



Commercial Vehicle Driver - LMO

QP Code: LSC/Q1005

Version: 2.0

NSQF Level: 4

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LSC/Q1005: Commercial Vehicle Driver - LMO

Brief Job Description

Individuals are expected to drive the Liquid Medical Oxygen(LMO) tankers safely and efficiently on the assigned route. This role requires the individual to handle hazardous material and liquid medical oxygen. S/he should be able to handle most of the routine break downs that could likely be encountered while driving long distances and through difficult terrains. The individual is also expected to achieve other key performance parameters such as fuel efficiency, on time delivery etc.

Personal Attributes

The person should be able to work for long hours under tiring and demanding conditions. The individual must be dependable, responsible, polite and remain calm and composed at all times. S/he should be able to communicate effectively as they need to deal with a variety of people everyday.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9703: Assess and ensure road worthiness of the vehicle](#)
2. [ASC/N9705: Drive safely and efficiently on the assigned route including long distance trips](#)
3. [ASC/N0012: Practice HSE and security related guidelines](#)
4. [DGT/VSQ/N0102: Employability Skills \(60 Hours\)](#)

Qualification Pack (QP) Parameters

Sector	Logistics
Sub-Sector	Land Transportation
Occupation	Transport Operations
Country	India
NSQF Level	4
Aligned to NCO/ISCO/ISIC Code	NCO-2015/8331.0301
Minimum Educational Qualification & Experience	5th Class with 3 years of experience as driver

Minimum Level of Education for Training in School	Not Applicable
Pre-Requisite License or Training	HMV License
Minimum Job Entry Age	20 Years
Last Reviewed On	NA
Next Review Date	NA
NSQC Approval Date	
Version	2.0

ASC/N9703: Assess and ensure road worthiness of the vehicle

Description

This OS unit is about to ensure that the vehicle is road worthy for use. The individual is responsible to check the vehicle thoroughly before starting the trip.

Scope

This unit/ task covers the following: Assess the road worthiness of the vehicle as per the:

- Service Manual requirements
- CMVR guidelines
- Additional HSE requirements
- Technical requirements

Elements and Performance Criteria

Vehicle road worthiness

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

- PC1..** check that the vehicle meets basic legal and compliance related requirements as per : the organization guidelines erg rule books of STUs CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs any other safety, security and environmental guidelines
- PC2..** check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change
- PC3..** record any other deviations observed during the trip

Basic technical check before the trip

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

- PC4..** supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure

Escalation of technical problem

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

- PC5..** report actual or possible defects to the senior driver or owner or service supervisor in enough detail so they can diagnose the problem
- PC6..** In consultation with owner conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys policies on: road worthiness requirement; basic compliance to technical requirements and standards; safety and hazards
- KU2.** CMVR guidelines and other specific local regulations
- KU3.** organization structure

KU4. escalation procedure

Generic Skills (GS)

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

- GS1.** Read and understand technical standards of vehicle operation in terms of fuel system and other control systems in vehicle.
- GS2.** document technical issues pertaining to vehicle
- GS3.** follow supervisors instructions
- GS4.** communicate with assistant and other personnel
- GS5.** when not to use the vehicle due to technical and/or compliance related issues
- GS6.** how to learn from past mistakes and identify potential problems

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Vehicle road worthiness</i>	15	36	-	-
PC1.. check that the vehicle meets basic legal and compliance related requirements as per : the organization guidelines erg rule books of STUs CMVR guidelines from MoRTH and other guidelines issued by Road Transport Authorities like RTOs any other safety, security and environmental guidelines	5	12	-	-
PC2.. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/filter change	5	12	-	-
PC3.. record any other deviations observed during the trip	5	12	-	-
<i>Basic technical check before the trip</i>	5	11	-	-
PC4.. supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure	5	11	-	-
<i>Escalation of technical problem</i>	10	23	-	-
PC5.. report actual or possible defects to the senior driver or owner or service supervisor in enough detail so they can diagnose the problem	5	11	-	-
PC6.. In consultation with owner conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.	5	12	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9703
NOS Name	Assess and ensure road worthiness of the vehicle
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	3
Credits	TBD
Version	1.0
Next Review Date	31/12/2015

ASC/N9705: Drive safely and efficiently on the assigned route including long distance trips

Description

This OS unit is about safe driving practice

Scope

This unit/ task covers the following:

- driving practices to ensure safety of life and material
- traffic and regulatory norms
- dealing with brake downs and emergencies in varied terrains and far flung geographies
- dealing with people
- driving practices to ensure optimum fuel efficiency

Elements and Performance Criteria

Conformance to standard driving practices

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

PC1.. conform to standard driving practices covering such as confirm all checks have been carried out for road worthiness of the vehicle. confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available. start the vehicle and before moving re confirm all gauges are functioning after starting but within few meters of moving to check the brakes. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly monitor and respond correctly to gauges, warning lights and other aids when driving in case of any malfunctioning or breakdown, to immediately attend to the problem by :-stopping the vehicle at a safe place -carrying out a quick diagnostic check -carrying out minor adjustments or temporary repairs if possible -asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.

Conformance to traffic regulation

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

PC2.. conform to state specific traffic regulations such as change lanes safely at appropriate speed and observing traffic conditions overtake other road users legally, safely and by using correct signalling at all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles. signal your intentions correctly to other road users within a safe, systematic routine respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman. use indicators and arm signals to signal intentions as per the traffic requirements Use the parking light when stationary, where needed select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke check for oncoming cyclists, pedestrians and other traffic before opening your door remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.

General conduct on the road

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

PC3.. give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** companys guidelines on safe driving practices; system and processes to ensure safe driving
- KU2.** reporting structure
- KU3.** problem escalation procedure
- KU4.** safe driving techniques such as avoid over speeding and follow prescribed limits maintain safe distance from other vehicles avoid pot holes, stones, other strewn objects in case of bridges and underpasses, observe and avoid driving when water level is above danger mark observe movement of pedestrians to avoid collision observe movement of stray animals to avoid collision
- KU5.** alternate routes in case of natural calamity, road construction work etc.
- KU6.** troubleshooting techniques in the event of technical problems like changing wheels using jack
- KU7.** traffic regulations
- KU8.** elements of good driving habits for obtaining fuel efficiency : avoid clutch riding avoid frequent changing of gears avoid frequent braking avoid over speeding avoid idling of engine beyond reasonable limit avoid high idling speed setting in engine ensure there is no brake binding obtain right grade of fuel from authorized outlets only ensure correct quantity of fuel received as per bill

Generic Skills (GS)

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

- GS1.** to communicate effectively in local language and also preferably basic spoken Hindi and basic written English
- GS2.** communicate information in a format that meets the requirements
- GS3.** seamless coordination with colleagues

- GS4.** assist others who require help
- GS5.** take help from Assistant or junior driver
- GS6.** keep oneself updated with the new vehicle technologies and functionalities
- GS7.** gain knowledge/ experience from working on different routes
- GS8.** when on long distance/ inter state schedule , plan the trip keeping in mind regulations like no entry times and municipal limits in urban areas
- GS9.** plan and drive based on traffic and road condition using radio links/navigation aids where available
- GS10.** plan safe handling of life and materials as per the exact load being transported e.g.special people groups like children, elderly, differently abled or perishable,hazardous goods
- GS11.** fitness of vehicle for safe driving
- GS12.** breakdown condition
- GS13.** accident and emergency situations and medical emergencies
- GS14.** assess the problem, evaluate the possible solution(s) and use an optimum /best possible solution(s)
- GS15.** identify immediate or temporary solutions to resolve delays and crisis situations
- GS16.** manage children, aged and differently abled individuals
- GS17.** effective tackling of passengers and public who may be stressed, frustrated, confused, or angry
- GS18.** build passenger friendly work environment and use customer centric approach to resolve crisis
- GS19.** resolve conflict while dealing with public
- GS20.** how to learn from past mistakes to resolve technical and non-technical problems

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Conformance to standard driving practices</i>	10	23	-	-
<p>PC1.. conform to standard driving practices covering such as confirm all checks have been carried out for road worthiness of the vehicle. confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available. start the vehicle and before moving re confirm all gauges are functioning after starting but within few meters of moving to check the brakes. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely coordinate the operation of all controls to manoeuvre the vehicle safely and responsibly in all weather and road conditions in forward gear. In reverse gear to take help of assistant. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly monitor and respond correctly to gauges, warning lights and other aids when driving in case of any malfunctioning or breakdown, to immediately attend to the problem by :-stopping the vehicle at a safe place -carrying out a quick diagnostic check -carrying out minor adjustments or temporary repairs if possible -asking for help in case of major problems by accurately reporting the exact nature of problem so that adequate help is made available at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency.</p>	10	23	-	-
<i>Conformance to traffic regulation</i>	10	23	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<p>PC2.. conform to state specific traffic regulations such as change lanes safely at appropriate speed and observing traffic conditions overtake other road users legally, safely and by using correct signalling at all times observe the speed and distance in relation to vehicles ahead, behind and on the sides and maintain a safe distance from other vehicles. signal your intentions correctly to other road users within a safe, systematic routine respond appropriately to all permanent and temporary traffic signals, signs and road markings as well as hand signals of traffic policeman. use indicators and arm signals to signal intentions as per the traffic requirements Use the parking light when stationary, where needed select a safe, legal and convenient place to stop; secure the vehicle safely on gradients using hand brakes and wheel choke check for oncoming cyclists, pedestrians and other traffic before opening your door remain calm and composed during difficult situations like traffic jam, accidents and strictly avoid any feud with fellow commuters and other public.</p>	10	23	-	-
<i>General conduct on the road</i>	10	24	-	-
<p>PC3.. give preference and right of road usage to children, elderly and differently abled. Comply with any related rules, regulations and practices for handling general public issues as well as show consideration towards stray animals.</p>	10	24	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N9705
NOS Name	Drive safely and efficiently on the assigned route including long distance trips
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	15/07/2013

ASC/N0012: Practice HSE and security related guidelines

Description

This OS unit is about being aware of, communicating and taking steps towards minimizing potential hazards and dangers of accidents on the job and maintaining a clean work environment

Elements and Performance Criteria

Communicating potential accident points

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

- PC1.** spot and report potential safety issues while driving
- PC2.** follow rules and regulations laid down by transport authorities
- PC3..** follow company policy and rules to avoid safety, health and environmental problems

Cleanliness and hygiene

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

- PC4..** ensure cleanliness of ambulance
- PC5.** escalate issues related to cleanliness and hygiene issues to concern department
- PC6..** escalate issues related to hazardous material to concerned authority internal and external

Limit damage to people/client and public

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

- PC7..** take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others
- PC8.** follow instructions or guidelines for limiting danger or damage in respect of equipment on board such as oxygen cylinders.
- PC9.** escalate the issue immediately if you cannot deal effectively with the danger
- PC10..** give clear information or instructions to others to allow them to take appropriate action
- PC11.** record and report details of the danger in line with operator guidelines
- PC12.** report any difficulties you have keeping to your organizations health and safety instructions or guidelines, giving full and accurate details
- PC13..** check the exhaust as per the recommended guideline and ensure the ambulance is meeting the emission norms. in case not get the ambulance retuned/ adjusted.
- PC14.** get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** organization's instructions or guidelines relating to dealing with and reporting safety and emergency issues
- KU2.** what action you can take, and are authorized to take, to limit danger
- KU3.** methods of effective and appropriate communication to let others know about the safety, cleanliness and emergency situations
- KU4.** where and how to get help in dealing with safety and emergency situations

KU5. how to use appropriate equipment and alarm systems to limit danger

KU6. alternate routes in case of natural calamity, road construction work etc.

Generic Skills (GS)

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

GS1. to effectively communicate the safety, cleanliness and emergency issues

GS2. keep all the safety equipments in an organized manner so that there is no difficulty to find them

GS3. report potential sources of danger

GS4. follow prescribed procedure to address safety and emergency issues

GS5. learn from past mistakes regarding use of safety and emergency issues

GS6. spot safety and cleanliness issues

GS7. assess impact of hazardous material, activity, incident

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Communicating potential accident points</i>	7	15	-	-
PC1. spot and report potential safety issues while driving	3	5	-	-
PC2. follow rules and regulations laid down by transport authorities	2	5	-	-
PC3.. follow company policy and rules to avoid safety, health and environmental problems	2	5	-	-
<i>Cleanliness and hygiene</i>	7	15	-	-
PC4.. ensure cleanliness of ambulance	3	5	-	-
PC5. escalate issues related to cleanliness and hygiene issues to concern department	2	5	-	-
PC6.. escalate issues related to hazardous material to concerned authority internal and external	2	5	-	-
<i>Limit damage to people/client and public</i>	16	40	-	-
PC7.. take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others	2	5	-	-
PC8. follow instructions or guidelines for limiting danger or damage in respect of equipment on board such as oxygen cylinders.	2	5	-	-
PC9. escalate the issue immediately if you cannot deal effectively with the danger	2	5	-	-
PC10.. give clear information or instructions to others to allow them to take appropriate action	2	5	-	-
PC11. record and report details of the danger in line with operator guidelines	2	5	-	-
PC12. report any difficulties you have keeping to your organizations health and safety instructions or guidelines, giving full and accurate details	2	5	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC13.. check the exhaust as per the recommended guideline and ensure the ambulance is meeting the emission norms. in case not get the ambulance retuned/ adjusted.	2	5	-	-
PC14. get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms	2	5	-	-
NOS Total	30	70	-	-

National Occupational Standards (NOS) Parameters

NOS Code	ASC/N0012
NOS Name	Practice HSE and security related guidelines
Sector	Automotive
Sub-Sector	Road Transportation
Occupation	Driving
NSQF Level	4
Credits	TBD
Version	1.0
Next Review Date	30/07/2013

DGT/VSQ/N0102: Employability Skills (60 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
- Career Development & Goal Setting
- 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.** identify employability skills required for jobs in various industries
- PC2.** identify and explore learning and employability portals

Constitutional values - Citizenship

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

- PC3.** recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.
- PC4.** follow environmentally sustainable practices

Becoming a Professional in the 21st Century

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

- PC5.** recognize the significance of 21st Century Skills for employment
- PC6.** practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life

Basic English Skills

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

- PC7.** use basic English for everyday conversation in different contexts, in person and over the telephone
- PC8.** read and understand routine information, notes, instructions, mails, letters etc. written in English
- PC9.** write short messages, notes, letters, e-mails etc. in English

Career Development & Goal Setting

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

- PC10.** understand the difference between job and career
- PC11.** prepare a career development plan with short- and long-term goals, based on aptitude

Communication Skills

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

- PC12.** follow verbal and non-verbal communication etiquette and active listening techniques in various settings
- PC13.** work collaboratively with others in a team

Diversity & Inclusion

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

- PC14.** communicate and behave appropriately with all genders and PwD
- PC15.** escalate any issues related to sexual harassment at workplace according to POSH Act

Financial and Legal Literacy

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

- PC16.** select financial institutions, products and services as per requirement
- PC17.** carry out offline and online financial transactions, safely and securely
- PC18.** identify common components of salary and compute income, expenses, taxes, investments etc
- PC19.** identify relevant rights and laws and use legal aids to fight against legal exploitation

Essential Digital Skills

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

- PC20.** operate digital devices and carry out basic internet operations securely and safely
- PC21.** use e- mail and social media platforms and virtual collaboration tools to work effectively
- PC22.** use basic features of word processor, spreadsheets, and presentations

Entrepreneurship

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

- PC23.** identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research
- PC24.** develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion
- PC25.** identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity

Customer Service

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

- PC26.** identify different types of customers
- PC27.** identify and respond to customer requests and needs in a professional manner.
- PC28.** follow appropriate hygiene and grooming standards

Getting ready for apprenticeship & Jobs

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

- PC29.** create a professional Curriculum vitae (Résumé)
- PC30.** search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively
- PC31.** apply to identified job openings using offline /online methods as per requirement
- PC32.** answer questions politely, with clarity and confidence, during recruitment and selection
- PC33.** identify apprenticeship opportunities and register for it as per guidelines and requirements

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1.** need for employability skills and different learning and employability related portals
- 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 English language for effective verbal (face to face and telephonic) and written communication in formal and informal set up
- KU6.** importance of career development and setting long- and short-term goals
- KU7.** about effective communication
- KU8.** POSH Act
- KU9.** Gender sensitivity and inclusivity
- KU10.** different types of financial institutes, products, and services
- KU11.** how to compute income and expenditure
- KU12.** importance of maintaining safety and security in offline and online financial transactions
- KU13.** different legal rights and laws
- KU14.** different types of digital devices and the procedure to operate them safely and securely
- KU15.** how to create and operate an e- mail account and use applications such as word processors, spreadsheets etc.
- KU16.** how to identify business opportunities
- KU17.** types and needs of customers
- KU18.** how to apply for a job and prepare for an interview
- KU19.** apprenticeship scheme and the process of registering on apprenticeship portal

Generic Skills (GS)

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

- GS1.** read and write different types of documents/instructions/correspondence
- GS2.** communicate effectively using appropriate language in formal and informal settings
- GS3.** behave politely and appropriately with all
- GS4.** how to work in a virtual mode

- GS5.** perform calculations efficiently
- GS6.** solve problems effectively
- GS7.** pay attention to details
- GS8.** manage time efficiently
- GS9.** maintain hygiene and sanitization to avoid infection

Assessment Criteria

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
<i>Introduction to Employability Skills</i>	1	1	-	-
PC1. identify employability skills required for jobs in various industries	-	-	-	-
PC2. identify and explore learning and employability portals	-	-	-	-
<i>Constitutional values - Citizenship</i>	1	1	-	-
PC3. recognize the significance of constitutional values, including civic rights and duties, citizenship, responsibility towards society etc. and personal values and ethics such as honesty, integrity, caring and respecting others, etc.	-	-	-	-
PC4. follow environmentally sustainable practices	-	-	-	-
<i>Becoming a Professional in the 21st Century</i>	2	4	-	-
PC5. recognize the significance of 21st Century Skills for employment	-	-	-	-
PC6. practice the 21st Century Skills such as Self-Awareness, Behaviour Skills, time management, critical and adaptive thinking, problem-solving, creative thinking, social and cultural awareness, emotional awareness, learning to learn for continuous learning etc. in personal and professional life	-	-	-	-
<i>Basic English Skills</i>	2	3	-	-
PC7. use basic English for everyday conversation in different contexts, in person and over the telephone	-	-	-	-
PC8. read and understand routine information, notes, instructions, mails, letters etc. written in English	-	-	-	-
PC9. write short messages, notes, letters, e-mails etc. in English	-	-	-	-
<i>Career Development & Goal Setting</i>	1	2	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC10. understand the difference between job and career	-	-	-	-
PC11. prepare a career development plan with short- and long-term goals, based on aptitude	-	-	-	-
<i>Communication Skills</i>	2	2	-	-
PC12. follow verbal and non-verbal communication etiquette and active listening techniques in various settings	-	-	-	-
PC13. work collaboratively with others in a team	-	-	-	-
<i>Diversity & Inclusion</i>	1	2	-	-
PC14. communicate and behave appropriately with all genders and PwD	-	-	-	-
PC15. escalate any issues related to sexual harassment at workplace according to POSH Act	-	-	-	-
<i>Financial and Legal Literacy</i>	2	3	-	-
PC16. select financial institutions, products and services as per requirement	-	-	-	-
PC17. carry out offline and online financial transactions, safely and securely	-	-	-	-
PC18. identify common components of salary and compute income, expenses, taxes, investments etc	-	-	-	-
PC19. identify relevant rights and laws and use legal aids to fight against legal exploitation	-	-	-	-
<i>Essential Digital Skills</i>	3	4	-	-
PC20. operate digital devices and carry out basic internet operations securely and safely	-	-	-	-
PC21. use e- mail and social media platforms and virtual collaboration tools to work effectively	-	-	-	-
PC22. use basic features of word processor, spreadsheets, and presentations	-	-	-	-
<i>Entrepreneurship</i>	2	3	-	-

Assessment Criteria for Outcomes	Theory Marks	Practical Marks	Project Marks	Viva Marks
PC23. identify different types of Entrepreneurship and Enterprises and assess opportunities for potential business through research	-	-	-	-
PC24. develop a business plan and a work model, considering the 4Ps of Marketing Product, Price, Place and Promotion	-	-	-	-
PC25. identify sources of funding, anticipate, and mitigate any financial/ legal hurdles for the potential business opportunity	-	-	-	-
<i>Customer Service</i>	1	2	-	-
PC26. identify different types of customers	-	-	-	-
PC27. identify and respond to customer requests and needs in a professional manner.	-	-	-	-
PC28. follow appropriate hygiene and grooming standards	-	-	-	-
<i>Getting ready for apprenticeship & Jobs</i>	2	3	-	-
PC29. create a professional Curriculum vitae (Résumé)	-	-	-	-
PC30. search for suitable jobs using reliable offline and online sources such as Employment exchange, recruitment agencies, newspapers etc. and job portals, respectively	-	-	-	-
PC31. apply to identified job openings using offline /online methods as per requirement	-	-	-	-
PC32. answer questions politely, with clarity and confidence, during recruitment and selection	-	-	-	-
PC33. identify apprenticeship opportunities and register for it as per guidelines and requirements	-	-	-	-
NOS Total	20	30	-	-

National Occupational Standards (NOS) Parameters

NOS Code	DGT/VSQ/N0102
NOS Name	Employability Skills (60 Hours)
Sector	Cross Sectoral
Sub-Sector	Professional Skills
Occupation	Employability
NSQF Level	4
Credits	TBD
Version	1.0
Last Reviewed Date	NA
Next Review Date	30/12/2024
NSQC Clearance Date	30/12/2021

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 proportion of marks for Theory and Skills Practical for each PC
2. The assessment for the theory part will be based on knowledge bank of questions created by the SSC
3. Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below)
4. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on these criteria
5. To pass the Qualification Pack, every trainee should score a minimum of 70% in every NOS
6. In case of unsuccessful completion, the trainee may seek re-assessment 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/N9703.Assess and ensure road worthiness of the vehicle	30	70	-	-	100	33
ASC/N9705.Drive safely and efficiently on the assigned route including long distance trips	30	70	-	-	100	33
ASC/N0012.Practice HSE and security related guidelines	30	70	-	-	100	34
DGT/VSQ/N0102.Employability Skills (60 Hours)	20	30	-	-	50	-
Total	90	210	-	-	300	NaN

Acronyms

NOS	National Occupational Standard(s)
NSQF	National Skills Qualifications Framework
QP	Qualifications Pack
TVET	Technical and Vocational Education and Training

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.