

NSQF QUALIFICATION FILE GUIDANCE

Version 6: Draft of 08 March 2016

NSDA Reference

To be added by NSDA

CONTACT DETAILS OF THE BODY SUBMITTING THE QUALIFICATION FILE

Name and address of submitting body:

Automotive Skills Development Council

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List of documents submitted in support of the Qualifications File

1. Career Map of CHAUFFEUR Taxi Driver- Annexure 1
2. QP ASC/Q 9714- Annexure 2

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SUMMARY

Qualification Title	CHAUFFEUR Taxi Driver
Qualification Code	ASC/Q 9714
Nature and purpose of the qualification	This is a Qualification Pack (QP) containing National Occupational Standards for the job role – CHAUFFEUR Taxi Driver The main purpose of the qualification and the target learners is to get unemployed people into work and to upgrade the skills of people already in work.
Body/bodies which will award the qualification	Automotive Skills Development Council
Body which will accredit providers to offer courses leading to the qualification	Automotive Skills Development Council
Body/bodies which will carry out assessment of learners	
Occupation(s) to which the qualification gives access	CHAUFFEUR Taxi Driver
Licensing requirements	Yes
Level of the qualification in the NSQF	4
Anticipated volume of training/learning required to complete the qualification	400 hours
Entry requirements and/or recommendations	Minimum Educational Qualifications - 8th Std Pass 0 years if ASDC Driver Level 3 Certificate or 1-2 years in driving a Four Wheeler Vehicle Minimum Age of entry 18
Progression from the qualification	This entry should refer to one or more of the following: - access to other qualifications at the same NSQF level –NA - access to related qualification(s) at the next NSQF level – Commercial Vehicle Driver, Chauffeur L-5
Planned arrangements for the Recognition of Prior learning (RPL)	Work is under progress
International comparability where known	Not Yet Established
Date of planned review of the qualification.	20/10/2018

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Formal structure of the qualification			
Title of component and identification code.	Mandatory/O ptional	Estimated size (learning hours)	Level
ASC/N9703 Assess and ensure road worthiness of the vehicle	Mandatory		4
ASC/N9706 Coordinate with control room and reach to the customer pickup point	Mandatory		4
ASC/N9719 Coordinate schedule and complete the assigned activities	Mandatory		4
ASC/N9707 Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver	Mandatory		4
ASC/N9720 Drop the customer safely using the quickest route for CHAUFFEUR	Mandatory		4
ASC/N0002 Work effectively in a team	Mandatory		4
ASC/N0012 Practice HSE and security related guidelines	Mandatory		4

Please attach any document giving further detail about the structure of the qualification – eg a Curriculum Document or a Qualification Pack.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. QP ASC/Q 9714- Annexure 2

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SECTION 1

ASSESSMENT

Body/Bodies which will carry out assessment:

If there will be more than one assessment body for this qualification, give details.

ASDC will conduct assessment through ASDC-accredited assessment agency and ASDC-approved assessors.

- 1 Manipal – City & Guilds Pvt Ltd
- 2 Honda Motor India Pvt. Ltd.
- 3 TATA Motors
- 4 KAMT
- 5 Mettl-Assessment Science Expert
- 6 India Skills Pvt. Ltd.
- 7 Green Arrows Safety Management (P) Ltd.
- 8 The Indian Institute of Welding
- 9 Multi Skills Assessors Guild
- 10 Prima Competencies Pvt. Ltd.

- 11 TRENDSETTERS SKILL ASSESSORS PRIVATE LIMITED
- 12 VR Skill & HR Solutions
- 13 Ace Assessments Pvt. Ltd.
- 14 Cognix Knowledge Services (P) Ltd
- 15 Confederation of Indian Industry
- 16 Skills Mantra Edutech Consulting India Pvt. Ltd.

How will RPL assessment be managed and who will carry it out?

Give details of how RPL assessment for the qualification will be carried out and quality assured.

The RPL assessment will be carried out through pre assessment, identifying the skills gaps, provide bridge training to cover the competency gap and then conduct final assessment of the candidates.

Describe the overall assessment strategy and specific arrangements which have been put in place to ensure that assessment is always valid, reliable and fair and show that these are in line with the requirements of the NSQF.

Assessment documents:

Quality Assurance - Assessment & Certification

ASDC Certificate is Auto industry's own certificate and the certificate is expected to carry an assurance of quality. Therefore, the certified candidate should be able to demonstrate all round skills as expected by industry standard ie ASDC NOS/QP.

In order to achieve this objective ASDC needed to have an approach that is process driven whereby the outcomes meet the quality objectives and also display consistency.

Certification is the outcome of Assessment Process. The Process in turn is derived from an overall strategy.

ASDC Assessment Strategy

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ASDC Assessment Strategy has two components:

- 1 Broad Guidelines provided by NSDC QRC (*Qualifications Registration Committee*)
- 2 ASDC's own *sector specific* overarching strategy, covering all job roles.
 - Any specific assessment approach relating to a particular job role.

1 Broad Guidelines provided by NSDC QRC (*Qualifications Registration Committee*):

- a. Assessment to be conducted by SSC as per competency output defined in the NOS/QP and the assessment criteria provided in the NOS/QP
- b. Assessment to be carried out by a third party Assessment Body duly affiliated to the SSC.
- c. Practical and face to face Viva evaluations, where applicable, to be carried out only by the SSC approved assessor deployed by the Assessing Body deputed by SSC for the given assessment.
- d. Cut off marks for certification could be in the vicinity of 70% level but individual SSC to refine & modify this criteria to suit the sectorial needs.
- e. Assessing Body to declare results with due concurrence of the SSC.

2 ASDC's own sector specific strategy covering all job roles :

- 2.1 ASDC assessments will be comprehensive and cover all aspects of acquired knowledge, practical skills and also basic ability to communicate. Accordingly, evaluation process would include:
 - i. Theory/Knowledge test
 - ii. Practical demonstration test
 - iii. Face to Face Viva
- 2.2 Theory/Knowledge assessment will be carried out on line through a link provided for each assessment that generates a random paper from a bank of questions available at the back end.
 - Exception to an online test in favour of Paper Test would be subject to non-availability of requisite broad band and/or hardware.
 - On line test would be conducted in the presence of an ASDC assessor till web enabled proctoring is deployed.
- 2.3 ASDC assessor would be conducting Practical and Viva as per the criteria provided in the NOS/QP.
- 2.4 ASDC assessor would be carrying out Practical assessment for job roles such as in sales by way of role playing method.

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2.5 ASDC cut offs for accepting a candidate for certification:

Automotive industry has already attained a level of globalization and is on the way to becoming even more integrated into the global supply chains with a big focus by OEMs on sourcing from India. This translates to expectation of high quality skills. In fact, the global integration process would start putting demands on skill quality standards to be in line with transnational standards.

2.6 Also there is an ever increasing quality demands placed by domestic customers.

2.7 Further, the structuring of our industry is such that the different organizations spread across the OEM,

Tier1,

2 manufacturing spectrum are expected to follow common quality standards. Similarly, OEMs and their Dealerships and Service Workshops also require to follow common quality standards. This implies that employees need to follow technical discipline, team work and quality processes.

2.8 ASDC aims to build a quality brand for its certification that clearly meets our industry's expectations.

2.9 The other important consideration is the Level notification by NSQF (National Skills Qualifications Framework) which provides a structure of skills ladder to be followed in the country. This ladder describes the entire skills space to be covered in 10 levels from Level 1 (for mostly menial jobs) and upto Level 10(for mostly strategy level jobs)

2.10 Keeping above points in mind ASDC evolved an acceptance criteria as follows:

- Broadly, overall cut offs to be :

Level 1	60%
Level 2	65%
Level 3	70%
Level 4-10	75%

- Specific Theory/Practical/Viva cut offs to be as per detailed matrix for each QP.

2.11 In line with international practice there is a provision for moderation of marks to account for borderline cases. This process also covers differential moderation possibility across Theory/ Practical/ Viva.

2.12 Moderation could also be necessitated owing to variation between assessors and strictness in marking. This moderation to be carried out by concerned Assessing Body in consultation with ASDC.

2.13 In addition to recording markings of the candidate evaluation, the Assessor will also be recording general observations for every batch as per ASDC format. This record will be useful in carrying out (2.11-2.12) above.

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- Any specific assessment approach relating to a particular job role:
 - o ASDC could consider *only* online test for some job roles such as in Design Engineering /Quality
- ASDC assessment process would also provision a suitable re-evaluation mechanism which would offer a fair chance to the TP/candidates for Obtaining an accurate outcome.
- ASDC assessment process would also provision re assessment of a batch in case the TP has enough reason to opt for this on payment of the due assessment fee.

Assessment Process

- ASDC Training Partner will intimate ASDC for readiness of a batch for assessment preferably 15 days before the intended assessment.
- Within 3 working days ASDC will finalize an Assessing Partner for carrying out the assessment
- Assessing Partner will deploy one or more ASDC approved assessor For carrying out the assessment.
- Theory/Knowledge test of the approximate duration of 30-60 minutes will be conducted online for which the online link will be generated by the ASDC Technology Partner and shared with Assessment Partner.
- Online test will be conducted in the presence of ASDC assessor.(*ASDC is encouraging development of technology enabled proctoring and when this is ready, the online test could be conducted without requiring human proctoring*)
- Exception to an online test in favour of Paper Test would be subject to non-availability of requisite broad band and/or hardware device. Moreover, this could be allowed only after ascertain genuinity of request.
- ASDC assessor would be conducting Practical and Viva as per the criteria provided in the NOS/QP.
- ASDC Assessment Partner will ensure that the assessor to be deployed has complete understanding of the ASDC Assessment Process and the QP/NOS relevant to the assessment.
- Assessor would be reaching the venue well in time and review and on the ground verify the batch information already provided by TP.
- Assessor will then proceed to conduct the assessment as per ASDC Format starting with the attendance.
- Assessor would be capturing Viva and Practical marks on a device that has ASDC assessment link. Technology systems deployed in ASDC assessment process have provision for instantly capturing assessor evaluations in only the standard NOS/QP aligned format.
- In addition to recording markings of the evaluation, the Assessor will also be recording general observations for every batch as per ASDC format as appended below. This record will be useful

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in carrying out result review process.

Result Processing

- ASDC Assessment Partner responsible for Technology Platform will convert the assessment data captured by Assessor on the device into result matrix and share the same with ASDC
- ASDC Assessment cell will view the results for compliance to process and / or need for moderation in consultation with the Assessing Partner to arrive at final result for the batch as per ASDC acceptance Criteria.
- Assessing Partner will publish finalized results on data base for viewing of the Training Partner
- ASDC would issue a certificate after due verifications of candidate authenticity by way of a unique identification number such as Aadhaar.
- Certificates will be shared preferably in digital form with Training Partners
- Training Partners would be authorized to distribute certificate to candidates after printing them on a standard sheet as per ASDC template.

Re-evaluation of batch result

- Results once published will be treated as final. However, as per ASDC Assessment Strategy, there is need for provisioning a re-evaluation of results if desired by a TP essentially to cover a case where the TPs internal assessments are at large variance with the results.
- Re-evaluation will be done batch wise.
- ASDC Assessment cell will carry out re-evaluation in two steps:
 - o Check for totalling error, if any
 - o Use statistical tools where required to establish a pattern and extent of borderline cases.
 - o Refer to the Assessor feed back form for the given batch
 - o Use a weightage reference table to establish priority of type of assessment eg Theory or Practical or Viva
 - o Where required, share the findings with Assessment Partner for review and concurrence.
 - o Establish a modified range of acceptance based on above
 - o In case of need for moderation based on assessor level variation, to consult the Assessing Partner/Assessor and facilitate moderated values.
 - o Re do the results based on above process
 - o Share the revised results with TP

Quality Assurance & Audit

While the Assessment Process based on a well-defined strategy as above, does have an in built quality assurance, ASDC also has a plan that augments assurance.

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This entails a Quality Audit process as defined below :

There will be a 2 tier Audit of the assessment process:

Tier 1 Audit

- 1 ASDC Assessor will be required to submit a report for each assessment carried out. This report will be as per ASDC format as described in the Assessment Process. The format of the report aims to capture details of the Training Delivery process, soft & hard infrastructure, Training of Trainer, industry connect and overall approach to training delivery vis a vis expectations of ASDC QP/NOS.
- 2 Each Assessment Partner is required to carry out and submit Tier 1 audit reports as per a plan and frequency agreed with ASDC.
- 3 ASDC will continuously review the Tier 1 audit reports for any alarming observation or trend.
- 4 ASDC will develop and execute a suitable action plan to redress the situation as deemed necessary for a given case.

Tier 2 Audit

- 1 ASDC to carry out a Tier 2 level Audit as per a plan being developed.
 - a. Tier 2 audit will be carried out by a third party contracted by ASDC for the purpose.
 - b. Tier 2 audit will provide adequate coverage for variables such as Assessing Partner, Assessor, TP and geographical variations.
- 2 ASDC Assessment cell to review audit findings at least once every month or on sos basis.
- 3 Based on review findings as in 2 above, ASDC to decide on a suitable corrective action plan and execute the same.
- 4 ASDC to record directional needs for refinement of Assessment process specially for incorporation of Technology that could enhance reliability and speed of assessments.

Please attach any documents giving further information about assessment and/or RPL.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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ASSESSMENT EVIDENCE

Complete a grid for each component as listed in “Formal structure of the qualification” in the Summary.

NOTE: this grid can be replaced by any part of the qualification documentation which shows the same information – i.e Learning Outcomes to be assessed, assessment criteria and the means of assessment.

Job Role: CHAUFFEUR / Taxi Driver Qualification Pack: ASC/Q 9714 Sector Skill Council: Automotive Skills Development Council
<u>Guidelines for Assessment:</u> 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 this criteria. 5. To pass the Qualification Pack, every trainee should score a minimum of aggregate 70% in the Qualification Pack. 6. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

CRITERIA FOR ASSESSMENT OF TRAINEES

Title of Component:

Assessable Outcomes	Assessment Criteria	Total Marks	Out of	Theory	Practical Skills
ASC/N9703 Assess and ensure road worthiness of the vehicle	PC1. check that the vehicle meets basic legal and compliance related requirements	100			9
	PC2. check vehicle service record indicative of any history of technical defects or immediate need for servicing like oil/ filter change				9
	PC3. record all deviations observed while carrying out PC1 and PC2				9
	PC4. record any other deviations observed during the trip				8
	PC5. ensure all basic technical checks have been carried out as per standard organization or vehicle manual check list /procedure				9

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	PC6.verify availability of fuel / charge for the vehicle				8
	PC7. report actual or possible defects to the senior driver or service supervisor in enough detail so they can diagnose the problem				9
	PC8. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle				9
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N9706 Coordinate with control room and reach to the customer pickup point	PC1.report to duty on time as per the schedule	100			9
	PC2.log into the MCT system when starting the vehicle for the day				9
	PC3.comply to duty closure procedure on completion of responsibilities for the day				8
	PC4.communicating the status of previous journey completion to the control room				9
	PC5.continuously contact the control room using MCT for getting details for the pickup passenger on the display screen for next trip based on the current location tracked through in-built GPS				9
	PC6.intimating the control room post dropping of the passenger at the desired destination				9
	PC7.inform about the inability to reach to pickup point in case of traffic jams or vehicle breakdown				8
	PC8.inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation between passengers / public / officials				9
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N9707 Drop the customer safely using the quickest route	PC1. confirm all checks have been carried out for road worthiness of the vehicle	100			2
	PC2.confirm all papers and documents including driving license, vehicle documents and documents related to				2

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and collect the applicable fare for Taxi Driver	goods etc are available			
	PC3.start the vehicle and before moving re confirm all gauges are functioning including MCT and in built navigation system if available			2
	PC4. after starting but within few meters of moving to check the brakes			2
	PC5.change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration			3
	PC6.use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely			2
	PC7.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			2
	PC8. use the windows, wipers, demisters, climate and ventilation controls so that you can see clearly			2
	PC9.monitor and respond correctly to gauges, warning lights and other aids when driving			3
	PC10.in case of any malfunctioning or breakdown, to immediately attend to the problems			2
	PC11.check the working of MCT and in-built GPS system			2
	PC12. after reaching the pick-up point ,confirm the name with the customer and greet the customer appropriately			2
	PC13. load the passenger's luggage (if any) in the boot of the vehicle			2
	PC14.offer help for boarding to elderly or differently able customers			2

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PC15.start the engine, wear seat belt, ensure that front row passenger also wears the belt. Ensure that all doors are locked. Point out to customer any news papers,magazines,entertainment media available on vehicle			2
PC16.check with the passenger about his destination and start the taxi fare meter and show the starting reading to the customer			2
PC17.select the destination route of the passenger considering the traffic condition and distance			3
PC18.start and adjust air conditioning and ventilation as per customer requirement			2
PC19.tune in to radio station channels as per customer choice			2
PC20.drive through the selected route without violating any traffic norms			3
PC21.if unsure about the route stop and ask for directions from locals			2
PC22.avoid unnecessary honking and avoid using high beam lights in city			2
PC23. an route, pay toll charges if any, and collect from customer alongwith fare			2
PC24.not use mobile phone while driving			2
PC25. not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues.			2
PC26.point out any landmark on the route to an out station customer			2
PC27.stop the vehicle and the fare meter and help customers in de-boarding safely taking special care in case of elderly and differently abled			2

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	PC28.collect the fare based on the reading that is displayed on the meter or based on fare prior settled with customer. Fare may be collected in cash or by swiping credit card as the case may be. Be sure to return balance change to customer strictly as per fare calculations				2
	PC29.not to demand any tips but accept thankfully if the customer offers				2
	PC30.unload the luggage from the boot of vehicle and hand it over to the passenger				2
	PC31.wish the customer appropriately before parting				2
	PC32.observe conformance to state specific traffic regulations				2
	PC33.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				2
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N9719 Coordinate schedule and complete the assigned activities	PC1.report to duty on time as per the schedule	100			4
	PC2.ensuring the vehicle maintenance, cleanliness and stocking levels as per the customer needs				4
	PC3.reporting on completion of responsibilities for the day				4
	PC4.communicating the status of previous journey completion to the customer				4
	PC5.understand different tasks of routine and occasional nature. e.g. drop to the office/ schools under routine and shopping, visit to doctors/ banks/ service station / other family members as occasional				4
	PC6.understand the locations for all tasks well in terms of route , alternatives, address, phone numbers to inform delays				4

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	PC7.handle planning for longer durations such as a week to factor activities such as maintenance, topping up utility stocks, completion of tasks en-route to save travel distance etc.				5
	PC8.take an alternate route in case of jams, accidents etc on the standard routes				4
	PC9.handle account keeping for routine shopping, toll, parking charges entrusted to him/ her				4
	PC10.inform about the inability to reach reporting location in case of traffic jams or vehicle breakdown or leave plan				4
	PC11.inform regarding stock levels of standard items in the vehicle e.g. drinking water, first aid kit, tissues, music, charger, rain/ sun protection, current reading material etc.				4
	PC12.inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation with members of the family / public				4
	PC13.maintain a high standard of self hygiene and cleanliness. should not carry items with strong odour in the car (Tiffin contents , perfume)				4
	PC14.understand specific requirements of the customer in terms of volume of the music system, specific back support, shopping bags, privacy etc.				4
	PC15.keep handy all emergency phone numbers for the customer				4
	PC16.plan the routes with support of Google maps etc for any new destination				5
	PC17.handle simple tasks with the authorities viz. gate pass if visiting an industrial destination, tax/ bill payments with the information to be filled in etc.				4
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N9720 Drop the	PC1.confirm all checks have been carried out for road worthiness of the vehicle	100			2

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customer safely using the quickest route for CHAUFFEUR	PC2.confirm all papers and documents including driving license, vehicle documents etc are available and valid			2
	PC3.start the vehicle and before moving re confirm all gauges are functioning and in built navigation system if available			2
	PC4.after starting, but within few meters of moving- to check the brakes			2
	PC5.change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration			3
	PC6.use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a stop safely			3
	PC7.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			3
	PC8.use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly			3
	PC9.monitor and respond correctly to gauges, warning lights and other aids when driving			3
	PC10.in case of any malfunctioning or breakdown, to immediately attend to the problems			3
	PC11.check the working of in-built GPS system if fitted			3
	PC12.load the passenger's luggage (if any) in the boot of the vehicle			2
	PC13.offer help for boarding to elderly or differently abled customers			2
	PC14.start the engine, wear seat belt, ensure that front row passenger also wears the belt. Also ensure that all doors are locked; child locks as needed			2
	PC15.check with the passenger about his destination / schedule if not informed in Advance			2

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	PC16.select the destination route of the passenger considering the traffic condition and distance				3
	PC17.start and adjust air conditioning and ventilation as per customer requirement				2
	PC18.tune in to radio station channels as per customer/owner choice				3
	PC19.drive through the selected route without violating any traffic norms				3
	PC20.if unsure about the route stop and ask for directions from locals				3
	PC21.avoid unnecessary honking and avoid using high beam lights in city				2
	PC22.enroute, pay toll charges if any				2
	PC23.do not use mobile phone while driving				2
	PC24.do not indulge in unnecessary talk with customer and specially avoid topics Involving sensitive issues				2
	PC25.on reaching the destination stop the vehicle and help customers in de-boarding safely taking special care in case of elderly and differently abled				2
	PC26.unload the luggage from the boot of vehicle and keep it inside the house as expected				2
	PC27.wish the customer appropriately before parting				2
	PC28.conformance to state specific traffic regulations				2
	PC29.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				3
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N0002 Work effectively in a team	PC1.maintain clear communication with colleagues (by all means including face-to-face, telephonic as well as written)	100			8

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	PC2.work with colleagues to integrate work				7
	PC3.pass on information to colleagues in line with organisational requirements both through verbal as well as non-verbal means				8
	PC4.work in ways that show respect for colleagues				7
	PC5.carry out commitments made to colleagues				9
	PC6.let colleagues know in good time if cannot carry out commitments, explaining the reasons				8
	PC7.identify problems in working with colleagues and take the initiative to solve these problems				9
	PC8.follow the organisation's policies and procedures for working with colleagues				7
	PC9. ability to share resources with other members as per priority of tasks				7
	All KA, KB for the NOS			30	
		Total	100	30	70
ASC/N0012 Practice HSE and security related guidelines	PC1.spot and report potential safety issues while driving	100			5
	PC2.follow rules and regulations laid down by transport authorities				5
	PC3.follow company policy and rules to avoid safety, health and environmental problems				5
	PC4.ensure cleanliness of vehicle				5
	PC5.escalate issues related to cleanliness and hygiene issues to concern department				5
	PC6.escalate issues related to hazardous material (if not reported in case of goods transport) to concerned authority – internal and external				5
	PC7.take immediate and effective action to limit the danger or damage, without increasing the danger or threat to yourself or others				5
	PC8.follow instructions or guidelines for limiting danger or damage				5

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	PC9.escalate the issue immediately e.g. to police control room if you cannot deal effectively with the danger				5
	PC10.give clear information or instructions to others to allow them to take appropriate action				5
	PC11.record and report details of the danger in line with operator guidelines/manual				5
	PC12.report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details				5
	PC13.check the exhaust as per the recommended guideline and ensure the vehicle is meeting the emission norms. In case not get the vehicle re-tuned/ adjusted				5
	PC14.get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms				5
	All KA, KB for the NOS			30	
		Total	100	30	70

Means of assessment 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.

The assessment for the theory part will be based on knowledge bank of questions created by the SSC.

Individual assessment agencies will create unique question papers for theory part for each candidate at each examination/training centre (as per assessment criteria below.)

Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/training centre based on this criteria.

Means of assessment 2 Viva / face to face interview and practical test to be carried out by ASDC assessor as per the QP Assessment Criteria. (Please refer section 1)

Pass/Fail

To pass the Qualification Pack, every trainee should score an aggregate of 70% in the qualification pack. In case of successfully passing only certain number of NOS's, the trainee is eligible to take subsequent assessment on the balance NOS's to pass the Qualification Pack.

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SECTION 2

EVIDENCE OF LEVEL

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OPTION A

Title/Name of qualification/component:		Level:	
NSQF Domain	Outcomes of the Qualification/Component	How the job role relates to the NSQF level descriptors	NSQF Level
Process			
Professional knowledge			
Professional skill			
Core skill			
Responsibility			

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OPTION B

Title/Name of qualification/component: Chauffeur/ Taxi Driver		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
Process	The Operator needs to assess and ensure that the vehicle is fit for being on road. Besides he needs to drives the customers safety in public place and report his daily trips to the depot/ branch office after completion given schedule.	The Operator needs to check road worthiness and decided if it is fit to use or not. Also he has routine job to transport passengers and report to office. Since the job requires to choice decision sometimes. it is NSQF level 4.	4
Professional knowledge	The individual on the job needs to know and understand company's Regulations & Norms by regulatory bodies & organization; dealing with break downs and emergencies for the vehicles being used; route planning information system if any route knowledge within each city MCT system components and its functioning knowledge of vehicle tracking technologies like GPS	The operator needs to have knowledge of CMVR regulations, technical requirement of road worthiness, rules of sage driving in public and handling of GPS systems to perform his task properly. The operator needs to have factual knowledge to perform, it is therefore level 4 NSQF.	4
Professional skill	The individual on th job needs to recall and demonstrate practical skill in routine and repetitive narrow range viz. Driving sagely and dropping the passengers by taking the quickest route; collecting the requisite fare and complete transaction on system. Decision making in emergency situations	The operator needs to decided on the road worthiness and do routine job of safe driving following rules and regulations. he needs to handle skill fully customers of all age c(children to old age people) to do a quality job & satisfy customer such demonstration of skill makes . it level 4 NSQF.	4
Core skill	The individual on the job needs to know and understand how to fill in complaints pertaining to the vehicle which needs depot officers attention;	The operator needs to communicate well with customers in hindi or basic English, also be polite and show good	4

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Title/Name of qualification/component: Chauffeur/ Taxi Driver		Level: 4	
NSQF Domain	Key requirements of the job role	How the job role relates to the NSQF level descriptors	NSQF Level
	<p>keep abreast by reading about new policies at an organization level;</p> <p>read and understand technical standards of vehicle operation in terms of various control systems in vehicle;</p> <p>document technical issues pertaining to vehicle Learning about new vehicles & its systems</p>	<p>manner. Besides he should be able to read & write to report duty and he able to understand rules & regulations. he also needs basic arithmetic knowledge to calculate fare. Since the fully requires clarity of communication and satisfy customer. The skill required is of NSQF level 4</p>	
Responsibility	<p>The individual is responsible for own work to drive safely on the assigned route for the allocated trips, maintain the vehicle and its documentation.</p> <p>Responsible to communicate with people in the course of the duty of transporting people.</p> <p>Responsible for commercial transactions directly or through system.</p>	<p>The operator has to take decision for road worthiness alternative router, how to handle difficult customers and do fare calculation correctly.</p> <p>Since operators is responsible for his job it is level 4 NSQF.</p>	4

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SECTION 3

EVIDENCE OF NEED

What evidence is there that the qualification is needed?

This job role was identified during industry engagement for development of Occupational Map.

The total number of industry validations for this QP are:

Large =10

Medium=10

Small=11

What is the estimated uptake of this qualification and what is the basis of this estimate?

Skill GAP analysis carried out by a reputed research agency provided a broad estimate of demand. The report can be referred in the Common Files. ASCDC is taking initiative to develop a labour market information database that would peg the demand more accurately- job role wise as well as based on geographical spread. Key enabler segments for the core segments of the Automotive Industry include Auto Insurance, Financiers, Mechanics, and Auto Dealers etc.

Based on the current growth profile in the Indian auto Industry, it is expected that an additional 2~2.5 million employment opportunities per annum will be created in the Indian auto industry over the next decade. The details below provide the manpower requirement at various levels:

- Skill Level 1 – 4 , people, Demand for such manpower is expected to be around 15 – 18 lakh per annum.
- Skill Level 5 -6 people working as supervisors on the shop floor. Demand for such manpower if expected to be around 4 lakh per annum.
- Skill Level 5- 7 people includes primarily engineers (B.E., M. Tech., MS), working in managerial grade, and demand for such manpower is expected to be around 1 lakh per annum.
- Skill Level 6-10 people are executives, including engineers and doctorates, and demand for such manpower is expected to be around 0.5 lakh per annum.

What steps were taken to ensure that the qualification(s) does (do) not duplicate already existing or planned qualifications in the NSQF?

The qualification discussed above is checked for any duplication across sectors and given the qualification niche to ASCDC sector, there is no duplication or already existing similar qualifications

What arrangements are in place to monitor and review the qualification(s)? What data will be used and at what point will the qualification(s) be revised or updated?

The comments, feedback and suggestions were collected through interaction with industry. The same will be compiled and justifiable changes will be incorporated in the next/updated version of the QP. This QP is set to be revised post 24th November 2018.

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

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SECTION 4

EVIDENCE OF PROGRESSION

What steps have been taken in the design of this or other qualifications to ensure that there is a clear path to other qualifications in this sector?

1. Discussing the growth trajectory within each occupation after studying organisational charts of various industry players across small, medium and large scale organizations.
2. Exploring various lateral career opportunities for the discussed qualification
3. Ensuring that there is a clear role up in terms of performance criteria qualification experience and skill requirement from lower NSQF Level to higher levels in the hierarchy.

Please refer to attached career path as per annexure 1 which clearly defines the career path.

Please attach any documents giving further information about any of the topics above.

Give the titles and other relevant details of the document(s) here. Include page references showing where to find the relevant information.

1. Career Map of Chauffeur/ Taxi Driver - Annexure 1
2. QP ASDC/Q 9714- Annexure 2

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Annexure 1: Career Map

	Customer Handling
LEVEL 10	
LEVEL 9	
LEVEL 8	
LEVEL 7	
LEVEL 6	
LEVEL 5	CHAUFFEUR L5 (ASC/Q 9711)
LEVEL 4	CHAUFFEUR / Taxi Driver ASC/Q9714

Annexure 2: QP ASDC/Q9714