

Model Curriculum

Taxi Driver

SECTOR: AUTOMOTIVE

SUB-SECTOR: ROAD TRANSPORTATION

OCCUPATION: DRIVING

REF ID: ASC/Q9705, V1.0

NSQF LEVEL: 4



Certificate

CURRICULUM COMPLIANCE TO QUALIFICATION PACK – NATIONAL OCCUPATIONAL STANDARDS

is hereby issued by the

AUTOMOTIVE SKILLS DEVELOPMENT COUNCIL

for

MODEL CURRICULUM

Complying to National Occupational Standards of
Job Role/ Qualification Pack: 'Taxi Driver' QP No. 'ASC/Q 9705 NSQF Level 4'

Date of Issuance: **April 9th, 2016**

Valid up to*: **April 10th, 2018**

**Valid up to the next review date of the Qualification Pack or the
'Valid up to' date mentioned above (whichever is earlier)*

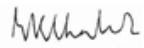

Authorised Signatory
(Automotive Skills Development Council)

TABLE OF CONTENTS

1. <u>Curriculum</u>	<u>01</u>
2. <u>Trainer Prerequisites</u>	<u>05</u>
3. <u>Annexure: Assessment Criteria</u>	<u>06</u>

Taxi driver

CURRICULUM / SYLLABUS

This program is aimed at training candidates for the job of a “Taxi driver”, in the “Automotive” Sector/Industry and aims at building the following key competencies amongst the learner

Program Name	Taxi driver		
Qualification Pack Name & Reference ID.	Taxi driver ASC/Q9705		
Version No.	1.0	Version Update Date	05- 01- 2017
Pre-requisites to Training	Class Xth		
Training Outcomes	<p>After completing this programme, participants will be able to:</p> <ul style="list-style-type: none"> • Ensuring road worthiness of vehicle: Service Manual requirements, CMVR guidelines, Additional HSE requirements, Pre-operational conditions, Organization structure, Escalation procedure, pre- operational checks of equipment's. • Coordinate with control room and reach the customer pickup point: Compliance to duty reporting, Assistance in communication, Emergency handling, Reporting structure within organization, Control room communication protocol and procedure through MCT, Problem escalation procedure, MCT system components and its functioning. • Drop the customer safely using the quickest route and collect the applicable fare: Pre-operational checks, Operational check, Manoeuvring & correct use of controls, Traffic and regulatory norms, Picking and dropping the passenger safely using the quickest route and collecting fare at the end of the trip, Conduct with passengers and public • Work effectively in a team: Communication, Types of communication, Working with colleagues • Practice HSE and security related guidelines: Get well versed with health and safety measures practised in vehicle, Individual Safety, PPE usage, security procedures, Quick Emergency Responses, First Aid, Fire Safety 		

This course encompasses 5 out of 5 National Occupational Standards (NOS) of “Taxi Driver” Qualification Pack issued by “Automotive Skills Development Council”.

Sr. No.	Module	Key Learning Outcomes	Equipment Required
1	<p>Ensuring road worthiness of vehicle.</p> <p>Theory Duration (hh:mm) 25:00</p> <p>Practical Duration (hh:mm) 25:00</p> <p>Corresponding NOS Code ASC/N9703</p>	<p>At the end of this module the learner will be able to:</p> <ul style="list-style-type: none"> • Ensure the vehicle road worthiness • Supervise and ensure basic technical check of vehicle before the trip • Record all deviations observed while carrying out technical defects or servicing like oil/filter change , coolant and fuel levels and tyre inflation levels and during the trip • Escalate vehicle defects to the senior driver or supervisor. • Follow company’s policies on vehicle road worthiness requirement • Read and understand technical standards of vehicle operation in terms of fuel system and other control systems in vehicle. 	<p>Laptop, White board, Marker, Projector, LMV Simulator, Hand tools for vehicle maintenance (Spanner, Socket, Screw driver, Allen key), Tyre repair kit, Tyre inflator, Screw jack, GPS/Navigation system, Traffic Signal Chart, Road sign chart, MCT system, LMV for practical and PPE</p>
2	<p>Coordinate with control room and reach to the customer pickup point</p> <p>Theory Duration (hh:mm) 25:00</p> <p>Practical Duration (hh:mm) 25:00</p> <p>Corresponding NOS Code ASC/N9706</p>	<p>At the end of this module the learner will be able to:</p> <ul style="list-style-type: none"> • Follow the duty reporting procedure as per the policies • Follow control room communication protocol and procedure • Coordinate with control room using MCT for getting details of previous journey completion and for the pickup of passenger on the display screen for next trip based on the current location tracked through in-built GPS • Assist other drivers who require help and take help where needed • Intimate the control room about post dropping of the passenger at the desired destination • Escalate and report the problem to the supervisor 	<p>Laptop, White board, Marker, Projector, LMV vehicle for practical, GPS/Navigation system, Traffic Signal Chart, MCT system</p>
3	<p>Drop the customer safely using the quickest route and collect the applicable fare</p> <p>Theory Duration</p>	<p>At the end of this module the learner will be able to:</p> <ul style="list-style-type: none"> • Confirm all checks have been carried out for road worthiness of the Taxi and all papers and documents including driving license, Taxi documents are available. 	<p>Laptop, White board, Marker, Projector, LMV vehicle, GPS, Traffic Signal Chart,</p>

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	(hh:mm) 35:00 Practical Duration (hh:mm) 45:00 Corresponding NOS Code ASC/N9707	<ul style="list-style-type: none"> Confirm all gauges are functioning including MCT and in built navigation system, before starting the vehicle. Coordinate the operation of all controls to manoeuvre the taxi safely and responsibly in all condition. Check the working of MCT and in-built GPS system Confirm the name with the customer and greet the customer appropriately, after reaching the pick- up point and load the passenger's luggage (if any) in the boot of the vehicle. Check with the passenger about his destination and start the taxi fare meter and show the starting reading to the customer Take the passenger safely using the quickest route and stop the vehicle and the fare meter and help customers in de-boarding safely taking special care in case of elderly and differently abled Collect the fare based on the reading that is displayed on the meter or based on fare prior settled with customer. Plan and drive based on traffic and road condition using radio links/navigation aids where available. Follow safe driving techniques and traffic regulations such as correct signalling, speed and distance, signs and road markings etc. Assist other drivers who require help and take help where needed Practice good driving habits for obtaining fuel efficiency Resolve conflict while dealing with passengers and public 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 	MCT system
4	Work effectively in a team Theory Duration (hh:mm) 05:00 Practical Duration (hh:mm) 10:00	At the end of this module the learner will be able to: <ul style="list-style-type: none"> Maintain clear communication with colleagues Follow organization's policies and procedures for working with colleagues, Carry out commitments made to colleagues Identify problems in working with colleagues and take the initiative to solve these problems 	Laptop, White board, Marker, Projector

Sr. No.	Module	Key Learning Outcomes	Equipment Required
	<p>Corresponding NOS Code ASC/N0002</p>	<ul style="list-style-type: none"> Plan and organize work to achieve targets and deadlines 	
5	<p>Practice HSE and security related guidelines</p> <p>Theory Duration (hh:mm) 10:00</p> <p>Practical Duration (hh:mm) 15:00</p> <p>Corresponding NOS Code ASC/N0012</p>	<p>At the end of this module the learner will be able to:</p> <ul style="list-style-type: none"> Identify and report potential safety issues while driving. Follow standard safety standards Ensure cleanliness and hygiene of vehicle Escalate issues related to cleanliness and hygiene issues and hazardous material to concern department Follow instructions or guidelines for limiting danger or damage for the vehicle Record and report details of the danger in line with operator guidelines. Check the exhaust as per the recommended guideline and ensure the vehicle is meeting the emission norms. Identify steps of emergency procedures for accident, fire, passenger, client related issues 	Laptop, White board, Marker, projector, LMV vehicle, Hand tools, Fire Extinguisher, First aid kit and PPE
	<p>Total Duration</p> <p>Theory Duration (hh:mm) 100:00</p> <p>Practical Duration (hh:mm) 120:00</p>	<p>Unique Equipment Required: Laptop, White board, Marker, Projector, LMV Simulator, Hand tools for vehicle maintenance (Spanner, Socket, Screw driver, Allen key), Tyre repair kit, Tyre inflator, Screw jack, GPS/Navigation system, Traffic Signal Chart, Road sign chart, MCT system, LMV for practical and PPE</p>	

Grand Total Course Duration: **220Hours, 0 Minutes**

(This syllabus/ curriculum has been approved by [Automotive Skills Development Council](#))

Trainer Prerequisites for Job role: “Taxi driver” mapped to Qualification Pack: “ASC/Q9705, Version 1.0”

Sr. No.	Area	Details
1	Description	To deliver accredited training service, mapping to the curriculum detailed above, in accordance with the Qualification Pack “ASC/Q9705, Version 1.0”.
2	Personal Attributes	<p>Aptitude for conducting training, and pre/ post work to ensure competent, employable candidates at the end of the training.</p> <ul style="list-style-type: none"> • Strong communication skills, interpersonal skills, ability to work as part of a team; a passion for quality and for developing others; well-organised and focused. • Eager to learn and keep oneself abreast of the latest developments and newer technologies used in the various systems of the vehicle and its aggregates is highly desirable. • Should be able to demonstrate the usage of workshop equipment, instruments, special instruments and tools. • Should have sharp diagnostic abilities for identifying reasons of problems in vehicles and troubleshoot. • Should be hands-on with servicing of vehicles to provide experiential training.
3	Minimum Educational Qualifications	Trainer will be trained by ASDC (10 th Std/ASDC Certified Commercial Vehicle Driver) , CVD driving license
4a	Domain Certification	Certified for Job Role: “Taxi driver/Chauffeur”, mapped to QP: “ASC/Q9714, Version 1.0”. Minimum accepted qualifying score-80% as per ASDC Guidelines.
4b	Platform Certification	Recommended that the Trainer is certified for the Job Role: “Trainer”, mapped to the Qualification Pack: “MEP/ Q0102”. Minimum accepted score as per MEPSC guidelines is 80%.
5	Experience	<ul style="list-style-type: none"> • 5 year of driving & ASDC certified trainer • Valid Driving License Required

Annexure: Assessment Criteria

Assessment Criteria	
Job Role	Taxi driver
Qualification Pack	ASC/Q9705, V1.0
Sector Skill Council	Automotive

NOS Title/ NOS Elements	NOS & Performance Criterion Description	Marks allocation	
		Viva	Practical
ASC/N 9703	Assess and ensure road worthiness of the vehicle		
Vehicle road worthiness	To be competent , the user/individual must be able to: PC1. check that the vehicle meets basic legal and compliance related requirements as per : <ul style="list-style-type: none"> the organization guidelines e.g. 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 all deviations observed while carrying out PC1 and PC2 PC4. record any other deviations observed during the trip	3 3 5	7 7 10
Basic technical check before the trip	To be competent , the user/individual must be able to: PC5. supervise and ensure all basic technical checks have been carried out as per standard organization check list /procedure	3	7
Escalation of technical problem	To be competent , the user/individual must be able to: PC6. report actual or possible defects to the senior driver or supervisor in enough detail so they can diagnose the problem PC7. in consultation with superiors conclude about the road worthiness of vehicle and if found unfit to decide to use another vehicle.	3 5	7 15
	subtotal	22	53
ASC/N 9706	Coordinate with control room and reach to the customer pickup point	Viva	Practical
Compliance to duty	To be competent, the user/individual on the job must be able to:	5	10

	<p>PC1. report to duty on time as per the schedule</p> <p>PC2. log into the MCT system when starting the vehicle for the day</p> <p>PC3. comply to duty closure procedure on completion of responsibilities for the day</p>	10	10
Control room coordination	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC4. communicating the status of previous journey completion to the control room</p> <p>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</p> <p>PC6. intimating the control room post dropping of the passenger at the desired destination</p>	5 5 5	5 10 5
Escalation of problems	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC7. inform about the inability to reach to pickup point in case of traffic jams or vehicle breakdown</p> <p>PC8. inform about incidents (accidents, break downs etc.) during the day if any and also about minor altercation between passengers / public / officials</p>	10	20
Subtotal		40	60
ASC/N 9707	Drop the customer safely using the quickest route and collect the applicable fare for Taxi Driver	Viva	Practical
Conformance to standard driving practices	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC1. confirm all checks have been carried out for road worthiness of the vehicle.</p> <p>PC2. confirm all papers and documents including driving license, vehicle documents and documents related to goods etc are available.</p> <p>PC3. start the vehicle and before moving re confirm all gauges are functioning including MCT and in built navigation system if available.</p> <p>PC4. after starting but within few meters of moving to check the brakes.</p> <p>PC5. change gear smoothly and in good time; coordinate the change of gears with steering control and acceleration</p> <p>PC6. use the accelerator, steering control and brakes correctly to regulate speed and bring the vehicle to a</p>	3 16	7 24

	<p>stop safely</p> <p>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.</p> <p>PC8. use the windows, wipers, demisters and climate and ventilation controls so that you can see clearly</p> <p>PC9. monitor and respond correctly to gauges, warning lights and other aids when driving</p> <p>PC10.in case of any malfunctioning or breakdown, to immediately attend to the problem by :</p> <ul style="list-style-type: none"> -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 <ul style="list-style-type: none"> ▪ at all times while driving to practice good driving habits of gear change, acceleration and braking to ensure obtaining maximum fuel efficiency. <p>PC11. check the working of MCT and in-built GPS system</p>	<p>3</p> <p>2</p>	<p>7</p> <p>3</p>
<p>Picking and dropping passenger and fare collection</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC12. after reaching the pick- up point, confirm the name with the customer and greet the customer appropriately</p> <p>PC13. load the passenger’s luggage (if any) in the boot of the vehicle</p> <p>PC14. offer help for boarding to elderly or differently abled customers</p> <p>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 newspapers, magazines, entertainment media available on vehicle.</p> <p>PC16. check with the passenger about his destination and start the taxi fare meter and show the starting reading to the customer</p> <p>PC17. select the destination route of the passenger considering the traffic condition and distance</p> <p>PC18. start and adjust air conditioning and ventilation as per customer requirement.</p> <p>PC19. tune in to radio station channels as per customer</p>	<p>22</p>	<p>33</p>

	<p>choice</p> <p>PC20. drive through the selected route without violating any traffic norms</p> <p>PC21. If unsure about the route stop and ask for directions from locals</p> <p>PC22. avoid unnecessary honking and avoid using high beam lights in city</p> <p>PC23. en- route, pay toll charges if any, and collect from customer along with fare</p> <p>PC24. not use mobile phone while driving</p> <p>PC25. not indulge in unnecessary talk with customer and specially avoid topics involving politics or communal issues.</p> <p>PC26. point out any landmark on the route to an out station customer</p> <p>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.</p> <p>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.</p> <p>PC29. not demand any tips but accept thankfully if the customer offers</p> <p>PC30. unload the luggage from the boot of vehicle and hand it over to the passenger</p> <p>PC31. wish the customer appropriately before parting</p>	<p>2</p> <p>3</p> <p>14</p>	<p>3</p> <p>7</p> <p>21</p>
<p>Conformance to traffic regulation</p>	<p>To be competent, the user/individual on the job must be able to:</p> <p>PC32. Observe conformance to state specific traffic regulations such as</p> <ul style="list-style-type: none"> ▪ change lanes safely at appropriate speed and observing traffic conditions ▪ overtake other road users legally, safely and by using correct signaling ▪ 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 	<p>3</p>	<p>7</p>

potential accident points	able to:	2	5
	PC1. spot and report potential safety issues while driving		
	PC2. follow rules and regulations laid down by transport authorities	4	6
	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:	3	5
	PC4. ensure cleanliness of vehicle		
	PC5. escalate issues related to cleanliness and hygiene issues to concern department	5	5
	PC6. escalate issues related to hazardous material (if not reported in case of goods transport) 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		
	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	16	24
	PC12. report any difficulties you have keeping to your organization's health and safety instructions or guidelines, giving full and accurate details		
	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.		
	PC14. Get the waste from routine cleaning, changed spare parts etc. disposed off as per environmental norms.		
	subtotal	30	45
	Total	182	303