

Qualification Pack



Two Wheeler Delivery Associate

QP Code: ASC/Q9605

Version: 1.0

NSQF Level: 3

Automotive Skills Development Council || 153, GF, Okhla Industrial Area, Phase 3
New Delhi 110020

Qualification Pack

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ASC/Q9605: Two Wheeler Delivery Associate

Brief Job Description

The individual at work delivers the goods to the customer on a two wheeler and collects the applicable amount from the customer as per the standards.

Personal Attributes

The job requires the individual to be punctual, polite and ability to remain calm and composed at all times. The incumbent should be able to drive for long and/or awkward hours under traffic jams and tough road conditions.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9809: Organize work and resources \(Road Transportation\)](#)
2. [ASC/N9808: Interact effectively with colleagues and customers \(Road Transportation\)](#)
3. [ASC/N9704: Drive responsibly and ensure road worthiness of vehicle](#)
4. [ASC/N9609: Deliver the goods to the customers safely and collect the applicable amount](#)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8321.0201
Minimum Educational Qualification & Experience	8th Class
Minimum Level of Education for Training in School	

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Pre-Requisite License or Training	Valid LMV Permanent/Learner license, Assessment conducted only after permanent driving license
Minimum Job Entry Age	18 Years
Last Reviewed On	31/08/2021
Next Review Date	31/08/2024
Deactivation Date	31/08/2024
NSQC Approval Date	31/08/2021
Version	1.0
Reference code on NQR	2021/AUT/ASDC/04446
NQR Version	1.0

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ASC/N9809: Organize work and resources (Road Transportation)

Description

This NOS unit is about maintaining working environment safe and secure, maintaining health and hygiene and practicing optimizing use of resources as per organizational standards.

Scope

The scope covers the following :

- Maintain safe and secure working environment
- Maintain health and hygiene
- Material/energy conservation practices

Elements and Performance Criteria

Maintain safe and secure working environment

To be competent, the user/individual on the job must be able to:

- PC1.** organize work as per the organization's health, safety and security policies and procedures
- PC2.** identify the risks and hazards associated while driving and their causes and preventions
- PC3.** check and ensure the functioning of vehicle before commencing work
- PC4.** identify and report vehicle maintenance and repair requirements/risks as per SOP, if any
- PC5.** take corrective measures and follow standard first-aid procedures in case of an accident
- PC6.** ensure safety of all passengers and immediately report any breaches to the appropriate authority

Maintain health and hygiene

To be competent, the user/individual on the job must be able to:

- PC7.** ensure vehicle and equipment are regularly cleaned and sanitized
- PC8.** wash hands with soap and use alcohol-based sanitizer regularly
- PC9.** avoid contact with ill people and self-isolate in a similar situation
- PC10.** wear and dispose of PPEs regularly and appropriately
- PC11.** report hygiene and sanitation issues to appropriate authority, if any
- PC12.** follow processes specified for disposal of hazardous waste

Material/energy conservation practices

To be competent, the user/individual on the job must be able to:

- PC13.** identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle
- PC14.** use resources in a responsible manner
- PC15.** check for spills/leakages in the vehicle with caution
- PC16.** plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify
- PC17.** report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle

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PC18. ensure the various equipment of the vehicle is properly connected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organisations procedures for health, safety and security, individual role and responsibilities in this context
- KU2.** organizations emergency procedures for different emergency situations and the importance of following the same
- KU3.** how and when to report hazards, as well as the limits of responsibility for dealing with hazards
- KU4.** potential hazards, risks and threats based on the nature of work
- KU5.** efficient utilization of material and water
- KU6.** common sources of pollution and ways to minimize it
- KU7.** categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU8.** usage of different colours of dustbins
- KU9.** significance of greening
- KU10.** organisation's policies to maintain personal health and hygiene at the workplace
- KU11.** helpline number related to the women safety
- KU12.** standard first-aid procedures
- KU13.** appropriate action to be taken in case of accidents, agitations, road block, etc.

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read safety instructions/guidelines
- GS2.** modify work practices to improve them
- GS3.** ask for clarifications from superior about the job requirement
- GS4.** work with supervisors/team members to carry out work related tasks
- GS5.** complete tasks efficiently and accurately within the stipulated time
- GS6.** inform/report to concerned person in case of any problem
- GS7.** make timely decisions for efficient utilization of resources
- GS8.** write in at least one language and complete written work with attention to detail
- GS9.** be punctual, utilize time and manage workload efficiently

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Maintain safe and secure working environment</i>	17	11	-	5
PC1. organize work as per the organization's health, safety and security policies and procedures	3	2	-	1
PC2. identify the risks and hazards associated while driving and their causes and preventions	3	2	-	1
PC3. check and ensure the functioning of vehicle before commencing work	3	2	-	1
PC4. identify and report vehicle maintenance and repair requirements/risks as per SOP, if any	3	2	-	1
PC5. take corrective measures and follow standard first-aid procedures in case of an accident	2	2	-	1
PC6. ensure safety of all passengers and immediately report any breaches to the appropriate authority	3	1	-	-
<i>Maintain health and hygiene</i>	15	11	-	8
PC7. ensure vehicle and equipment are regularly cleaned and sanitized	2	1	-	1
PC8. wash hands with soap and use alcohol-based sanitizer regularly	1	2	-	1
PC9. avoid contact with ill people and self-isolate in a similar situation	3	3	-	1
PC10. wear and dispose of PPEs regularly and appropriately	3	2	-	1
PC11. report hygiene and sanitation issues to appropriate authority, if any	3	1	-	2
PC12. follow processes specified for disposal of hazardous waste	3	2	-	2
<i>Material/energy conservation practices</i>	18	8	-	7
PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle	3	2	-	1
PC14. use resources in a responsible manner	2	1	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC15. check for spills/leakages in the vehicle with caution	3	1	-	1
PC16. plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify	4	2	-	2
PC17. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle	3	1	-	1
PC18. ensure the various equipment of the vehicle is properly connected	3	1	-	1
NOS Total	50	30	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9809
NOS Name	Organize work and resources (Road Transportation)
Sector	Automotive
Sub-Sector	
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
NSQC Clearance Date	30/09/2021

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ASC/N9808: Interact effectively with colleagues and customers (Road Transportation)

Description

This NOS unit is about communicating effectively with colleagues and customers of all ages, genders and abilities.

Scope

The scope covers the following :

- Communicate effectively with colleagues and customer
- Interact with supervisor or superior

Elements and Performance Criteria

Communicate effectively with colleagues and customers

To be competent, the user/individual on the job must be able to:

- PC1.** greet the customers promptly and appropriately as per the organization's procedure
- PC2.** communicate with the customers, colleagues and others in a polite and professional manner
- PC3.** address customers dis-satisfactions and complaints effectively, if any
- PC4.** work in a manner that shows respect for all customers, colleagues and others
- PC5.** ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards
- PC6.** adhere to the policies related to the prevention of sexual harassment, both physical and verbal
- PC7.** provide assistance to persons with disability, if asked
- PC8.** maintain positive and effective relationships with colleagues and customers
- PC9.** show respect to the personal space of the others

Interact with supervisor or superior

To be competent, the user/individual on the job must be able to:

- PC10.** identify work requirements basis instructions received from the supervisor
- PC11.** escalate problems to superiors that cannot be handled
- PC12.** report the completed trips and other data to the supervisor
- PC13.** analyse customer/manager feedback and take appropriate action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organizational service standards and policies on behavioral etiquette, professionalism and gender sensitive service practices at workplace
- KU2.** organizational policy with regards to Persons with disability (PwD)

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- KU3.** the importance of effective communication and establishing good working relationships with supervisor and customers
- KU4.** different methods of communication as per the circumstances

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read instructions/guidelines/procedures
- GS2.** communicate effectively using an appropriate body language/tone
- GS3.** ask for clarification and advice from the concerned person
- GS4.** maintain positive and effective relationships with colleagues and customers
- GS5.** evaluate the possible solution(s) to the problem
- GS6.** deliver consistent and reliable service to customers
- GS7.** complete written work with attention to detail
- GS8.** check that the work meets customer requirements

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicate effectively with colleagues and customers</i>	37	22	-	16
PC1. greet the customers promptly and appropriately as per the organization's procedure	5	3	-	2
PC2. communicate with the customers, colleagues and others in a polite and professional manner	4	2	-	2
PC3. address customers dis-satisfactions and complaints effectively, if any	4	3	-	2
PC4. work in a manner that shows respect for all customers, colleagues and others	4	3	-	1
PC5. ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards	5	3	-	2
PC6. adhere to the policies related to the prevention of sexual harassment, both physical and verbal	5	3	-	2
PC7. provide assistance to persons with disability, if asked	4	2	-	2
PC8. maintain positive and effective relationships with colleagues and customers	2	1	-	1
PC9. show respect to the personal space of the others	4	2	-	2
<i>Interact with supervisor or superior</i>	13	8	-	4
PC10. identify work requirements basis instructions received from the supervisor	5	2	-	2
PC11. escalate problems to superiors that cannot be handled	3	2	-	1
PC12. report the completed trips and other data to the supervisor	3	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13. analyse customer/manager feedback and take appropriate action	2	1	-	-
NOS Total	50	30	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9808
NOS Name	Interact effectively with colleagues and customers (Road Transportation)
Sector	Automotive
Sub-Sector	Generic
Occupation	Generic
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
NSQC Clearance Date	30/09/2021

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ASC/N9704: Drive responsibly and ensure road worthiness of vehicle

Description

This OS unit is about examining the vehicle, conforming to standard driving practices, following traffic rules and regulations and managing vehicle faults while driving on the route to reach safely and on time.

Scope

The scope covers the following :

- Examine the vehicle before the trip
- Drive the LMV conforming to the standard driving practices
- Follow traffic rules and regulation
- Manage vehicle faults

Elements and Performance Criteria

Examine the vehicle before the trip

To be competent, the user/individual on the job must be able to:

- PC1.** inspect and conform the vehicle's condition as per health and safety guidelines before starting the trip
- PC2.** ensure the vehicle meets the legal and compliance requirements like pollution test, load limit, etc.
- PC3.** perform routine maintenance checks on the vehicle for tyre pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves etc.
- PC4.** check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, etc.
- PC5.** prepare a to-do list for repair requirement, if any
- PC6.** record all deviations observed while carrying out checks
- PC7.** report actual or potential defects/deviations to the senior driver/owner/service supervisor
- PC8.** determine roadworthiness of the vehicle and use another vehicle if the current vehicle is found unfit
- PC9.** confirm all gauges and warning lights are functioning properly before moving the vehicle

Drive the LMV conforming to the standard driving practices

To be competent, the user/individual on the job must be able to:

- PC10.** perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM and releasing of handbrakes, etc.
- PC11.** insert or press the ignition key/button to start the vehicle
- PC12.** coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control
- PC13.** maneuver the vehicle safely and responsibly while regulating the speed in all weather and road conditions by coordinating the operation of all controls
- PC14.** use the accelerator, steering control and brakes correctly for safe driving, stopping and parking the vehicle

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PC15. ensure maximum fuel (Petrol/diesel/CNG) efficiency while driving

Follow traffic rules and regulation

To be competent, the user/individual on the job must be able to:

PC16. follow guidelines on the road while driving like avoiding excessive honking, driving on high beam, loud music, etc.

PC17. maintain a safe distance from other vehicles

PC18. ensure the vehicle is within the prescribed speed limits at all times and avoid road hog

PC19. ensure proper parking at appropriate spots

PC20. adhere to local and state specific driving laws and traffic regulations, including overloading

PC21. turn off ignition at red lights or after parking the vehicle to enhance fuel efficiency

Manage vehicle faults

To be competent, the user/individual on the job must be able to:

PC22. monitor and respond correctly to gauges, warning lights, CNG leakage etc. while driving

PC23. ensure to stop the vehicle at a safe place in case of any malfunction and turn off the ignition

PC24. carry out a quick diagnostic check

PC25. carry out minor adjustments or temporary repairs like replacement/top-up of oil, change of tyres/wipers, etc. if possible

PC26. report the exact nature of the problem to the supervisor to get appropriate help from the command office

PC27. take the vehicle to the service point for corrective action in case of major defect or accident

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. organization's policies on roadworthiness requirements, basic compliance to technical standards and safety requirements

KU2. quality norms and standards prescribed in the Quality Manual by the organization

KU3. standard check list to examine the vehicle before the trip

KU4. different sections and rules of Motor Vehicle Act, 1988

KU5. CMVR guidelines issued by MoRTH (Ministry of Road Transport & Highways)

KU6. guidelines issued by State Road Transport Authorities like RTOs

KU7. escalation procedure followed in the organization

KU8. basic functionalities of the technical equipment of the vehicle

KU9. safe and fuel-efficient driving techniques

KU10. basic troubleshooting techniques of the vehicle

KU11. latest traffic regulations

KU12. organizational procedure to take the vehicle to the service/repair point for corrective action like parts replacements

Generic Skills (GS)

User/individual on the job needs to know how to:

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- GS1.** read safety instructions/guidelines/procedures
- GS2.** communicate effectively with the passengers, supervisors and colleagues
- GS3.** comply with all rules and regulations
- GS4.** write in English/any one language
- GS5.** make timely decisions for efficient utilization of resources
- GS6.** complete tasks efficiently and accurately within stipulated time

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Examine the vehicle before the trip</i>	9	13	-	8
PC1. inspect and conform the vehicle's condition as per health and safety guidelines before starting the trip	1	1	-	1
PC2. ensure the vehicle meets the legal and compliance requirements like pollution test, load limit, etc.	1	2	-	1
PC3. perform routine maintenance checks on the vehicle for tyre pressure, fuel (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves etc.	1	3	-	1
PC4. check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, etc.	1	1	-	1
PC5. prepare a to-do list for repair requirement, if any	1	1	-	1
PC6. record all deviations observed while carrying out checks	1	1	-	1
PC7. report actual or potential defects/deviations to the senior driver/owner/service supervisor	1	1	-	1
PC8. determine roadworthiness of the vehicle and use another vehicle if the current vehicle is found unfit	1	2	-	-
PC9. confirm all gauges and warning lights are functioning properly before moving the vehicle	1	1	-	1
<i>Drive the LMV conforming to the standard driving practices</i>	8	13	-	6
PC10. perform pre-driving activities like shoulder checking, adjusting IRVM/ ORVM and releasing of handbrakes, etc.	1	1	-	1
PC11. insert or press the ignition key/button to start the vehicle	2	3	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC12. coordinate gear changes, if any, with appropriate use of clutch/acceleration and steering control	1	2	-	1
PC13. maneuver the vehicle safely and responsibly while regulating the speed in all weather and road conditions by coordinating the operation of all controls	2	3	-	1
PC14. use the accelerator, steering control and brakes correctly for safe driving, stopping and parking the vehicle	1	2	-	1
PC15. ensure maximum fuel (Petrol/diesel/CNG) efficiency while driving	1	2	-	1
<i>Follow traffic rules and regulation</i>	7	14	-	3
PC16. follow guidelines on the road while driving like avoiding excessive honking, driving on high beam, loud music, etc.	1	2	-	-
PC17. maintain a safe distance from other vehicles	2	3	-	1
PC18. ensure the vehicle is within the prescribed speed limits at all times and avoid rod hog	1	2	-	-
PC19. ensure proper parking at appropriate spots	1	2	-	1
PC20. adhere to local and state specific driving laws and traffic regulations, including overloading	1	3	-	1
PC21. turn off ignition at red lights or after parking the vehicle to enhance fuel efficiency	1	2	-	-
<i>Manage vehicle faults</i>	6	10	-	3
PC22. monitor and respond correctly to gauges, warning lights, CNG leakage etc. while driving	2	1	-	-
PC23. ensure to stop the vehicle at a safe place in case of any malfunction and turn off the ignition	1	2	-	1
PC24. carry out a quick diagnostic check	-	2	-	1
PC25. carry out minor adjustments or temporary repairs like replacement/top-up of oil, change of tyres/wipers, etc. if possible	1	1	-	-

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC26. report the exact nature of the problem to the supervisor to get appropriate help from the command office	1	2	-	1
PC27. take the vehicle to the service point for corrective action in case of major defect or accident	1	2	-	-
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9704
NOS Name	Drive responsibly and ensure road worthiness of vehicle
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	3
Credits	TBD
Version	2.0
Last Reviewed Date	30/09/2021
Next Review Date	30/09/2024
NSQC Clearance Date	30/09/2021

Qualification Pack

ASC/N9609: Deliver the goods to the customers safely and collect the applicable amount

Description

This OS unit is about delivering the goods to the customers on time by taking the shortest route and collecting the requisite purchase amount.

Scope

The scope covers the following :

- Load the goods on the two wheeler
- Deliver goods and collect money from customer

Elements and Performance Criteria

Load the goods on the two wheeler

To be competent, the user/individual on the job must be able to:

- PC1.** reach the pickup location like food point/courier company/post office, etc., to load/pack the goods as per the standards for delivery
- PC2.** obtain details of the intended customer such as name, address, place of the delivery point, order documents like invoice, customer bill, mode of payment, etc.
- PC3.** collect goods from the pickup point and match it with order details
- PC4.** ensure the goods are secured and packed properly as per the standards before boarding it on the two wheeler (not open, sturdy in case of fragile goods, etc.) and check any external damage
- PC5.** make sure the delivery location is well understood and take help from a customer or other executives of the pickup point, if required
- PC6.** load and secure the goods in the delivery box of the two wheeler as per standards to avoid any damage while in transit

Deliver goods and collect money from customer

To be competent, the user/individual on the job must be able to:

- PC7.** ensure to have a sufficient amount of change (notes, coins) ready, to complete the order
- PC8.** select the fastest destination route for delivery considering heavy traffic, road condition and distance
- PC9.** start the vehicle and drive through the selected route to reach the destination timely without violating any traffic rules/norms
- PC10.** unload goods safely taking special care in case of fragile items upon reaching the destination
- PC11.** reach the customer's place and greet the customer appropriately
- PC12.** handover the goods to the customer as per standards
- PC13.** collect the purchase money as mentioned on the invoice in case of cash on delivery orders
- PC14.** collect the receipt of the delivered goods by ensuring the signature of the customer on the duplicate copy as a confirmation of goods invoice/delivery challan/or digital device

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- PC15.** collect, check and count the goods as per the collection instructions in the presence of the customer and pack it to ensure no damage will occur to the items being taken back, in case of return or an
- PC16.** return the change, if any (notes, coins) to the customer as per the invoice and money tendered

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** standard procedure to collect/deliver goods
- KU2.** types and handling techniques of different types of goods to be delivered
- KU3.** procedure to safely load and unload goods for delivery
- KU4.** SOP to drive the two wheeler as per traffic rules
- KU5.** standard procedures to greet the customers
- KU6.** alternate routes in case of natural calamity, road construction work, traffic jam, etc.
- KU7.** various documents pertaining to the customer's order like invoice, delivery challan, bill no., etc.
- KU8.** standard procedure to receive the goods received receipt from the customer

Generic Skills (GS)

User/individual on the job needs to know how to:

- GS1.** read safety instructions/guidelines/procedures
- GS2.** communicate effectively with the customers, supervisors and colleagues
- GS3.** make timely decisions for efficient utilization of resources
- GS4.** complete tasks efficiently and accurately within the stipulated time
- GS5.** resolve conflict while dealing with customer and public

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Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Load the goods on the two wheeler</i>	11	15	-	7
PC1. reach the pickup location like food point/courier company/post office, etc., to load/pack the goods as per the standards for delivery	2	-	-	1
PC2. obtain details of the intended customer such as name, address, place of the delivery point, order documents like invoice, customer bill, mode of payment, etc.	2	4	-	1
PC3. collect goods from the pickup point and match it with order details	1	-	-	1
PC4. ensure the goods are secured and packed properly as per the standards before boarding it on the two wheeler (not open, sturdy in case of fragile goods, etc.) and check any external damage	2	4	-	2
PC5. make sure the delivery location is well understood and take help from a customer or other executives of the pickup point, if required	2	3	-	1
PC6. load and secure the goods in the delivery box of the two wheeler as per standards to avoid any damage while in transit	2	4	-	1
<i>Deliver goods and collect money from customer</i>	19	35	-	13
PC7. ensure to have a sufficient amount of change (notes, coins) ready, to complete the order	1	-	-	1
PC8. select the fastest destination route for delivery considering heavy traffic, road condition and distance	2	-	-	2
PC9. start the vehicle and drive through the selected route to reach the destination timely without violating any traffic rules/norms	2	4	-	2
PC10. unload goods safely taking special care in case of fragile items upon reaching the destination	2	4	-	1

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Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. reach the customer's place and greet the customer appropriately	2	6	-	1
PC12. handover the goods to the customer as per standards	2	3	-	1
PC13. collect the purchase money as mentioned on the invoice in case of cash on delivery orders	2	3	-	1
PC14. collect the receipt of the delivered goods by ensuring the signature of the customer on the duplicate copy as a confirmation of goods invoice/delivery challan/or digital device	2	6	-	1
PC15. collect, check and count the goods as per the collection instructions in the presence of the customer and pack it to ensure no damage will occur to the items being taken back, in case of return or an	2	6	-	1
PC16. return the change, if any (notes, coins) to the customer as per the invoice and money tendered	2	3	-	2
NOS Total	30	50	-	20

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National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9609
NOS Name	Deliver the goods to the customers safely and collect the applicable amount
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	3
Credits	TBD
Version	1.0
Last Reviewed Date	31/08/2021
Next Review Date	31/08/2024
NSQC Clearance Date	31/08/2021

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

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Minimum Aggregate Passing % at QP Level : 65

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

National Occupational Standards	Theory Marks	Practical Marks	Project Marks	Viva Marks	Total Marks	Weightage
ASC/N9809.Organize work and resources (Road Transportation)	50	30	-	20	100	10
ASC/N9808.Interact effectively with colleagues and customers (Road Transportation)	50	30	-	20	100	15
ASC/N9704.Drive responsibly and ensure road worthiness of vehicle	30	50	-	20	100	40
ASC/N9609.Deliver the goods to the customers safely and collect the applicable amount	30	50	-	20	100	35
Total	160	160	-	80	400	100

Qualification Pack

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
ORVM	Outside Rear View Mirror
GPS	Global Positioning System
CMVR	Central Motor Vehicles Rules
RTO	Regional Transport Authority
MORTH	Ministry of Road Transport & Highways

Qualification Pack

Glossary

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.
Job role	Job role defines a unique set of functions that together form a unique employment opportunity in an organisation.
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 (KU) they need to meet that standard consistently. Occupational Standards are applicable both in the Indian and global contexts.
Performance Criteria (PC)	Performance Criteria (PC) are statements that together specify the standard of performance required when carrying out a task.
National Occupational Standards (NOS)	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.

Qualification Pack

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organisational specific knowledge that an individual needs in order to perform to the required standard.
Organisational Context	Organisational context includes the way the organisation is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/ Generic Skills (GS)	Core skills or Generic Skills (GS) 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.
Electives	Electives are NOS/set of NOS that are identified by the sector as contributive to specialization in a job role. There may be multiple electives within a QP for each specialized job role. Trainees must select at least one elective for the successful completion of a QP with Electives.
Options	Options are NOS/set of NOS that are identified by the sector as additional skills. There may be multiple options within a QP. It is not mandatory to select any of the options to complete a QP with Options.