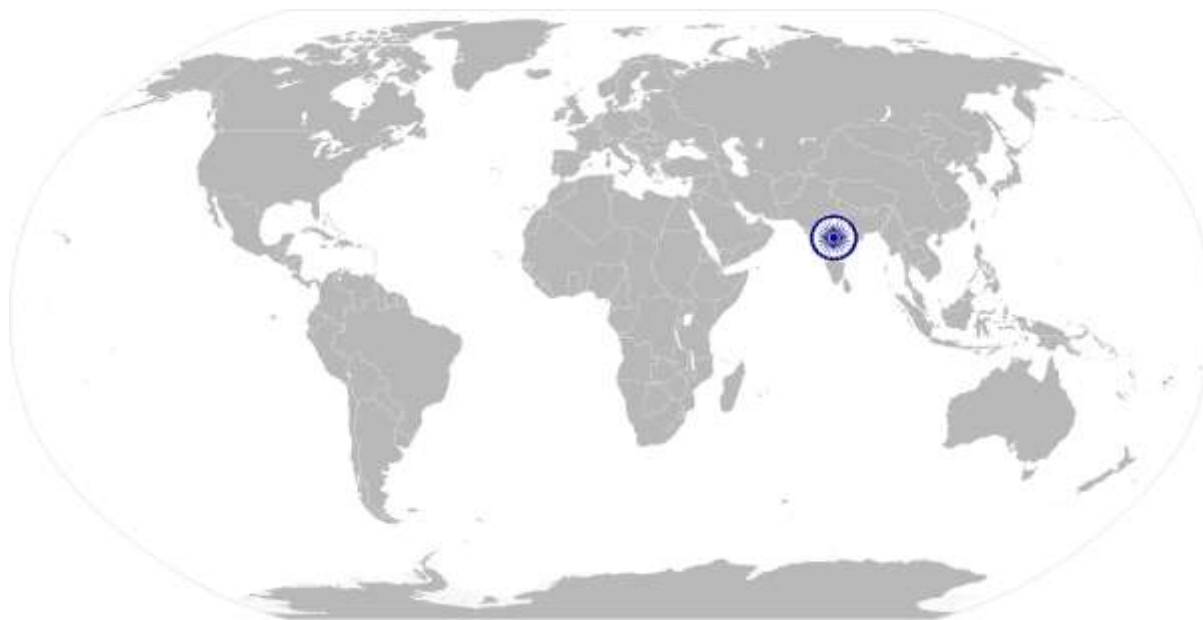
NOS Code	ASC/N9703		
Credits(NSQF) [OPTIONAL]	4	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15

NOS Version Control



ASC/N9705 Drive safely and efficiently on the assigned route including long distance trips

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/N9705 Drive safely and efficiently on the assigned route including long distance trips

National Occupational Standard	Unit Code	ASC/N 9705
	Unit Title (Task)	Drive safely and efficiently on the assigned route including long distance trips
	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	This unit/ task covers the following: Assess the road worthiness of commercial vehicle as per the:- <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	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 PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change PC3. record all deviations observed while carrying out PC1 and PC2 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
	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 PC7. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.
	Knowledge and Understanding (K)	
A. Organizational Context (Knowledge of the company / organization and its	The user/individual on the job needs to know and understand: KA1. company's policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards KA2. CMVR guidelines and other specific local regulations KA3. organization structure	

ASC/N9705 Drive safely and efficiently on the assigned route including long distance trips

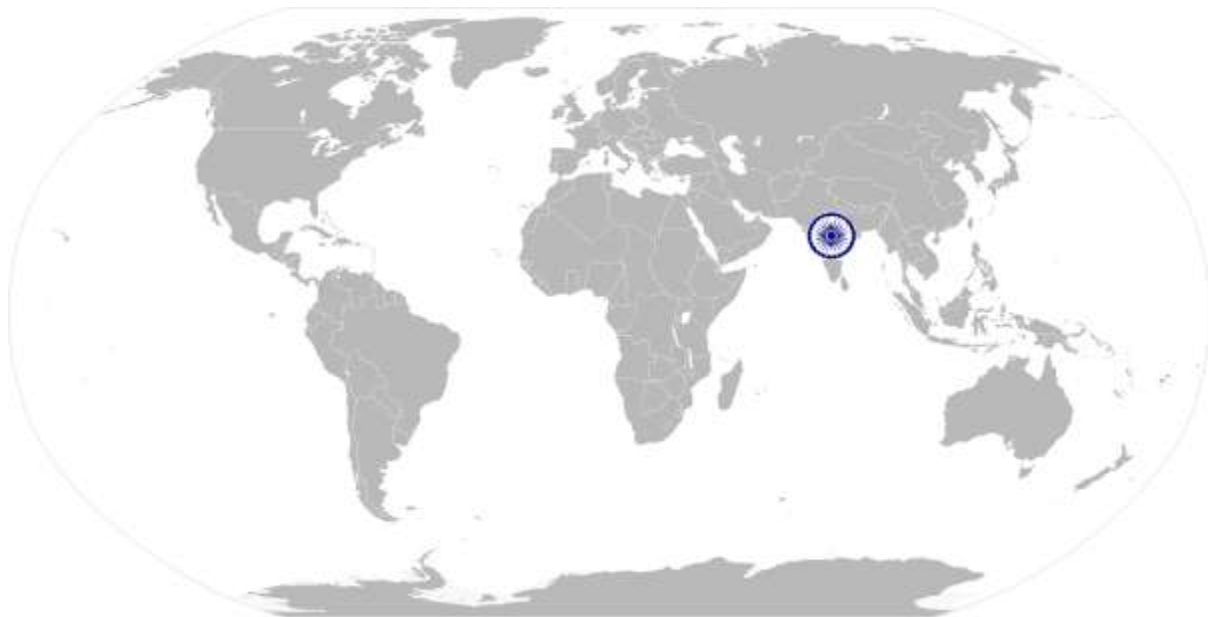
processes)	KA4. escalation procedure
Skills (S) [Optional]	
A. Core Skills/ Generic Skills	Basic reading and writing skills
	The user/ individual on the job needs to know and understand how to: SA1. read and understand technical standards of vehicle operation in terms of fuel system and other control 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/N9705 Drive safely and efficiently on the assigned route including long distance trips

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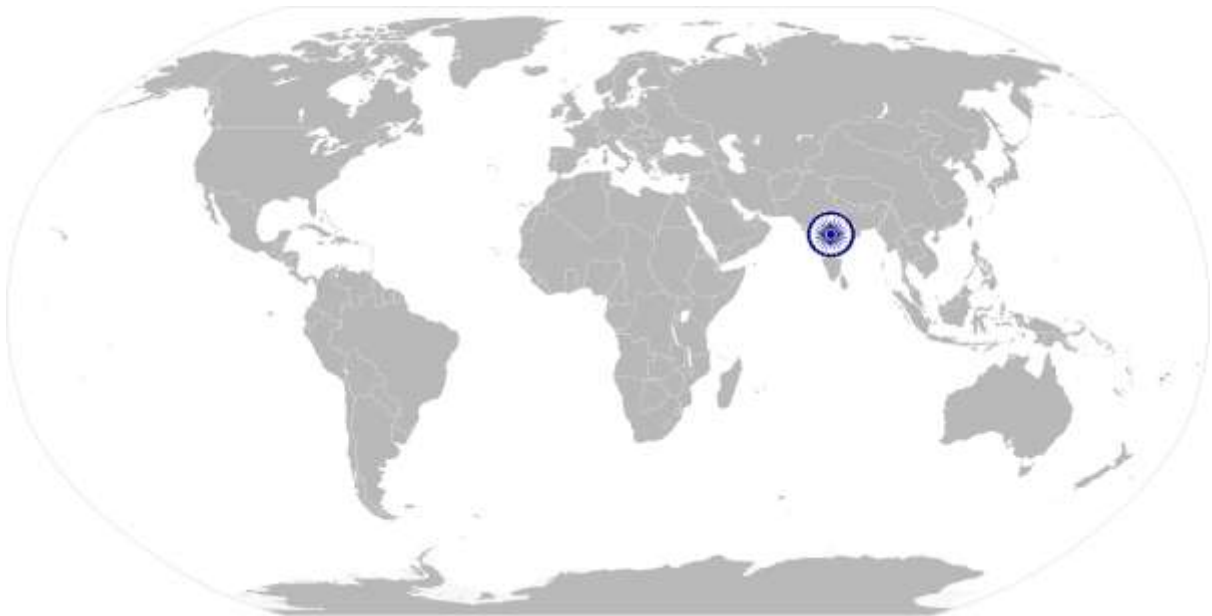
NOS Code	ASC/N9705		
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Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15



ASC/N9701

Coordinate with depot/ branch office

National Occupational Standards



Overview

This unit is about the discipline to be followed by the driver while driving on the assigned route which could include long distance trips crossing several states and geographies.

ASC/N9701

Coordinate with depot/ branch office

National Occupational Standard

Unit Code	ASC/N 9701
Unit Title (Task)	Coordinate with depot/ branch office
Description	This OS unit is about safe driving practice
Scope	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> • driving practices to ensure safety of life and material • traffic and regulatory norms • dealing with brake downs and emergencies in varied terrains and far flung geographies • dealing with people • driving practices to ensure optimum fuel efficiency
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. conform to standard driving practices covering such as</p> <ul style="list-style-type: none"> ▪ confirm all checks have been carried out for road worthiness of the vehicle. ▪ Confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available. ▪ start the vehicle and before moving re confirm all gauges are functioning ▪ after starting but within few meters of moving to check the brakes. ▪ change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration ▪ use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely ▪ 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. ▪ use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly ▪ monitor and respond correctly to gauges, warning lights and other aids when driving ▪ in case of any malfunctioning or breakdown, to immediately attend to the problem by : <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.
Conformance to traffic	To be competent , the user/individual on the job must be able to:

ASC/N9701

Coordinate with depot/ branch office

regulation	<p>PC2. conform 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 signalling ▪ 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	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC3. 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. company’s guidelines 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 changing wheels using jack</p> <p>KB4. traffic regulations</p> <p>KB5. elements of good driving habits for obtaining fuel efficiency :</p>

ASC/N9701

Coordinate with depot/ branch office

	<p>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</p>
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: 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: SA2. communicate information in a format that meets the requirements
	Team work and multi tasking
	The user/individual on the job needs to know and understand how: SA3. seamless coordination with colleagues SA4. assist others who require help SA5. take help from Assistant or junior driver
	Learning attitude
The user/individual on the job needs to know and understand how: SA6. keep oneself updated with the new vehicle technologies and functionalities SA7. gain knowledge/ experience from working on different routes	
B. Professional Skills	Planning
	The user/individual on the job needs to know and understand how to: SB1. when on long distance/ interstate schedule , plan the trip keeping in mind regulations like 'no entry' times and municipal limits in urban areas SB2. plan and drive based on traffic and road condition using radio links/navigation aids where available SB3. plan safe handling of life and materials as per the exact load being transported e.g. special people groups like children, elderly, differently abled or perishable, hazardous goods
	Decision making

ASC/N9701

Coordinate with depot/ branch office

	<p>The user/ individual on the job needs to make decisions pertaining to:</p> <ul style="list-style-type: none"> SB4. fitness of vehicle for safe driving SB5. breakdown condition SB6. accident and emergency situations and medical emergencies
	<p>Problem Solving</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> 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
	<p>Passenger management</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB9. manage children, aged and differently abled individuals SB10. effective tackling of passengers and public who may be stressed, frustrated, confused, or angry SB11. build passenger friendly work environment and use customer centric approach to resolve crisis
	<p>Conflict Management Skills</p>
	<p>The user/individual on the job needs to know and understand how to:</p> <ul style="list-style-type: none"> SB12. resolve conflict while dealing with public
	<p>Reflective thinking</p>
<p>The user/individual on the job needs to know and understand:</p> <ul style="list-style-type: none"> SB13. how to learn from past mistakes to resolve technical and non-technical problems 	

ASC/N9701

Coordinate with depot/ branch office

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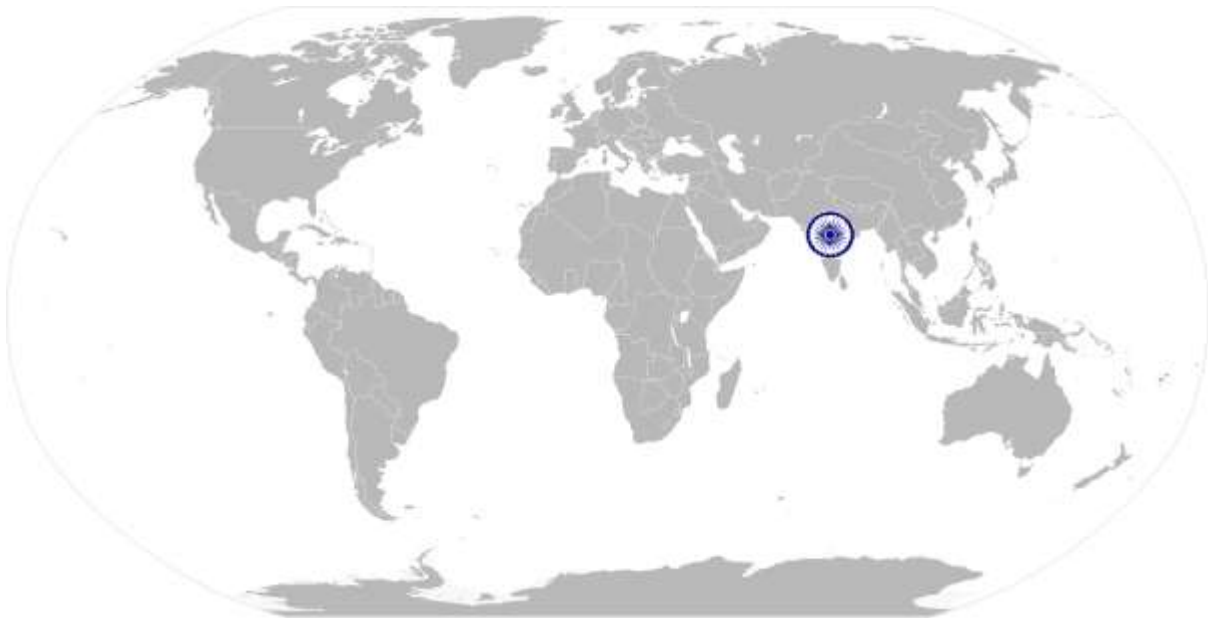
NOS Code	ASC/N9701		
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Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15



ASC/N0002

Work effectively in a team

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 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	This unit/task covers the following: colleagues: <ul style="list-style-type: none"> • superiors • members of own work group • people in other work groups within or outside the organisation communicate: <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	To be competent, the user/individual on the job must be able to: <ul style="list-style-type: none"> 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 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
	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)	The user/individual on the job needs to know and understand: <ul style="list-style-type: none"> KA1. the organization's policies and procedures for working with colleagues, role and responsibilities in relation to this KA2. the importance of effective communication and establishing good working relationships with colleagues KA3. different methods of communication and the circumstances in 	

ASC/N0002

work effectively in team

	<p>which it is appropriate to use these</p> <p>KA4. the importance of creating an environment of trust and mutual respect</p> <p>KA5. the implications of own work on the work and schedule of others</p>
B. Technical Knowledge	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of information that colleagues might need and the importance of providing this information when it is required</p> <p>KB2. the importance of helping colleagues with problems, in order to meet quality and time standards as a team</p>
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
	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
B. Professional Skills	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	

ASC/N0002

work effectively in team

	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. apply balanced judgments to different situations</p>
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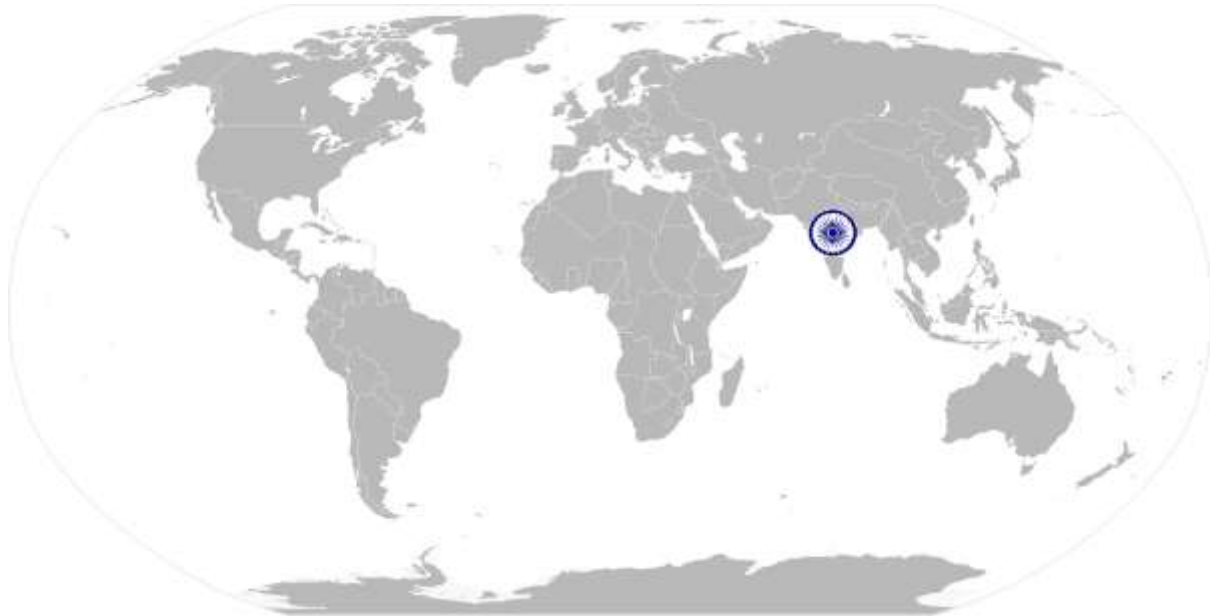


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work effectively in team

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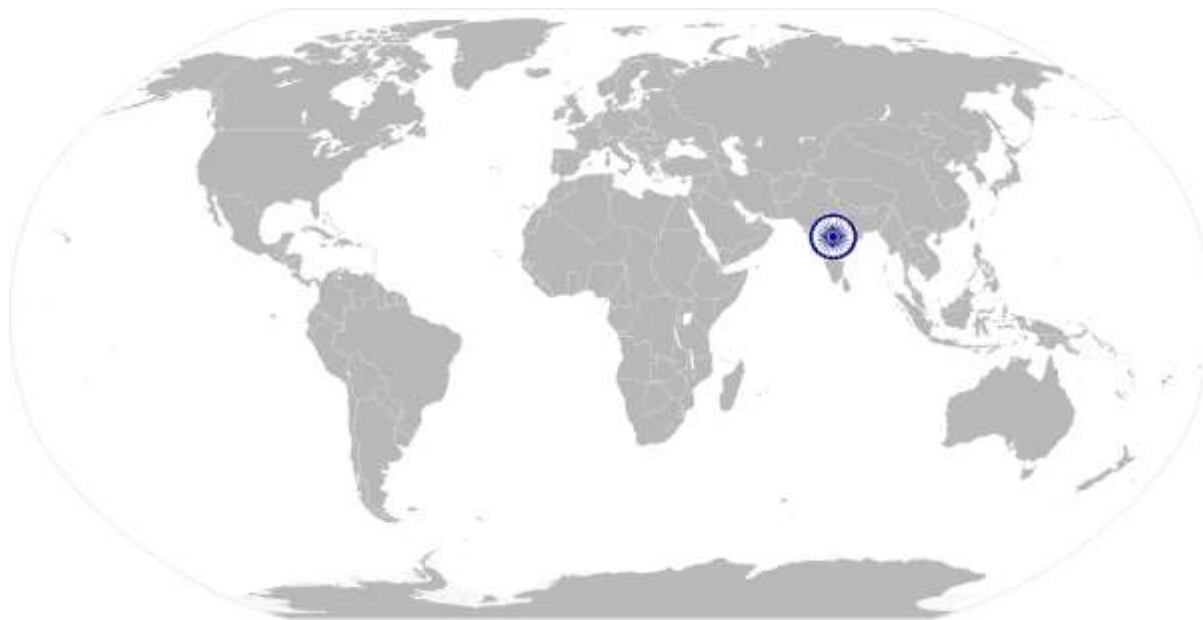
NOS Code	ASC/N0002		
Credits(NSQF) [OPTIONAL]	4	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	15/07/13
Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15



ASC/N0012

Practice HSE and security related guidelines

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/N0012

Practice HSE and security related guidelines

National Occupational Standard

Unit Code	ASC/N 0012
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> <p>PC11. record and report details of the danger in line with operator guidelines</p> <p>PC12. report any difficulties you have keeping to your organization’s health and safety instructions or guidelines, giving full and accurate details</p>

ASC/N0012

Practice HSE and security related guidelines

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

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NOS Version Control

NOS Code	ASC/N0012		
Credits(NSQF) [OPTIONAL]	4	Version number	1.0
Industry	Automotive	Drafted on	24/06/13
Industry Sub-sector	Road Transportation	Last reviewed on	20/07/13
Occupation	Driving	Next review date	Under revision expected date of revised version 31-Dec-15



Qualification Pack for Commercial Vehicle Driver

Criteria for assessment of Trainees

JOB ROLE	Commercial Vehicle Driver L4
Qualification Pack	ASC/Q 9703
No. Of NOS	3 Role specific ,2 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation		
		Theory	Viva	Practical
ASC/N9703	Assess and ensure road worthiness of the vehicle			
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. collect information on daily and weekly route/delivery schedule and special instructions PC3. fill details in the log register; for e.g. date, day, time, name, batch number, route to be travelled/goods to be delivered etc. PC4. compliance to duty closure procedure on completion of responsibilities for the day PC5. deposit passenger's personal property/goods delivery note if any		19	41
Escalation of problems	To be competent , the user/individual on the job must be able to: PC6. inform about accidents, break downs etc. during the day if any and also about any altercation between driver/conductor/assistant and passengers / public / officials		5	10
	Subtotal		24	51
ASC/N 9705	Drive safely and efficiently on the assigned route including long distance trips	Theory	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 PC2. check vehicle service record indicative of any		11	24

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	<p>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>		3	7
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>		8	22
			22	53
ASC/N 9701	Coordinate with depot/ branch office	Theory	Viva	Practical
Conformance to standard driving practices	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC1. conform to standard driving practices covering such as</p> <ul style="list-style-type: none"> ▪ confirm all checks have been carried out for road worthiness of the vehicle. ▪ confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available. ▪ start the vehicle and before moving re confirm all gauges are functioning ▪ after starting but within few meters of moving to check the brakes. ▪ change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration ▪ use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely ▪ 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 		25	50

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	<p>to take help of assistant.</p> <ul style="list-style-type: none"> ▪ use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly ▪ monitor and respond correctly to gauges, warning lights and other aids when driving ▪ in case of any malfunctioning or breakdown, to immediately attend to the problem by : <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>Conformance to traffic regulation</p>	<p>To be competent , the user/individual on the job must be able to:</p> <p>PC2. conform 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 signalling ▪ 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 		<p>25</p>	<p>50</p>

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	<p>gradients using hand brakes and wheel choke</p> <ul style="list-style-type: none"> ▪ 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>PC3. 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>		25	50
	Subtotal		75	150
ASC/N 0002	Work effectively in a team	Theory	Viva	Practical
C. 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>		3	7
			16	24
	Subtotal		19	31
ASC/N 0012	Practice HSE and security related guidelines	Theory	Viva	Practical
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>		2	5
			4	6

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	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:		3	5
	PC4. ensure cleanliness of vehicle			
	PC5. escalate issues related to cleanliness and hygiene issues to concern department		4	6
Limit damage to people/client and public	PC6. escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external			
	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		8	12
	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		8	12
	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.			
	Subtotal		29	46
	Total	30	169	331