Model Curriculum

QP Name: Two-wheeler Delivery Associates

QP Code: ASC/Q9605

QP Version: 2.0

NSQF Level: 3

Model Curriculum Version: 1.0

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

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Training Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	3
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8321.0200
Minimum Educational Qualification and Experience	8th Class
Pre-Requisite License or Training	Valid LMV Permanent license
Minimum Job Entry Age	18 years
Last Reviewed On	31/08/2021
Next Review Date	31/08/2024
NSQC Approval Date	31/08/2021
QP Version	2.0
Model Curriculum Creation Date	31/08/2021
Model Curriculum Valid Up to Date	31/08/2024
Model Curriculum Version	1.0
Minimum Duration of the Course	256 Hours, 0 Minutes
Maximum Duration of the Course	256 Hours, 0 Minutes

Program Overview

This section summarizes the end objectives of the program along with its duration.

Training Outcomes

At the end of the program, the learner will be able to:

- Apply health, hygiene, and safety practices at the workplace.
- Perform the tasks to utilize the resources in a responsible manner.
- Employ appropriate practices to communicate effectively with customer, colleagues, and superiors to achieve a smooth workflow.
- Perform the steps to drive the two-wheeler while conforming to the standard traffic rules and regulations.
- Apply appropriate practices to deliver the goods to the customer safely as per the standards.

Compulsory Modules

The table lists the modules, their duration and mode of delivery.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	**04:00**	**00:00**	**00:00**	**-**	**04:00**
Module 1: Introduction to Automotive Industry & Two-wheeler Delivery Associate	04:00	00:00	00:00	-	04:00
ASC/N9809 – Organize Work and Resources (Road Transportation) **NOS Version No. 1.0** **NSQF Level 3**	**16:00**	**24:00**	**00:00**	**-**	**40:00**
Module 2: Maintain Health, Hygiene and Safety Standard at the Workplace	12:00	16:00	00:00	-	28:00
Module 3: Perform Waste Disposal and Material Conservation Activities	04:00	08:00	00:00	-	12:00
ASC/N9808 – Interact Effectively with Colleagues and Customers (Road Transportation)	**16:00**	**24:00**	**00:00**	**-**	**40:00**

NOS Version No. 1.0 **NSQF Level 3**					
Module 4: Maintain Effective Communication at the Workplace	16:00	24:00	00:00	-	40:00
ASC/ N9704 – Driving Light Motor Vehicle (LMV) Safely **NOS Version No. 1.0** **NSQF Level 3**	**40:00**	**84:00**	**00:00**	**-**	**124:00**
Module 5: Examine Roadworthiness of the Vehicle and Drive the LMV as per Standard	24:00	52:00	00:00	-	76:00
Module 6: Adhere to the Traffic Rules and Basic Troubleshooting Practices	16:00	32:00	00:00	-	48:00
ASC/N9609 – Deliver the Goods to the Customer Safely and Collect the Applicable Amount **NOS Version No. 2.0** **NSQF Level 4**	**16:00**	**32:00**	**00:00**	**-**	**48:00**
Module 7: Perform the Activities of Loading and Delivering the Goods Safely to the Customers	16:00	32:00	00:00	-	48:00
Total Duration	**92:00**	**164:00**	**00:00**	**-**	**256:00**

Module Details

Module 1: Introduction to Automotive Industry & Two-wheeler Delivery Associate
Bridge Module

Terminal Outcomes:

- Outline the overview of Skill India Mission
- Describe the scope of Automotive Industry
- Define the role and responsibilities of Two-wheeler Delivery Associate

Duration: *04:00*	Duration: *00:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the objectives and benefits of the Skill India Mission - Describe the scope of Indian Automotive Industry and its sub-sectors - Explain basic terminologies and road safety signs used in Road Transport and Automotive industry - Discuss job role, responsibilities and opportunities for a Two-wheeler Delivery Associate in the Automotive Industry - Explain standard code of ethics and professional practices to be adhered by a Two-wheeler Delivery Associate	NA
Classroom Aids	
Whiteboard, Flip Chart, Markers, Duster, Projector, Laptop with charger, Projector screen, Power Point Presentation, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
NA	

Module 2: Maintain Health, Hygiene and Safety Standard at the Workplace
Mapped to ASC/N9809, v 1.0

Terminal Outcomes:

- Employ appropriate health, hygiene, and safety practices at workplace

Duration: *12:00*	Duration: *16:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the ways to organize work as per standard health, safety and security policy and procedures. - Outline the concept and importance of personal and workplace hygiene. - Explain the ways to clean and sanitize the vehicle and related equipment. - List vital points to be checked to ensure proper functioning of the vehicle before commencing work. - List the causes of risks and potential hazards in the workplace and ways to prevent them. - List the components of the first-aid kit. - State the importance of self-isolation in the context of epidemic or pandemic situation. - Outline the purpose and usage of various Personal Protective Equipment (PPE)required at the workplace. - Recall the helpline number related to the women safety. - Explain the procedure to report accident, hazard and any health-related issues as per SOP.	- Employ appropriate ways to keep vehicle clean, hygienic and hazard free. - Apply appropriate practices to check and ensure proper functioning of vehicle before commencing work. - Employ appropriate practices to check and ensure all equipment of the vehicle is properly connected before commencing the work - Prepare a sample report for vehicle repair and maintenance requirements as well as safety breaches. - Role play on how to report hygiene and sanitation issues to appropriate authority - Demonstrate how to provide first-aid in case of an accident. - Apply appropriate corrective measures in case of accident - Demonstrate the correct ways of washing hands using soap and water as well as sanitize them with alcohol-based sanitizers. - Show how to use and dispose of relevant protective equipment as per tasks and work conditions.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Personal Protection Equipment: Safety glasses, Sanitization kit, Hand gloves, Face masks, Safety shield, Fire extinguisher, First aid kit, etc.	

Module 3: Perform Waste Disposal and Material Conservation Activities
Mapped to ASC/N9809, v 1.0

Terminal Outcomes:

- Employ effective waste management practices
- Discuss various conservation practices at the workplace

Duration: 04:00	Duration: 08:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- State the significance of greening. - List the common sources of pollution and ways to minimize it. - Discuss various types of waste (like dry, wet, recyclable, non-recyclable and items of single-use plastics) and usage of different colours of dustbins according to the waste type. - Elaborate the importance of using the material and water effectively and efficiently at the workplace. - List the ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle. - Explain different methods to check spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle.	- Demonstrate waste disposal procedures at the workplace depending on the types of waste. - Apply appropriate techniques to check and plug spills/leakages in the vehicle. - Dramatize a situation on how to escalate vehicle poor fuel economy, decrease in oil level, coolant or any water/oil leakage issues to appropriate authority. - Show how to use resources in a responsible manner.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Different type of waste bins to collect and segregate waste for disposal	

Module 4: Maintain Effective Communication at Workplace
Mapped to ASC/N9808, v 1.0

Terminal Outcomes:

- Explain professional protocols and etiquette of effective communication to be followed with customers, colleagues, and superiors.
- Discuss various ways to show sensitization towards different age groups, gender and persons with disabilities.

Duration: _16:00_	**Duration**: _24:00_
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the importance of professionalism, etiquette, ethical behaviour and gender sensitive service practices at the workplace. - State the importance of effective communication and procedure for establishing good working relationships with supervisor and customers. - State the importance of identifying work requirements on the basis of instructions received from the supervisor. - Discuss the standard policy with regards to Persons with disability. - Discuss the importance of adhering to the policies related to physical and verbal Sexual harassment at workplace. - Explain the importance of showing respect to personal space of others. - Discuss different ways of escalating unresolved problems and analysing feedback from superiors as well as from customers.	- Demonstrate the standard procedure to welcome and greet the customers. - Role play a situation on how to address customers dis-satisfactions and complaints effectively. - Role play a situation on how to communicate with customers, colleagues and others of different ages, genders and differently abled people as well as per specification. - Role play on how to escalate unresolved problems to superiors. - Dramatize a situation on how to report the completed trips and other data to the supervisor
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector screen, Power Point Presentation Laptop with charger, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Sample of escalation matrix and Organisation structure.	

Module 5: Examine Roadworthiness of the Vehicle and Drive the LMV as per Standard
Mapped to ASC/N9704, v 2.0

Terminal Outcomes:

- Perform the steps to examine the roadworthiness of the vehicles.
- Demonstrate the pre-driving and driving activities conforming to the LMV standard driving practices.

Duration: 24:00	Duration: 52:00
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the legal, technical, safety and compliance requirements, like pollution test, load limit, etc. as well as roadworthiness parameters for Light Motor Vehicles. - Discuss the quality norms and standards prescribed in the Quality Manual by the organization. - Describe basic functionalities of the technical equipment of the vehicle. - State the importance of examining the standard check list for the vehicle before the trip. - Describe safe and fuel-efficient driving techniques. - Explain the standard escalation procedure regarding vehicle defects or deviation.	- Apply appropriate techniques to perform routine checks on the vehicle for tyre pressure, fuel. (Petrol/diesel/CNG) level, working of headlights and brakes, CNG cylinder valves, gauges, warning lights, etc. - Employ appropriate practices to check vehicle service record for any history of technical defects or immediate need for servicing like oil/filter change, etc. - Prepare sample deviation report as per observation while carrying out checks - Draft a sample to-do list for repair requirement. - Demonstrate how to check the roadworthiness of the vehicle. - Create a sample report regarding actual or potential defects and deviations in the vehicle. - Display pre-driving activities like shoulder checking, adjusting IRVM/ ORVM and releasing of handbrakes, etc. - Demonstrate the procedure of safe driving starting from inserting or pressing the ignition key/button.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector Screen, Laptop with charger, Power Point Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Light Motor Vehicle, Sample compliance requirements, like pollution test, load limit, etc.	

ASDC
AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL

Skill India
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Transforming the skill landscape

Module 6: Adhere to the Traffic Rules and Basic Troubleshooting Practices
Mapped to ASC/N9704, v 2.0

Terminal Outcomes:

- Describe the local and state specific traffic rules and regulations.
- Demonstrate basic troubleshooting in case of any malfunction in the vehicle.
- Explain the procedure of reporting the malfunction of the vehicle to the Supervisor.

Duration: *16:00*	Duration: *32:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- Discuss the related rules and sections of Motor Vehicle Act, 1988 as well as CMVR guidelines as stipulated by MoRTH and State Road Transport Authorities like RTOs. - List the local and state specific driving laws and traffic regulations, including overloading. - Discuss the road and traffic guidelines while driving, like avoiding excessive honking, speed, driving on high beam, loud music, and maintaining safe distance from other vehicles, keeping the vehicle within the prescribed speed limit at all times, etc. - Discuss basic troubleshooting techniques for Light Motor Vehicle. - Explain the standard procedure to take the vehicle to the service/repair point for corrective action, like parts replacements.	- Apply appropriate practices to adhere to traffic rules while driving the vehicle. - Demonstrate how to stop and park the vehicle at appropriate spots. - Demonstrate how to monitor and respond appropriately to gauges, warning lights, CNG leakage etc. while driving. - Show how to carry out a diagnostic check and conduct basic troubleshooting in case of any malfunction in the vehicle. - Role play on how to report the exact nature of the problem to the Supervisor to get appropriate help from the command office.
Classroom Aids	
Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop with charger, Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.	
Tools, Equipment and Other Requirements	
Light Motor Vehicle, Related spare parts, Sample traffic signals and Road signs.	

Module 7: Perform the Activities of Loading and Delivering the Goods Safely to the Customers
Mapped to ASC/N9609, v 2.0

Terminal Outcomes:

- Demonstrate the procedure to load and deliver the goods safely.
- Apply appropriate practices to collect the payment from the customer.

Duration: *16:00*	Duration: *32:00*
Theory – Key Learning Outcomes	**Practical – Key Learning Outcomes**
- State the significance of reaching the pickup location, like food point, courier company office, post office, etc. on time to load/pack the goods for delivery - Elaborate the standard procedure to collect/deliver goods - Discuss types and handling techniques of various types of goods to be delivered - Explain the procedure to safely load and unload the goods to be delivered - State the importance of understanding the delivery location well, and selecting alternative routes in case of natural calamity, road construction work, accidents, traffic jam, etc. - Discuss the standard driving procedure for a two-wheeler as per traffic rules - Explain the standard procedures to greet the customers - State the significance of carrying sufficient amount of change (notes and coins) ready, to complete the order and return the change (notes, coins) to the customer as per the invoice and money tendered - Discuss various types of documents required for delivering the order to the customer, like invoice, delivery challan, bill no. etc. - Elaborate the standard procedure of receiving the order receival receipt from the customer	- Dramatize a situation on how to 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. from the authorised person - Apply appropriate practices to collect goods from the pickup point and match it with order details - Employ appropriate inspection techniques to check for secured packing as per standards as well as for any external damage in the packed goods - Show how to load, unload and secure the goods in the delivery box to avoid any damage to the goods in transit or while loading or unloading - Apply appropriate practices to select the fastest destination route for timely delivery considering heavy traffic, unusual road condition and long distance - Demonstrate how to start the vehicle and drive the vehicle in conformance with the traffic rules and regulations - Roleplay on how to greet the customers, handover the goods to them, collect the cash for the delivered goods, and take customer's signature on the duplicate copy of the receipt or goods invoice/delivery challan/or digital device as per the standards - Dramatize a situation on how to collect, check, count and pack the good for return without damaging the goods as per the collection instructions in case of return or an exchange

Classroom Aids

Training kit (Trainer guide, Presentations), White board, Marker, Projector, Laptop with charger, Presentation, Participant Handbook and Related Standard Operating Procedures, 2.1 Laptop External Speakers.

Tools, Equipment and Other Requirements

Two-wheeler and Related spare parts, Digital device, Sample goods invoice, Delivery challan, etc.

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
ITI	Any discipline	3	Driving	1	Driving	Should have 5 years old driving license of the same category
ITI	Any discipline	4	Driving	0	Driving	
Certificate-NSQF	Chauffeur/ Driver Trainer L5	3	Driving	1	Driving	

Trainer Certification	
Domain Certification	Platform Certification
"Two-wheeler Delivery Associates", "ASC/Q9710, Version 2.0", Minimum accepted score is 80%	"Trainer", "MEP/Q2601, V1.0" with a scoring of minimum 80%

Assessor Requirements

Assessor Prerequisites						
Minimum Educational Qualification	**Specialization**	**Relevant Industry Experience**		**Training Experience**		**Remarks**
		Years	*Specialization*	*Years*	*Specialization*	
ITI	Any discipline	4	Driving	1	Driving	Should have 5 years old driving license of the same category
ITI	Any discipline	5	Driving	0	Driving	
Certificate- NSQF	Chauffeur/ Driver Trainer L5	4	Driving	1	Driving	

Assessor Certification	
Domain Certification	**Platform Certification**
Two-wheeler Delivery Associates", "ASC/Q9710, Version 2.0", Minimum accepted score is 80%	"Assessor", "MEP/Q2701, V1.0" with the scoring of minimum 80%

Assessment Strategy

This section includes the processes involved in identifying, gathering and interpreting information to evaluate the learner on the required competencies of the program.

1. Assessment System Overview:

   - Batches assigned to the assessment agencies for conducting the assessment on SDSM/SIP or email
   - Assessment agencies send the assessment confirmation to VTP/TC looping SSC
   - Assessment agency deploys the ToA certified Assessor for executing the assessment
   - SSC monitors the assessment process & records
   - If the batch size is more than 30, then there should be 2 Assessors.

2. Testing Environment: Assessor must:

   - Confirm that the centre is available at the same address as mentioned on SDMS or SIP
   - Check the duration of the training.
   - Check the Assessment Start and End time to be as 10 a.m. and 5 p.m.
   - Check that the allotted time to the candidates to complete Theory & Practical Assessment is correct.
   - Check the mode of assessment—Online (TAB/Computer) or Offline (OMR/PP).
   - Confirm the number of TABs on the ground are correct to execute the Assessment smoothly.
   - Check the availability of the Lab Equipment for the particular Job Role.

3. Assessment Quality Assurance levels / Framework:

   - Question papers created by the Subject Matter Experts (SME)
   - Question papers created by the SME verified by the other subject Matter Experts
   - Questions are mapped with NOS and PC
   - Question papers are prepared considering that level 1 to 3 are for the unskilled & semi-skilled individuals, and level 4 and above are for the skilled, supervisor & higher management
   - Assessor must be ToA certified & trainer must be ToT Certified.

4. Types of evidence or evidence-gathering protocol:
   - Time-stamped & geotagged reporting of the assessor from assessment location
   - Centre photographs with signboards and scheme specific branding
   - Biometric or manual attendance sheet (stamped by TP) of the trainees during the training period
   - Time-stamped & geotagged assessment (Theory + Viva + Practical) photographs & videos

5. Method of verification or validation:
   - Surprise visit to the assessment location
   - Random audit of the batch
   - Random audit of any candidate

6. Method for assessment documentation, archiving, and access
   - Hard copies of the documents are stored

- Soft copies of the documents & photographs of the assessment are uploaded / accessed from Cloud Storage and are stored in the Hard Drives

References

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 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 (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.

Knowledge and Understanding (KU)	Knowledge and Understanding (KU) are statements which together specify the technical, generic, professional and organizational specific knowledge that an individual needs in order to perform to the required standard.
Organizational Context	Organizational context includes the way the organization is structured and how it operates, including the extent of operative knowledge managers have of their relevant areas of responsibility.
Technical Knowledge	Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.
Core Skills/Generic Skills (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.

Acronyms and Abbreviations

Term	Description
QP	Qualification Pack
OS	Occupational Standard
NSQF	National Skills Qualification Framework
NSQC	National Skills Qualification Committee
NOS	National Occupational Standards
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
OEM	Original Equipment Manufacturer
PPE	Personal Protective Equipment
GPS	Global Positioning System
RTO	Regional Transport Office
CMVR	Central Motor Vehicles Rules
HMI	Human Machine Interface
EIC	Electronic Instrument Cluster