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Training Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/
Minimum Educational Qualification and Experience	10th Class with 2 Years of relevant experience OR 12th Class with 6 months of relevant experience OR Certificate-NSQF (Light Motor Vehicle Driver Level 3) with 2 Years of experience OR 8th Class + 1 year ITI with 3 Years of relevant experience OR 8th Class + 2 year ITI with 2 Years of relevant experience
Pre-Requisite License or Training	
Minimum Job Entry Age	18 years
Last Reviewed On	28/04/2022
Next Review Date	28/04/2025
NSQC Approval Date	28/04/2022
QP Version	1.0
Model Curriculum Creation Date	28/04/2022
Model Curriculum Valid Up to Date	28/04/2025
Model Curriculum Version	1.0
Minimum Duration of the Course	420 Hours 00 Minutes
Maximum Duration of the Course	420 Hours 00 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 should have acquired the listed knowledge and skills.

- Apply health, hygiene, and safety practices at the workplace .
- Perform the tasks to utilize the resources responsibly.
- Employ appropriate practices to track and support drivers during travel for reducing issues and cost of travel by using telematics system.
- Apply appropriate ways to maintain relationship with customers and drivers.

Compulsory Modules

The table lists the modules and their duration corresponding to the Compulsory NOS of the QP.

NOS and Module Details	Theory Duration	Practical Duration	On-the-Job Training Duration (Mandatory)	On-the-Job Training Duration (Recommended)	Total Duration
Bridge Module	05:00	00:00	00:00	-	05:00
Module 1: Introduction to the role of a Fleet Telematic Executive	05:00	00:00	00:00	-	05:00
ASC/N9809: Organize Work and Resources (Road Transportation) NOS Version No. – 1.0 NSQF Level – 3	15:00	30:00	00:00	-	45:00
Module 2: Maintain Health, Hygiene and Safety Standards at the Workplace	10:00	20:00	00:00	-	30:00
Module 3: Perform Waste Disposal and Material Conservation Activities	05:00	10:00	00:00	-	15:00
ASC/N9808 – Interact Effectively with Colleagues and Customers (Road Transportation) NOS Version No. 1.0 NSQF Level 3	15:00	25:00	00:00	-	40:00
Module 4: Maintain Effective Communication at the Workplace	15:00	25:00			40:00
ASC/N9610 – Managing CMV (Commercial Motor Vehicles) and support fleet operations NOS Version No. – 1.0 NSQF Level - 4	90:00	240:00			330:00

Module 4: Manage CMV and Support Fleet Operations	90:00	240:00			330:00
Total Duration	125:00	295:00			420:00

Module Details

Module 1: Introduction to the role of a Fleet Telematic Executive

Bridge module

Terminal Outcomes:

- Discuss the role and responsibilities of a Fleet Telematic Executive.

Duration: <05:00>	Duration: <00:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • List the role and responsibilities of a Fleet Telematic Operator. • Discuss the job opportunities for a Fleet Telematic Operator in the automobile industry and its sub-sectors. • Explain basic terminologies and road safety signs used in Road Transport and Automotive industry • Discuss standard code of ethics and professional practices to be adhered by a Fleet Telematic Executive 	
Classroom Aids:	
Whiteboard, marker pen, projector	
Tools, Equipment and Other Requirements	

Module 2: Maintain Health, Hygiene and Safety Standard at the Workplace

Mapped to ASC/N9809, v1.0

Terminal Outcomes:

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

Duration: <10:00>	Duration: <20:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> Discuss the ways various methods to organize work as per the standard health, safety and security policy and procedures. Outline the concept and importance of personal and workplace hygiene. Explain the ways how 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. Identify List the causes of risks and potential hazards at 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 other health-related issues as per SOP. 	<ul style="list-style-type: none"> 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 any safety breaches. Role play on how to report perform hygiene and sanitation and report any hygienic 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 after performing a per tasks and at 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, v1.0

Terminal Outcomes:

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

Duration: <05:00>	Duration: <10:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • State the significance of biodiversity and ecosystem (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. 	<ul style="list-style-type: none"> • 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, v1.0

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: <15:00>	Duration: <25:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • 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. 	<ul style="list-style-type: none"> • 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 details 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: Manage CMV (Commercial Motor Vehicles) and Support Fleet Operations

Mapped to ASC/N9610, v1.0

Terminal Outcomes:

- Describe the components required for implementing an IoT network.
- Evaluate and comply with various regulatory standards and protocols.

Duration: <90:00>	Duration: <240:00>
Theory – Key Learning Outcomes	Practical – Key Learning Outcomes
<ul style="list-style-type: none"> • Describe functioning and use of telematics system. • Elaborate detailed technical and performance specifications of the auto component for various OEM vehicles. • Describe organisational and professional code of ethics and standards of practice. • Discuss safety and health policies and regulations for the workplace. • Discuss the use of software or format such as MS word, excel, PowerPoint and Management Information System (MIS). • Discuss software or format used to capture data and vehicle information within the organization. • Discuss the importance of carrying the licenses and permits required legally for transferring loads to customer destinations. • List the documentation requirements for each procedure. • Discuss the need of maintaining relationship with customer and drivers. • Discuss the importance of managing least turnaround time for any query handling/redressal related to vehicle, driver and customer. • Describe standard operating procedures for query and complaint reporting along with their redressal mechanism in the organisation. • Elaborate framework and guidelines as prescribed by the organisation for query and complaint redressal. 	<ul style="list-style-type: none"> • Apply appropriate ways to collect streaming data of operating vehicle fleets from cloud server of telematics systems. • Show how to generate daily report of vehicles and goods information from telematics system data. • Demonstrate use of telematics system for tracking and analyzing the vehicles-wise cost of fuelling, maintenance, and other recurring expenses of the fleet. • Apply appropriate ways to plan the most efficient route of travel for drivers to reduce issues and fuel cost. • Demonstrate how to track live location details of the vehicle and alert driver for dangers, weather condition, traffic jam etc. through the use of telematics system. • Show how to monitor the company’s fleet monitoring tracker for any inconsistencies with the vehicles movements outside the prohibited working hours • Apply appropriate ways to check that all paperwork associated with each run is accurate and submitted/delivered to the customer. • Demonstrate use of TCU (Telematics Control Unit) to provide up-to-date information related to vehicle route, performance, speed limit, engine idle time or any customer request etc. to organisation. • Show how to monitor vehicle health and driver safety through TCU and inform organization/ drivers about maintenance and repairing requirements of vehicle. • Role play a situation on how to support analytics in figuring out and when a particular vehicle component will fail and need replacement.

	<ul style="list-style-type: none"> • Apply appropriate ways to maintain a healthy & professional relationship with the customers/drivers. • Apply appropriate ways to handle customers/employee queries and complaint and take prompt action for their resolution as per organisational procedures. • Employ practices to maximise customer/employees' satisfaction through pleasant and excellent customer service.
<p>Classroom Aids:</p>	
<p>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.</p>	
<p>Tools, Equipment and Other Requirements</p>	
<ul style="list-style-type: none"> • Fleet telematics system with required software, MS Office 	

Annexure

Trainer Requirements

Trainer Prerequisites						
Minimum Educational Qualification	Specialization	Relevant Industry Experience		Training Experience		Remarks
		Years	Specialization	Years	Specialization	
Graduate	Any discipline	2	Driving	1	Driving	Should have 5 years old driving license of the same category
Graduate	Any discipline	3	Driving	0	Driving	
Certificate-NSQF	Driver Trainer L5	2	Driving	1	Driving	
ITI	Mechanic Motor Vehicle	2	Driving	1	Driving	
ITI	Mechanic Motor Vehicle	3	Driving	0	Driving	

Trainer Certification	
Domain Certification	Platform Certification
"Fleet Telematic Executive, ASC/Q9607, version 1.0". Minimum accepted score is 80%.	"Trainer, MEP/Q2601 v1.0" Minimum accepted score is 80%.

Assessor Requirements

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

Assessor Certification	
Domain Certification	Platform Certification
“Fleet Telematic Executive, ASC/Q9607, version 1.0”. Minimum accepted score is 80%.	“Assessor; MEP/Q2701 v1.0” Minimum accepted score is 80%.

Assessment Strategy

1. Assessment System Overview:
 - Batches assigned to the assessment agencies for conducting the assessment on SDMS/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
2. Testing Environment:
 - 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.
 - If the batch size is more than 30, then there should be 2 Assessors.
 - 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
 - Assessment agency must follow the assessment guidelines to conduct the assessment
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

- Soft copies of the documents & photographs of the assessment are stored in the Hard Drives

References

Glossary

Term	Description
Declarative Knowledge	Declarative knowledge refers to facts, concepts and principles that need to be known and/or understood in order to accomplish a task or to solve a problem.
Key Learning Outcome	Key learning outcome is the statement of what a learner needs to know, understand and be able to do in order to achieve the terminal outcomes. A set of key learning outcomes will make up the training outcomes. Training outcome is specified in terms of knowledge, understanding (theory) and skills (practical application).
OJT (M)	On-the-job training (Mandatory); trainees are mandated to complete specified hours of training on site
OJT (R)	On-the-job training (Recommended); trainees are recommended the specified hours of training on site
Procedural Knowledge	Procedural knowledge addresses how to do something, or how to perform a task. It is the ability to work, or produce a tangible work output by applying cognitive, affective or psychomotor skills.
Training Outcome	Training outcome is a statement of what a learner will know, understand and be able to do upon the completion of the training.
Terminal Outcome	Terminal outcome is a statement of what a learner will know, understand and be able to do upon the completion of a module. A set of terminal outcomes help to achieve the training outcome.

Acronyms and Abbreviations

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training
SOP	Standard Operating Procedure
WI	Work Instructions
PPE	Personal Protective equipment