

## 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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## Introduction

### Qualifications Pack- Two wheeler delivery associate

**SECTOR:** AUTOMOTIVE

**SUB-SECTOR:** ROAD TRANSPORTATION

**OCCUPATION:** DRIVING

**JOB ROLE:** TWO WHEELER DELIVERY ASSOCIATE

**REFERENCE ID:** ASC/Q9710

**ALIGNED TO:** NCO-2004/8321.20

**Brief Job Description:** A Two wheeler delivery associate also is called as pizza boy/courier boy based on the goods he delivers or a dispatch rider. Individuals at this job need to safely and quickly deliver the goods to the intended customers using two wheeler as mode of transport

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

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Job Details	<b>Qualifications Pack Code</b>	ASC/Q9710		
	<b>Job Role</b>	Two wheeler delivery associate		
	<b>Credits(NSQF) [OPTIONAL]</b>	TBD	<b>Version number</b>	1.0
	<b>Sector</b>	Automotive	<b>Drafted on</b>	30/03/14
	<b>Sub-sector</b>	Road Transportation	<b>Last reviewed on</b>	15/04/14
	<b>Occupation</b>	Driving	<b>Next review date</b>	Under revision expected date of revised version 31-Dec-15
	<b>NSQC Clearance on</b>	05/08/2015		

<b>Job Role</b>	Two wheeler delivery associate
<b>Role Description</b>	Picking goods from source and delivering to the customers using two wheeler as mode of transport
<b>NSQF/ level</b>	3
<b>Minimum Educational Qualifications*</b>	Class X <sup>th</sup>
<b>Maximum Educational Qualifications*</b>	Not Applicable
<b>Training</b> (Suggested but not mandatory)	<ul style="list-style-type: none"> <li>preferably ASDC Automotive Service Technician 2 &amp;3 wheeler Level 3</li> <li>Compulsory: laws and regulations related to road use and safety</li> <li>Voluntary: stress management, English speaking</li> </ul>
<b>Minimum Job Entry Age</b>	LMV=18 Years HCV =minimum 20 years With valid licence from RTO
<b>Experience</b>	0 years if ASDC Driver Level 3 Certificate or 6 months in driving a2 wheeler
<b>Applicable National Occupational Standards (NOS)</b>	<p><b>Compulsory:</b> ASC/N9703. <a href="#">Assess and ensure road worthiness of the vehicle</a> ASC/N9713. <a href="#">Deliver the goods to the customer safely and collect the applicable purchase money</a> ASC/N0002. <a href="#">Work effectively in a team</a> <b>ASC/N0012.</b> <a href="#">Practice HSE and security related guidelines</a></p> <p><b>Optional:</b> N.A.</p>
<b>Performance Criteria</b>	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
MCT	Mobile Communications Terminal is a device that helps drivers accept pickups and intimate the control room once the pickup is done
GPS	Global Positioning system

ASC/N9703

Assess and ensure road worthiness of the vehicle

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# National Occupational Standards



## Overview

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

ASC/N9703

Assess and ensure road worthiness of the vehicle

National Occupational Standard	<b>Unit Code</b>	ASC/N9703
	<b>Unit Title (Task)</b>	Assess and ensure road worthiness of the vehicle
	<b>Description</b>	This OS unit is about to ensure that the two wheeler is road worthy for use. The individual is responsible to check the two wheeler thoroughly before starting the trip.
	<b>Scope</b>	<p>This unit/ task covers the following:</p> <p>Assess the road worthiness of commercial two wheeler as per the:-</p> <ul style="list-style-type: none"> <li>Organizational requirements</li> <li>CMVR guidelines</li> <li>Additional HSE requirements</li> <li>Technical requirements</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
	<b>Element</b>	<b>Performance Criteria</b>
	<b>Two wheeler road worthiness</b>	<p>To be competent , the user/individual must be able to:</p> <p>PC1. check that the two wheeler meets basic legal and compliance related requirements as per :</p> <ul style="list-style-type: none"> <li>the organization guidelines eg rule books of STUs</li> <li>CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs</li> <li>any other safety, security and environmental guidelines</li> </ul> <p>PC2. check two wheeler 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>
	<b>Basic technical check before the trip</b>	<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>
	<b>Escalation of technical problem</b>	<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 two wheeler and if found unfit to decide to use another two wheeler.</p>
	<b>Knowledge and Understanding (K)</b>	
<b>A. Organizational Context</b> (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 policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards</p> <p>KA2. CMVR guidelines and other specific local regulations</p> <p>KA3. organization structure</p> <p>KA4. escalation procedure</p>	

**ASC/N9703**

**Assess and ensure road worthiness of the vehicle**

Skills (S) [Optional]	
<b>A. Core Skills/ Generic Skills</b>	<b>Basic reading and writing skills</b>
	The user/ individual on the job needs to know and understand how to: SA1.Read and understand technical standards of two wheeler operation in terms of fuel system and other control systems in two wheeler. SA2.document technical issues pertaining to two wheeler
	<b>Communication skills</b>
	The user/individual on the job needs to know and understand how to: SA3.follow supervisors instructions SA4.communicate with assistant and other personnel
<b>A. Professional Skills</b>	<b>Decision making</b>
	The user/individual on the job needs to make decisions on : SA5.when not to use the two wheeler due to technical and/or compliance related issues
	<b>Reflective thinking</b>
	The user/individual on the job needs to know and understand: SA6.how to learn from past mistakes and identify potential problems



ASC/N9703

**Assess and ensure road worthiness of the vehicle**

<b>NOS Code</b>	ASC/N9703		
<b>Credits(NSQF) [OPTIONAL]</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Automotive	<b>Drafted on</b>	30/03/14
<b>Industry Sub-sector</b>	Road Transportation	<b>Last reviewed on</b>	15/04/14
<b>Occupation</b>	Driving	<b>Next review date</b>	Under revision expected date of revised version 31-Dec-15

**NOS Version Control**



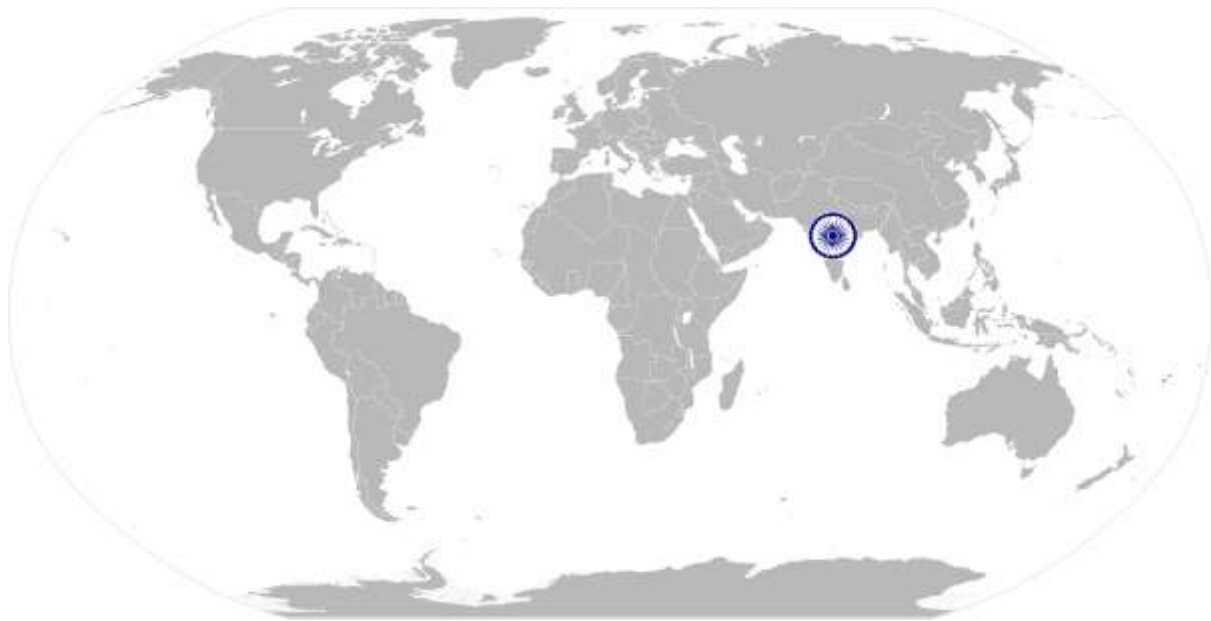


ASC/N9713

Deliver the goods to the customer safely and collect the applicable purchase money

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# National Occupational Standards



## Overview

This unit is about loading the goods to be delivered on the two wheeler, driving using the quickest route within the city, handing over the goods to the customer and collecting the applicable money for purchase

ASC/N9713

**Deliver the goods to the customer safely and collect the applicable purchase money**

National Occupational Standard

<b>Unit Code</b>	<b>ASC/N9715</b>
<b>Unit Title (Task)</b>	<b>Deliver the goods to the customer safely and collect the applicable purchase money</b>
<b>Description</b>	This OS unit is about the individual driving safely and delivering the goods to the customers by taking the quickest route and collecting the requisite purchase money
<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>loading the goods safely on the two wheeler</li> <li>delivering the goods safely to the customer using the quickest route and collecting the purchase money at the end of the trip</li> <li>traffic regulations to be followed</li> <li>conduct with customers and public</li> </ul>
<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
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 two wheeler.</p> <p>PC2. confirm all papers and documents including driving license, two wheeler documents and documents related to goods etc are available.</p> <p>PC3. Use safety equipment such as helmet, goggles and shoes for self and protective equipment for self and the goods being carried.</p> <p>PC4. start the two wheeler and before moving re confirm all gauges are functioning including MCT and in built navigation system if available.</p> <p>PC5. after starting but within few meters of moving to check the brakes.</p> <p>PC6. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration</p> <p>PC7. use the accelerator, steering control and brakes correctly to regulate speed and bring the two wheeler to a stop safely</p> <p>PC8. coordinate the operation of all controls to manoeuvre the two wheeler safely and responsibly in all weather and road conditions .</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"> <li>stopping the two wheeler at a safe place</li> <li>carrying out a quick diagnostic check</li> <li>carrying out minor adjustments or temporary repairs if possible</li> </ul> <p>asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made</p>

**ASC/N9713**

**Deliver the goods to the customer safely and collect the applicable purchase money**

	<p style="text-align: center;">available</p> <ul style="list-style-type: none"> <li>• at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency</li> </ul>
<p>Loading the goods on the two wheeler</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. reach the pickup point of the goods viz. food joint/courier company/post office depending on the goods to be delivered</p> <p>PC12. carefully note/collect down the following details of the intended customer</p> <ul style="list-style-type: none"> <li>• customer name</li> <li>• location of place of residence</li> <li>• address of the customer</li> <li>• order documents like invoice, customer bill etc.</li> <li>• mode of payment such as pre or post paid</li> </ul> <p>PC13. ensure that he has sufficient amount of change money based on the purchase amount and if not ask for same from the accounts of the respective pickup source</p> <p>PC14. carefully collect the goods from the pickup point and ensure that it is packed so as to preserve the goods in transit ( not open, sturdy in case of fragile goods etc.)and free from any external damage.</p> <p>PC15. ensure that the location of the customer’s place of residence is well understood and seek guidance from the executives of the pickup point if necessary</p> <p>PC16. safely keep the goods in the boot of the two wheeler and ensure that it is covered properly to prevent damage while in transit</p> <p>PC17. start the two wheeler and drive to the destination</p>
<p>Delivering goods to customer and money collection Pick up goods from customer in case of sales return</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC18. select the destination route for delivery considering the traffic condition and distance</p> <p>PC19. drive through the selected route without violating any traffic norms</p> <p>PC20. If unsure about the route stop and ask for directions from locals</p> <p>PC21. avoid unnecessary honking and avoid using high beam lights in city</p> <p>PC22. do not use mobile phone while driving</p> <p>PC23. stop the two wheeler at the destination and unload the goods to be delivered safely taking special care in case of fragile items</p> <p>PC24. reach the customer’s place of residence and greet the customer properly</p> <p>PC25. explain him/her the details for the delivery of goods mentioning key information such as maintaining delivery schedule.</p> <p>PC26. collect the purchase money mentioned on the invoice and if required collect a receipt of the delivered good by ensuring signature of the customer on the duplicate copy of invoice or the delivery challan</p> <p>PC27. collect and count the goods as per the collection instructions in the presence of customer and pack it to ensure no damage will occur to the items being taken back.</p> <p>PC28. before parting , again greet the customer properly</p>

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**Deliver the goods to the customer safely and collect the applicable purchase money**

	<p>PC29. do not demand any tips but accept thankfully if the customer offers</p> <p>PC30. Return the change to customer strictly as per the invoice and money tendered.</p>
<p>Conformance to traffic regulation</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC31. Observe conformance to state specific traffic regulations such as</p> <ul style="list-style-type: none"> <li>▪ change lanes safely at appropriate speed and observing traffic conditions</li> <li>▪ ensure lane discipline</li> <li>▪ avoid road-hogging- especially not to drive in the first lane meant for speedier two wheelers</li> <li>▪ avoid over-speeding while turning/cornering</li> <li>▪ avoid over-loading, side hanging of passengers, protruding bags to prevent mishaps</li> <li>▪ overtake other road users legally, safely and by using correct signaling</li> <li>▪ at all times observe the speed and distance in relation to two wheelers ahead, behind and on the sides and maintain a safe distance from other two wheelers.</li> <li>▪ signal your intentions correctly to other road users within a safe, systematic routine</li> <li>▪ Respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman.</li> <li>▪ make your intentions clear to other road users. Use indicators signals as per the traffic requirements while turning right/left.</li> <li>▪ use the parking light when stationary, where needed</li> <li>▪ select a safe, legal and convenient place to stop; secure the two wheeler safely on gradients using hand brakes and wheel choke</li> <li>▪ check for oncoming cyclists, pedestrians and other traffic before opening your door</li> <li>▪ remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.</li> </ul>
<p>General conduct on the road</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC32. 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>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<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>

ASC/N9713

### Deliver the goods to the customer safely and collect the applicable purchase money

<b>B. Technical Knowledge</b>	<p>The individual on the job needs to know and understand:</p> <p>KB1. safe driving techniques such as</p> <ul style="list-style-type: none"> <li>• avoid over speeding and follow prescribed limits</li> <li>• maintain safe distance from other two wheelers</li> <li>• avoid pot holes, stones, other strewn objects</li> <li>• in case of bridges and underpasses, observe and avoid driving when water level is above danger mark</li> <li>• observe movement of pedestrians to avoid collision</li> <li>• observe movement of stray animals to avoid collision</li> </ul> <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 :</p> <ul style="list-style-type: none"> <li>• avoid clutch riding</li> <li>• avoid frequent changing of gears</li> <li>• avoid frequent braking</li> <li>• avoid over speeding</li> <li>• avoid idling of engine beyond reasonable limit</li> <li>• avoid high idling speed setting in engine</li> <li>• ensure there is no brake binding</li> <li>• obtain right grade of fuel from authorized outlets only</li> <li>• ensure correct quantity of fuel received as per bill</li> </ul> <p>KB6. knowledge about the various documents pertaining to the customer order like invoice , delivery challan, bill no. etc.</p>
<b>Skills (S) [Optional]</b>	
<b>A. Core Skills/ Generic Skills</b>	<p style="background-color: #e1eef6; text-align: center;"><b>Basic reading and writing skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA1. to communicate effectively in local language and also preferably basic spoken Hindi and basic written English</p> <p style="background-color: #e1eef6; text-align: center;"><b>Communication skills</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA2. communicate information in a format that the customer is able to interpret</p> <p>SA3. behave courteously with customer and the executives of the pickup source.</p> <p>SA4. effectively communicate to the concerned staff of the pickup source any damage or repairs required with respect to smooth functioning of two wheeler</p> <p style="background-color: #e1eef6; text-align: center;"><b>Team work and multi tasking</b></p> <p>The user/individual on the job needs to know and understand how to:</p> <p>SA5. seamlessly coordinate with pickup source to ensure timely pickup and drop of passenger</p> <p>SA6. assist other delivery associates who require help and take help where needed</p> <p>SA7. coordinate with traffic inspectors, toll operators etc.</p>

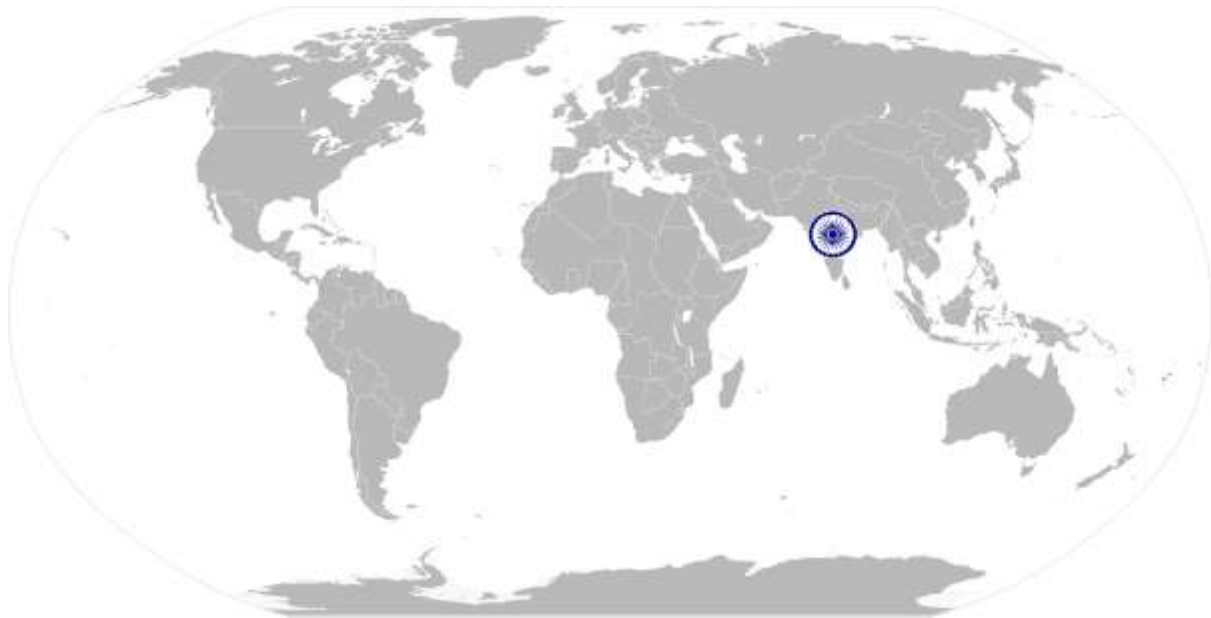
ASC/N9713

**Deliver the goods to the customer safely and collect the applicable purchase money**

	<b>Learning attitude</b>
	<p>The user/individual on the job needs to know and understand how:</p> <p>SA8. keep oneself updated with the new two wheeler technologies and functionalities</p> <p>SA9. gain knowledge/ experience from driving on of different routes and profile of passengers</p>
<b>B. Professional Skills</b>	<b>Planning</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB1. plan and drive based on traffic and road condition using radio links/navigation aids where available</p> <p>SB2. plan safe handling of materials as per the exact load being transported e.g. perishable, hazardous goods</p>
	<b>Decision making</b>
	<p>The user/ individual on the job needs to make decisions pertaining to:</p> <p>SB3. fitness of two wheeler for safe driving</p> <p>SB4. breakdown condition</p> <p>SB5. accident and emergency situations and medical emergencies</p>
	<b>Problem Solving</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB6. assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)</p> <p>SB7. identify immediate or temporary solutions to resolve delays and crisis situations</p>
	<b>Passenger management</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB8. manage general public while driving on road</p> <p>SB9. effective tackling of customers and public who may be stressed, frustrated, confused, angry or drunken</p> <p>SB10. build customer friendly work environment and use customer centric approach to resolve crisis</p>
	<b>Conflict Management Skills</b>
	<p>The user/individual on the job needs to know and understand how to:</p> <p>SB11. resolve conflict while dealing with customer and public</p>
	<b>Reflective thinking</b>
	<p>The user/individual on the job needs to know and understand:</p> <p>SB12. how to learn from past mistakes to resolve technical and non-technical problems</p>

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**Deliver the goods to the customer safely and collect the applicable purchase money**



ASC/N9713

**Deliver the goods to the customer safely and collect the applicable purchase money**

## NOS Version Control

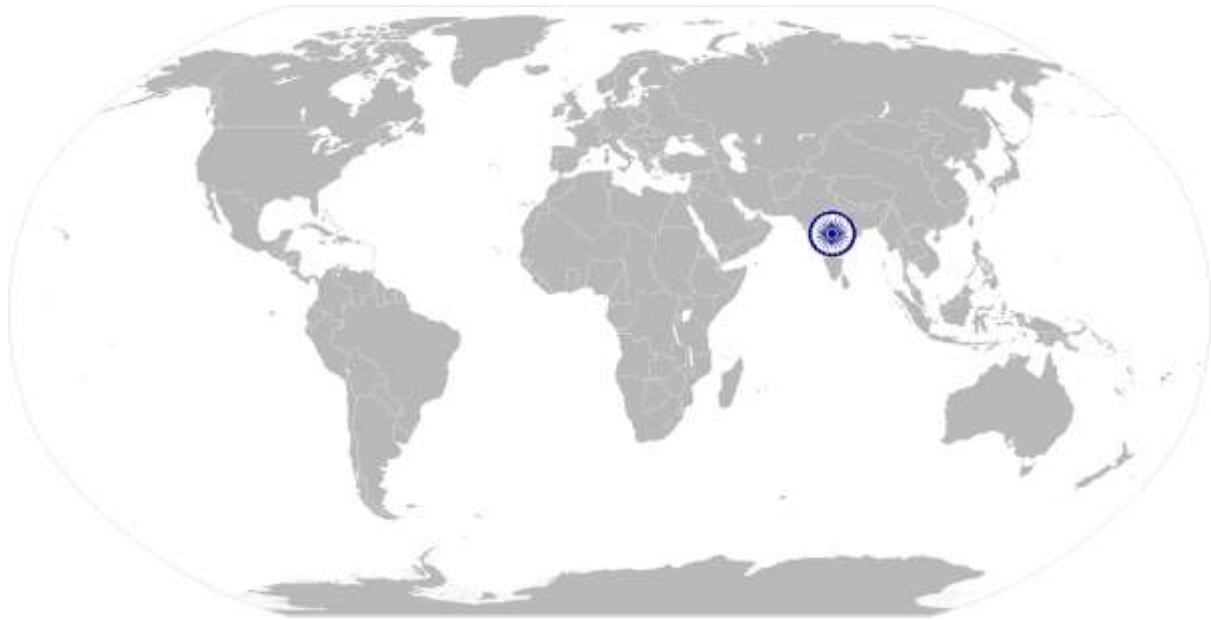
<b>NOS Code</b>	ASC/N9715		
<b>Credits(NSQF) [OPTIONAL]</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Automotive	<b>Drafted on</b>	30/03/14
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<b>Occupation</b>	Driving	<b>Next review date</b>	Under revision expected date of revised version 31-Dec-15





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# National Occupational Standards



## Overview

This unit is about team work and level of communication with colleagues or customers. 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

<b>Unit Code</b>	ASC/ N 0002
<b>Unit Title (Task)</b>	Work effectively in a team
<b>Description</b>	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.
<b>Scope</b>	<p>This unit/task covers the following:</p> <p>colleagues:</p> <ul style="list-style-type: none"> <li>• superiors</li> <li>• members of own work group</li> <li>• people in other work groups within or outside the organisation</li> </ul> <p>communicate:</p> <ul style="list-style-type: none"> <li>• face-to-face</li> <li>• by telephone</li> <li>• in writing</li> </ul>
<b>Performance Criteria (PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>
<b>A. Compulsory</b>	<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>B. Optional</b>	N.A.
<b>Knowledge and Understanding (K) w.r.t. the scope</b>	
<b>Element</b>	<b>Knowledge and Understanding</b>
<b>A. Organisational Context (Knowledge of the Company/Organisation and its processes)</b>	<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**

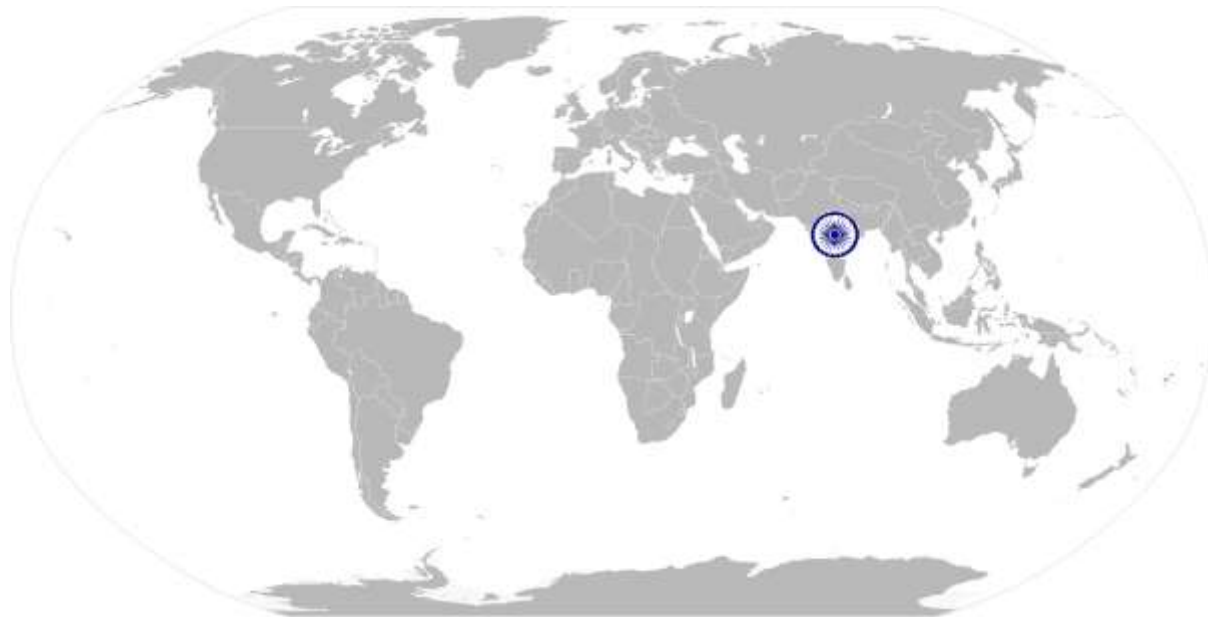
	<p>KA4. the importance of creating an environment of trust and mutual respect</p> <p>KA5. the implications of own work on the work and schedule of others</p>
<b>B. Technical Knowledge</b>	<p>The user/individual on the job needs to know and understand:</p> <p>KB1. different types of information that colleagues 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>
<b>Skills (S)w.r.t. the scope</b>	
<b>Element</b>	<b>Skills</b>
<b>A. Core Skills/ Generic Skills</b>	<b>Writing Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA1. complete written work with attention to detail
	<b>Reading Skills</b>
	The user/individual on the job needs to know and understand how to:
	SA2. read instructions, guidelines/procedures
<b>B. Professional Skills</b>	<b>Oral Communication (Listening and Speaking skills)</b>
	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>Decision Making</b>
	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	
<b>B. Professional Skills</b>	<b>Plan and Organize</b>
	The user/individual on the job needs to know and understand how to:
	SB2. plan and organize work to achieve targets and deadlines
	<b>Customer Centricity</b>
	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	
<b>B. Professional Skills</b>	<b>Problem Solving</b>
	The user/individual on the job needs to know and understand how to:
	SB5. apply problem solving approaches in different situations
<b>B. Professional Skills</b>	<b>Critical Thinking</b>
	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

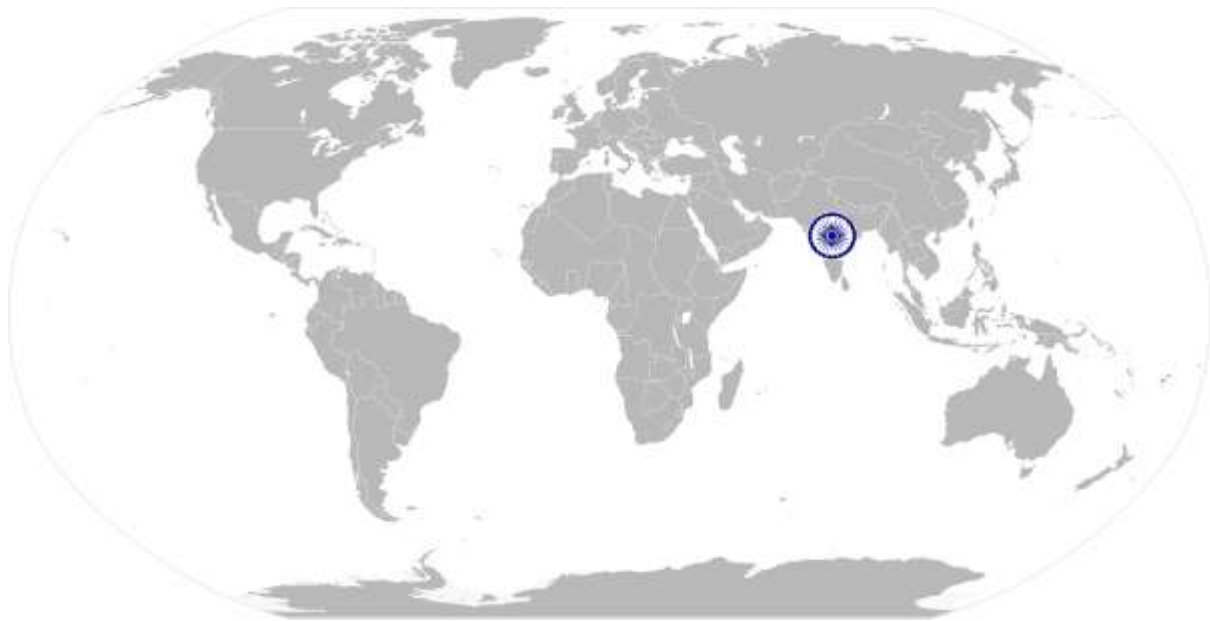
## NOS Version Control

<b>NOS Code</b>	ASC/N0002		
<b>Credits(NSQF) [OPTIONAL]</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Automotive	<b>Drafted on</b>	30/05/13
<b>Industry Sub-sector</b>	Road Transportation	<b>Last reviewed on</b>	15/07/13
<b>Occupation</b>	Driving	<b>Next review date</b>	Under revision expected date of revised version 31-Dec-15



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# 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	<b>Unit Code</b>	ASC/N0012
	<b>Unit Title (Task)</b>	Practice HSE and security related guidelines
	<b>Description</b>	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.
	<b>Scope</b>	<p>This unit/ task covers the following:</p> <ul style="list-style-type: none"> <li>▪ identification of potential sources of safety issues in driving</li> <li>▪ follow standard safety standards</li> <li>▪ keep the work environment clean and organized</li> <li>▪ communicate to reporting supervisor about safety issues</li> <li>▪ handling of emergency situations such as accident, fire, passenger, client related issues</li> </ul>
	<b>Performance Criteria(PC) w.r.t. the Scope</b>	
<b>Element</b>	<b>Performance Criteria</b>	
<b>Communicating potential accident points</b>	<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>	
<b>Cleanliness and hygiene</b>	<p>PC4. ensure cleanliness of two wheeler</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>	
<b>Limit damage to people/client and public</b>	<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>	

**ASC/N0012**

**Practice HSE and security related guidelines**

	<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> <p>PC13. Check the exhaust as per the recommended guideline and ensure the two wheeler is meeting the emission norms. In case not get the two wheeler re-tuned/ adjusted.</p> <p>PC14. Get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms.</p>
<b>Knowledge and Understanding (K)</b>	
<p><b>A. Organizational Context</b> (Knowledge of the company / organization and its processes)</p>	<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>
<p><b>B. Technical Knowledge</b></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>
<b>Skills (S) [Optional]</b>	
<p><b>A. Core Skills/ Generic Skills</b></p>	<p><b>Communication skills</b></p>
	<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>
	<p><b>Organizing skills</b></p>
	<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>
<p><b>B. Professional Skills</b></p>	<p><b>Decision making</b></p>
	<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>
	<p><b>Reflective thinking</b></p>
	<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>

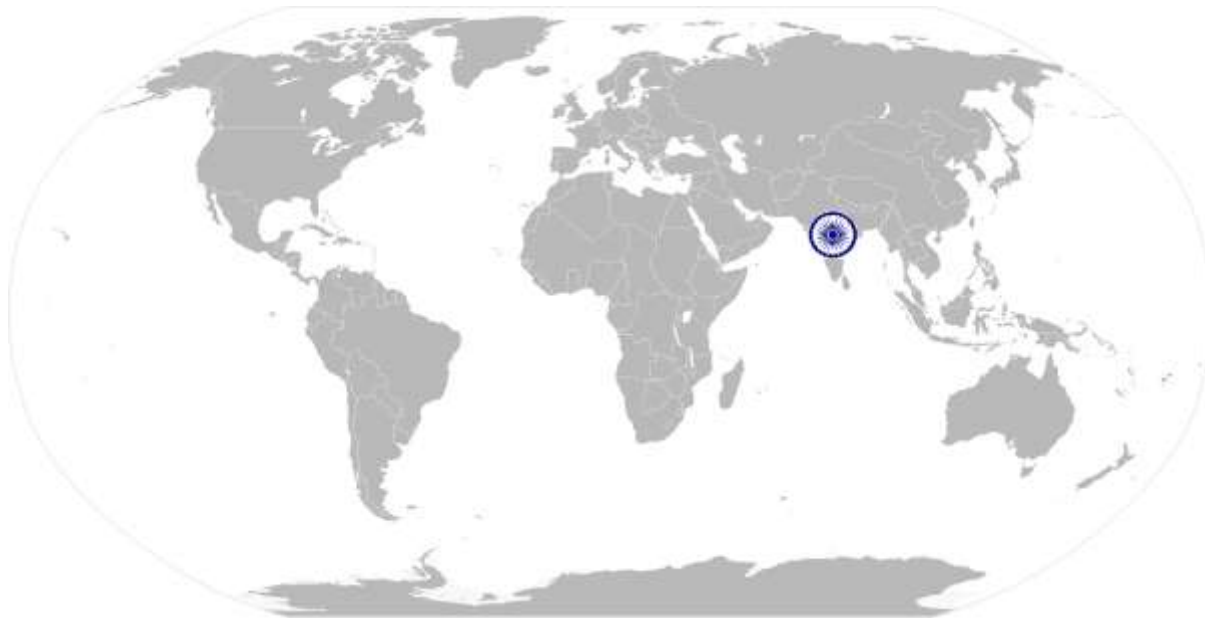
**ASC/N0012**

**Practice HSE and security related guidelines**

	<b>Critical thinking</b>
	The user/individual on the job needs to know and understand how to: SB4. spot safety and cleanliness issues

<b>NOS Code</b>	ASC/N0012		
<b>Credits(NSQF) [OPTIONAL]</b>	TBD	<b>Version number</b>	1.0
<b>Industry</b>	Automotive	<b>Drafted on</b>	30/05/13
<b>Industry Sub-sector</b>	Road Transportation	<b>Last reviewed on</b>	15/07/13
<b>Occupation</b>	Driving	<b>Next review date</b>	Under revision expected date of revised version 31-Dec-15

**NOS Version Control**





### *Qualification Pack for Two Wheeler Delivery Associate*

<b>Criteria for assessment of Trainees</b>
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JOB ROLE	Two Wheeler Delivery Associate L3
Qualification Pack	ASC/Q 9710
No. Of NOS	2 Role specific ,2 generic

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Theory	Marks allocation	
			Viva	Practical
<b>ASC/N 9703</b>	<b>Assess and ensure road worthiness of the vehicle</b>			
<b>Vehicle road worthiness</b>	<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"> <li>• the organization guidelines e.g. rule books of STUs</li> <li>• CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs</li> <li>• any other safety, security and environmental guidelines</li> </ul> <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>		5	7
			5	7
			5	10
<b>Basic technical check before the trip</b>	<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>		5	7
<b>Escalation of technical problem</b>	<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>		5	7



*Qualification Pack for Two Wheeler Delivery Associate*

	PC7. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.		5	7
	<b>subtotal</b>		<b>30</b>	<b>45</b>
<b>ASC/N 9713</b>	<b>Deliver the goods to the customer &amp; collect the applicable purchase money</b>	<b>Theory</b>	<b>Viva</b>	<b>Practical</b>
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 two wheeler.</p> <p>PC2. confirm all papers and documents including driving license, two wheeler documents and documents related to goods etc. are available.</p> <p>PC3. Use safety equipment such as helmet, goggles and shoes for self and protective equipment for self and the goods being carried.</p> <p>PC4. start the two wheeler and before moving re confirm all gauges are functioning including MCT and in built navigation system if available.</p> <p>PC5. after starting but within few meters of moving to check the brakes.</p> <p>PC6. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration</p> <p>PC7. use the accelerator, steering control and brakes correctly to regulate speed and bring the two wheeler to a stop safely</p> <p>PC8. coordinate the operation of all controls to manoeuvre the two wheeler safely and responsibly in all weather and road conditions .</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"> <li>• stopping the two wheeler at a safe place</li> </ul>		20	40
			5	7
			5	3

### Qualification Pack for Two Wheeler Delivery Associate

	<ul style="list-style-type: none"> <li>• carrying out a quick diagnostic check</li> <li>• 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</li> <li>• at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency</li> </ul>			
<p>Loading the goods on the two wheeler</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC11. reach the pickup point of the goods viz. food joint/courier company/post office depending on the goods to be delivered</p> <p>PC12. carefully note/collect down the following details of the intended customer</p> <ul style="list-style-type: none"> <li>• customer name</li> <li>• location of place of residence</li> <li>• address of the customer</li> <li>• order documents like invoice, customer bill etc.</li> <li>• mode of payment such as pre or post paid</li> </ul> <p>PC13. ensure that he has sufficient amount of change money based on the purchase amount and if not ask for same from the accounts of the respective pickup source</p> <p>PC14. carefully collect the goods from the pickup point and ensure that it is packed so as to preserve the goods in transit ( not open, sturdy in case of fragile goods etc.)and free from any external damage.</p> <p>PC15. ensure that the location of the customer’s place of residence is well understood and seek guidance from the executives of the pickup point if necessary</p> <p>PC16. safely keep the goods in the boot of the two</p>		<p>20</p>	<p>30</p>



*Qualification Pack for Two Wheeler Delivery Associate*

	wheeler and ensure that it is covered properly to prevent damage while in transit PC17. start the two wheeler and drive to the destination			
Delivering goods to customer and money collection Pick up goods from customer in case of sales return	To be competent, the user/individual on the job must be able to: PC18. select the destination route for delivery considering the traffic condition and distance PC19. drive through the selected route without violating any traffic norms PC20. If unsure about the route stop and ask for directions from locals PC21. avoid unnecessary honking and avoid using high beam lights in city PC22. do not use mobile phone while driving PC23. stop the two wheeler at the destination and unload the goods to be delivered safely taking special care in case of fragile items PC24. reach the customer's place of residence and greet the customer properly PC25. explain him/her the details for the delivery of goods mentioning key information such as maintaining delivery schedule. PC26. collect the purchase money mentioned on the invoice and if required collect a receipt of the delivered good by ensuring signature of the customer on the duplicate copy of invoice or the delivery challan PC27. collect and count the goods as per the collection instructions in the presence of customer and pack it to ensure no damage will occur to the items being taken back. PC28. before parting , again greet the customer properly PC29. do not demand any tips but accept thankfully if the customer offers PC30. Return the change to customer strictly as per the invoice and money tendered.		20	50
Conformance to traffic regulation	To be competent, the user/individual on the job must be able to:			



*Qualification Pack for Two Wheeler Delivery Associate*

	<p>PC31. Observe conformance to state specific traffic regulations such as</p> <ul style="list-style-type: none"> <li>▪ change lanes safely at appropriate speed and observing traffic conditions</li> <li>▪ ensure lane discipline</li> <li>▪ avoid road-hogging- especially not to drive in the first lane meant for speedier two wheelers</li> <li>▪ avoid over-speeding while turning/cornering</li> <li>▪ avoid over-loading, side hanging of passengers, protruding bags to prevent mishaps</li> <li>▪ overtake other road users legally, safely and by using correct signaling</li> <li>▪ at all times observe the speed and distance in relation to two wheelers ahead, behind and on the sides and maintain a safe distance from other two wheelers.</li> <li>▪ signal your intentions correctly to other road users within a safe, systematic routine</li> <li>▪ Respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman.</li> <li>▪ make your intentions clear to other road users. Use indicators signals as per the traffic requirements while turning right/left.</li> <li>▪ use the parking light when stationary, where needed</li> <li>▪ select a safe, legal and convenient place to stop; secure the two wheeler safely on gradients using hand brakes and wheel choke</li> <li>▪ check for oncoming cyclists, pedestrians and other traffic before opening your door</li> <li>▪ remain calm and composed during difficult situations like traffic jam,</li> </ul>		20	60
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*Qualification Pack for Two Wheeler Delivery Associate*

	<p>transport authorities</p> <p>PC3. follow company policy and rules to avoid safety, health and environmental problems</p>			
<b>Cleanliness and hygiene</b>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. ensure cleanliness of vehicle</p>		3	5
	<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>		5	5
<b>Limit damage to people/client and public</b>	<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> <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>		16	24
	<b>subtotal</b>		<b>30</b>	<b>45</b>



*Qualification Pack for Two Wheeler Delivery Associate*

	<b>Total</b>	<b>100</b>	<b>180</b>	<b>320</b>