Auto Rickshaw Driver

QP Code: ASC/Q9713

Version: 3.0

NSQF Level: 2.5

Automotive || 153, GF, Okhla Industrial Area, Phase 3
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Contents

ASC/Q9713: Auto Rickshaw Driver

Brief Job Description

The individual at work picks up the customer from one destination (pick-up point) and drives them to their desired destination in various categories of 3-wheelers within the city.

Personal Attributes

The job requires the individual to be physically fit to drive for long hours and ability to remain calm and composed under stressful conditions of traffic at all times.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

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

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

3. ASC/N9716: Pick & drop the customer safely and collect fare

4. DGT/VSQ/N0101: Employability Skills (30 Hours)

Qualification Pack (QP) Parameters

Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
Country	India
NSQF Level	2.5
Credits	9
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8321.0101

Qualification Pack

Minimum Educational Qualification & Experience	5th Class with 3 Years of experience
	             OR
	 Ability to read and write with 3 Years of experience
	             OR
	 8th Class

Minimum Level of Education for Training in School	
Pre-Requisite License or Training	valid driving licence as per Central Motor Vehicles ACT
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	27/08/2027
NSQC Approval Date	27/08/2024
Version	3.0
Reference code on NQR	QG-2.5-AU-02944-2024-V2-ASDC
NQR Version	2

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

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Maintain safe and secure working environment	**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	-	-
Maintain health and hygiene	**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
Material/energy conservation practices	**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

Qualification Pack

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**

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	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

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

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 rod 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:

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

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Examine the vehicle before the trip	**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
Drive the LMV conforming to the standard driving practices	**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

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
Follow traffic rules and regulation	**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	-	-
Manage vehicle faults	**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	-	-

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**

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	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

ASC/N9716: Pick & drop the customer safely and collect fare

Description

This OS unit is about picking the customers from one location and dropping them to their desired destination in the auto rickshaw and collect applicable fare.

Scope

The scope covers the following :

- Ensure compliance to duty
- Coordinate with customer /authorized person
- Escalate vehicle problem to the concerned authority
- Pick and drop the passenger safely

Elements and Performance Criteria

Ensure compliance to duty

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

PC1.   report to duty on time as per schedule

PC2.   wear proper uniform and batch as per standards

PC3.   use PPE kit like face masks, hand gloves, etc. at all times and ensure the same for the customer

PC4.   follow proper closure procedures on completion of responsibilities for the day, e. g. park the auto rikshaw at a dedicated zone, lock the auto rickshaw, engage hand brake, close auto fare meter and app, etc.

Coordinate with customer/authorized person

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

PC5.   coordinate with the customer to confirm the obtain pickup point location or other details, as applicable

PC6.   inform the customer about an estimated pickup time to reduce waiting time

PC7.   inform the customer in advance regarding the inability to reach the pickup point on time in case of heavy traffic jams, vehicle breakdown, road accidents etc. well in time

Escalate vehicle problem to the concerned authority

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

PC8.   check for any fault, defect, or potential problem in the 3-wheeler

PC9.   keep a record about the vehicle service schedule and coordinate with authorized person for periodic maintenance, if required

PC10.   inform in advance to the concerned authority about the repair needed on the 3 wheeler for rectification of faults, if any

PC11.   report the incidents, accidents or minor altercations that took place during the day, if any to the concerned authority

Pick and drop the passenger safely

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

PC12. to meet the customer at the pick-up point

PC13. greet the customer appropriately as per the standards

PC14. confirm the details of the customers and destination before starting the trip

PC15. take permission from the passenger to start the trip

PC16. start the fare meter and show the starting reading to the customer

PC17. assist the customer while entering and exiting the vehicle, if required

PC18. load and unload customer luggage in the vehicle, if asked

PC19. cover the overhead luggage and side entry/exit areas of the auto rickshaw with waterproof/resistant sheets in case of rainfall to avoid inconvenience to the customer

PC20. offer newspaper, magazines, or entertainment media, if available to the customers

PC21. select appropriate/fastest route considering passenger safety, the road traffic condition and distance

PC22. drive the 3-wheeler within the speed limit and without violating any traffic rules

PC23. reach the dropping point and stop the vehicle & the auto fare meter

PC24. collect the fare based on the meter reading or prior settled fare with the customer, as applicable

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. standard policies regarding duty, reporting and associated compliances

KU2. standard day closure procedures

KU3. types and usage of PPE kit like face masks, hand gloves, use of sanitizer, etc.

KU4. dress code and code of conduct related to the duty

KU5. SOP to greet and assist the customer with luggage or entering and exiting the vehicle

KU6. SOP to greet and assist the customer with luggage or entering and exiting the vehicle

KU7. communication procedure for communicating with the supervisor/authorised person during duty hours

KU8. standard escalation procedure followed during emergency situation

KU9. geographical area and different routes within the city

KU10. procedure to choose the appropriate route

KU11. methods to calculate route fare as per the kilometres covered by the autorickshaw within the city

Generic Skills (GS)

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

GS1. read safety instructions, guidelines, procedures and signages

GS2. communicate with the customers, supervisors and colleagues

GS3. • complete tasks efficiently and accurately within stipulated time
   •

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Ensure compliance to duty	**7**	**10**	**-**	**5**
PC1. report to duty on time as per schedule	1	2	-	1
PC2. wear proper uniform and batch as per standards	2	3	-	1
PC3. use PPE kit like face masks, hand gloves, etc. at all times and ensure the same for the customer	2	3	-	1
PC4. follow proper closure procedures on completion of responsibilities for the day, e. g. park the auto rikshaw at a dedicated zone, lock the auto rickshaw, engage hand brake, close auto fare meter and app, etc.	2	2	-	2
Coordinate with customer/authorized person	**6**	**4**	**-**	**3**
PC5. coordinate with the customer to confirm the obtain pickup point location or other details, as applicable	2	1	-	1
PC6. inform the customer about an estimated pickup time to reduce waiting time	2	1	-	1
PC7. inform the customer in advance regarding the inability to reach the pickup point on time in case of heavy traffic jams, vehicle breakdown, road accidents etc. well in time	2	2	-	1
Escalate vehicle problem to the concerned authority	**6**	**5**	**-**	**4**
PC8. check for any fault, defect, or potential problem in the 3-wheeler	1	1	-	1
PC9. keep a record about the vehicle service schedule and coordinate with authorized person for periodic maintenance, if required	2	1	-	1
PC10. inform in advance to the concerned authority about the repair needed on the 3 wheeler for rectification of faults, if any	2	2	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC11. report the incidents, accidents or minor altercations that took place during the day, if any to the concerned authority	1	1	-	1
Pick and drop the passenger safely	**11**	**31**	**-**	**8**
PC12. to meet the customer at the pick-up point	-	2	-	1
PC13. greet the customer appropriately as per the standards	2	2	-	1
PC14. confirm the details of the customers and destination before starting the trip	2	2	-	1
PC15. take permission from the passenger to start the trip	1	2	-	1
PC16. start the fare meter and show the starting reading to the customer	1	2	-	-
PC17. assist the customer while entering and exiting the vehicle, if required	1	3	-	1
PC18. load and unload customer luggage in the vehicle, if asked	-	2	-	-
PC19. cover the overhead luggage and side entry/exit areas of the auto rickshaw with waterproof/resistant sheets in case of rainfall to avoid inconvenience to the customer	1	3	-	1
PC20. offer newspaper, magazines, or entertainment media, if available to the customers	-	3	-	1
PC21. select appropriate/fastest route considering passenger safety, the road traffic condition and distance	1	2	-	-
PC22. drive the 3-wheeler within the speed limit and without violating any traffic rules	-	2	-	-
PC23. reach the dropping point and stop the vehicle & the auto fare meter	-	3	-	-
PC24. collect the fare based on the meter reading or prior settled fare with the customer, as applicable	2	3	-	1

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
NOS Total	**30**	**50**	**-**	**20**

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9716
NOS Name	Pick & drop the customer safely and collect fare
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	2.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

DGT/VSQ/N0101: Employability Skills (30 Hours)

Description

This unit is about employability skills, Constitutional values, becoming a professional in the 21st Century, digital, financial, and legal literacy, diversity and Inclusion, English and communication skills, customer service, entrepreneurship, and apprenticeship, getting ready for jobs and career development.

Scope

The scope covers the following :

- Introduction to Employability Skills
- Constitutional values - Citizenship
- Becoming a Professional in the 21st Century
- Basic English Skills
- Communication Skills
- Diversity & Inclusion
- Financial and Legal Literacy
- Essential Digital Skills
- Entrepreneurship
- Customer Service
- Getting ready for Apprenticeship & Jobs

Elements and Performance Criteria

Introduction to Employability Skills

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

PC1. understand the significance of employability skills in meeting the job requirements

Constitutional values – Citizenship

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

PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices

Becoming a Professional in the 21st Century

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

PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.

Basic English Skills

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

PC4. speak with others using some basic English phrases or sentences

Communication Skills

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

PC5. follow good manners while communicating with others
PC6. work with others in a team

Diversity & Inclusion

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

PC7.   communicate and behave appropriately with all genders and PwD

PC8.   report any issues related to sexual harassment

Financial and Legal Literacy

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

PC9.   use various financial products and services safely and securely

PC10. calculate income, expenses, savings etc.

PC11. approach the concerned authorities for any exploitation as per legal rights and laws

Essential Digital Skills

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

PC12. operate digital devices and use its features and applications securely and safely

PC13. use internet and social media platforms securely and safely

Entrepreneurship

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

PC14. identify and assess opportunities for potential business

PC15. identify sources for arranging money and associated financial and legal challenges

Customer Service

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

PC16. identify different types of customers

PC17. identify customer needs and address them appropriately

PC18. follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

PC19. create a basic biodata

PC20. search for suitable jobs and apply

PC21. identify and register apprenticeship opportunities as per requirement

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1.   need for employability skills

KU2.   various constitutional and personal values

KU3.   different environmentally sustainable practices and their importance

KU4.   Twenty first (21st) century skills and their importance

KU5.   how to use basic spoken English language

KU6.   Do and dont of effective communication

KU7.   inclusivity and its importance

KU8.   different types of disabilities and appropriate communication and behaviour towards PwD

KU9.   different types of financial products and services

KU10. how to compute income and expenses

KU11. importance of maintaining safety and security in financial transactions

KU12. different legal rights and laws

KU13. how to operate digital devices and applications safely and securely

KU14. ways to identify business opportunities

KU15. types of customers and their needs

KU16. how to apply for a job and prepare for an interview

KU17. apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

GS1. communicate effectively using appropriate language

GS2. behave politely and appropriately with all

GS3. perform basic calculations

GS4. solve problems effectively

GS5. be careful and attentive at work

GS6. use time effectively

GS7. maintain hygiene and sanitisation to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
Introduction to Employability Skills	1	1	-	-
PC1. understand the significance of employability skills in meeting the job requirements	-	-	-	-
Constitutional values – Citizenship	1	1	-	-
PC2. identify constitutional values, civic rights, duties, personal values and ethics and environmentally sustainable practices	-	-	-	-
Becoming a Professional in the 21st Century	1	3	-	-
PC3. explain 21st Century Skills such as Self-Awareness, Behavior Skills, Positive attitude, self-motivation, problem-solving, creative thinking, time management, social and cultural awareness, emotional awareness, continuous learning mindset etc.	-	-	-	-
Basic English Skills	2	3	-	-
PC4. speak with others using some basic English phrases or sentences	-	-	-	-
Communication Skills	1	1	-	-
PC5. follow good manners while communicating with others	-	-	-	-
PC6. work with others in a team	-	-	-	-
Diversity & Inclusion	1	1	-	-
PC7. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC8. report any issues related to sexual harassment	-	-	-	-
Financial and Legal Literacy	3	4	-	-
PC9. use various financial products and services safely and securely	-	-	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. calculate income, expenses, savings etc.	-	-	-	-
PC11. approach the concerned authorities for any exploitation as per legal rights and laws	-	-	-	-
Essential Digital Skills	**4**	**6**	**-**	**-**
PC12. operate digital devices and use its features and applications securely and safely	-	-	-	-
PC13. use internet and social media platforms securely and safely	-	-	-	-
Entrepreneurship	**3**	**5**	**-**	**-**
PC14. identify and assess opportunities for potential business	-	-	-	-
PC15. identify sources for arranging money and associated financial and legal challenges	-	-	-	-
Customer Service	**2**	**2**	**-**	**-**
PC16. identify different types of customers	-	-	-	-
PC17. identify customer needs and address them appropriately	-	-	-	-
PC18. follow appropriate hygiene and grooming standards	-	-	-	-
Getting ready for apprenticeship & Jobs	**1**	**3**	**-**	**-**
PC19. create a basic biodata	-	-	-	-
PC20. search for suitable jobs and apply	-	-	-	-
PC21. identify and register apprenticeship opportunities as per requirement	-	-	-	-
NOS Total	**20**	**30**	**-**	**-**

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0101
NOS Name	Employability Skills (30 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	2
Credits	1
Version	1.0
Last Reviewed Date	27/08/2024
Next Review Date	27/08/2027
NSQC Clearance Date	27/08/2024

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.

Minimum Aggregate Passing % at QP Level : 70

(**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	15
ASC/N9704.Drive responsibly and ensure road worthiness of vehicle	30	50	-	20	100	40
ASC/N9716.Pick & drop the customer safely and collect fare	30	50	-	20	100	35
DGT/VSQ/N0101.Employability Skills (30 Hours)	20	30	-	-	50	10
Total	**130**	**160**	**-**	**60**	**350**	**100**

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

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.

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.