



Driving Assistant

QP Code: ASC/Q9701

Version: 2.0

NSQF Level: 2

Automotive Skills Development Council || 153, Gr Floor, Okhla Industrial Area, Phase - III, Leela Building
New Delhi - 110020

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ASC/Q9701: Driving Assistant

Brief Job Description

The individual is responsible for cleaning the external/internal body/cabin of the vehicle, maintenance of tool box, assisting driver with loading/unloading the vehicle, recording delivery logs and other minor repairs.

Personal Attributes

The job requires the individual to be physically fit, reliable and be able to communicate well.

Applicable National Occupational Standards (NOS)

Compulsory NOS:

1. [ASC/N9809: Organize work and resources \(Road Transportation\)](#)
2. [ASC/N9808: Interact effectively with colleagues and customers \(Road Transportation\)](#)
3. [ASC/N9702: Clean and perform basic routine checks on the vehicle](#)

Qualification Pack (QP) Parameters

| | |
|---|---------------------|
| Sector | Automotive |
| Sub-Sector | Road Transportation |
| Occupation | Driving |
| Country | India |
| NSQF Level | 2 |
| Aligned to NCO/ISCO/ISIC Code | NCO-2015/9122.0301 |
| Minimum Educational Qualification & Experience | 5th Class |
| Minimum Level of Education for Training in School | |
| Pre-Requisite License or Training | NA |

| | |
|-----------------------|----------|
| Minimum Job Entry Age | 18 Years |
| Last Reviewed On | NA |
| Next Review Date | NA |
| NSQC Approval Date | |
| Version | 2.0 |

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

Description

This NOS unit is about maintaining working environment safe and secure, maintaining health and hygiene and practicing optimizing use of resources as per organizational standards.

Scope

The scope covers the following :

- Maintain safe and secure working environment
- Maintain health and hygiene
- Material/energy conservation practices

Elements and Performance Criteria

Maintain safe and secure working environment

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

- PC1. organize work as per the organization's health, safety and security policies and procedures
- PC2. identify the risks and hazards associated while driving and their causes and preventions
- PC3. check and ensure the functioning of vehicle before commencing work
- PC4. identify and report vehicle maintenance and repair requirements/risks as per SOP, if any
- PC5. take corrective measures and follow standard first-aid procedures in case of an accident
- PC6. ensure safety of all passengers and immediately report any breaches to the appropriate authority

Maintain health and hygiene

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

- PC7. ensure vehicle and equipment are regularly cleaned and sanitized
- PC8. wash hands with soap and use alcohol-based sanitizer regularly
- PC9. avoid contact with ill people and self-isolate in a similar situation
- PC10. wear and dispose of PPEs regularly and appropriately
- PC11. report hygiene and sanitation issues to appropriate authority, if any
- PC12. follow processes specified for disposal of hazardous waste

Material/energy conservation practices

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

- PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle
- PC14. use resources in a responsible manner
- PC15. check for spills/leakages in the vehicle with caution
- PC16. plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify
- PC17. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle
- PC18. ensure the various equipment of the vehicle is properly connected

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organisations procedures for health, safety and security, individual role and responsibilities in this context
- KU2. organizations emergency procedures for different emergency situations and the importance of following the same
- KU3. how and when to report hazards, as well as the limits of responsibility for dealing with hazards
- KU4. potential hazards, risks and threats based on the nature of work
- KU5. efficient utilization of material and water
- KU6. common sources of pollution and ways to minimize it
- KU7. categorisation of waste into dry, wet, recyclable, non-recyclable and items of single-use plastics
- KU8. usage of different colours of dustbins
- KU9. significance of greening
- KU10. organisation's policies to maintain personal health and hygiene at the workplace
- KU11. helpline number related to the women safety
- KU12. standard first-aid procedures
- KU13. appropriate action to be taken in case of accidents, agitations, road block, etc.

Generic Skills (GS)

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

- GS1. read safety instructions/guidelines
- GS2. modify work practices to improve them
- GS3. ask for clarifications from superior about the job requirement
- GS4. work with supervisors/team members to carry out work related tasks
- GS5. complete tasks efficiently and accurately within the stipulated time
- GS6. inform/report to concerned person in case of any problem
- GS7. make timely decisions for efficient utilization of resources
- GS8. write in at least one language and complete written work with attention to detail
- GS9. be punctual, utilize time and manage workload efficiently

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Maintain safe and secure working environment</i> | 17 | 11 | - | 5 |
| PC1. organize work as per the organization's health, safety and security policies and procedures | 3 | 2 | - | 1 |
| PC2. identify the risks and hazards associated while driving and their causes and preventions | 3 | 2 | - | 1 |
| PC3. check and ensure the functioning of vehicle before commencing work | 3 | 2 | - | 1 |
| PC4. identify and report vehicle maintenance and repair requirements/risks as per SOP, if any | 3 | 2 | - | 1 |
| PC5. take corrective measures and follow standard first-aid procedures in case of an accident | 2 | 2 | - | 1 |
| PC6. ensure safety of all passengers and immediately report any breaches to the appropriate authority | 3 | 1 | - | - |
| <i>Maintain health and hygiene</i> | 15 | 11 | - | 8 |
| PC7. ensure vehicle and equipment are regularly cleaned and sanitized | 2 | 1 | - | 1 |
| PC8. wash hands with soap and use alcohol-based sanitizer regularly | 1 | 2 | - | 1 |
| PC9. avoid contact with ill people and self-isolate in a similar situation | 3 | 3 | - | 1 |
| PC10. wear and dispose of PPEs regularly and appropriately | 3 | 2 | - | 1 |
| PC11. report hygiene and sanitation issues to appropriate authority, if any | 3 | 1 | - | 2 |
| PC12. follow processes specified for disposal of hazardous waste | 3 | 2 | - | 2 |
| <i>Material/energy conservation practices</i> | 18 | 8 | - | 7 |
| PC13. identify ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle | 3 | 2 | - | 1 |
| PC14. use resources in a responsible manner | 2 | 1 | - | 1 |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| PC15. check for spills/leakages in the vehicle with caution | 3 | 1 | - | 1 |
| PC16. plug spills/leakages of fuel (Petrol/diesel/CNG), oil/coolant or water from the vehicle and escalate to appropriate authority if unable to rectify | 4 | 2 | - | 2 |
| PC17. report malfunctioning (fumes/sparks/emission/vibration/noise) and lapse in maintenance of the vehicle | 3 | 1 | - | 1 |
| PC18. ensure the various equipment of the vehicle is properly connected | 3 | 1 | - | 1 |
| NOS Total | 50 | 30 | - | 20 |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|---|
| NOS Code | ASC/N9809 |
| NOS Name | Organize work and resources (Road Transportation) |
| Sector | Automotive |
| Sub-Sector | |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 1.0 |
| Next Review Date | NA |

ASC/N9808: Interact effectively with colleagues and customers (Road Transportation)

Description

This NOS unit is about communicating effectively with colleagues and customers of all ages, genders and abilities.

Scope

The scope covers the following :

- Communicate effectively with colleagues and customer
- Interact with supervisor or superior

Elements and Performance Criteria

Communicate effectively with colleagues and customers

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

- PC1. greet the customers promptly and appropriately as per the organization's procedure
- PC2. communicate with the customers, colleagues and others in a polite and professional manner
- PC3. address customers dis-satisfactions and complaints effectively, if any
- PC4. work in a manner that shows respect for all customers, colleagues and others
- PC5. ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards
- PC6. adhere to the policies related to the prevention of sexual harassment, both physical and verbal
- PC7. provide assistance to persons with disability, if asked
- PC8. maintain positive and effective relationships with colleagues and customers
- PC9. show respect to the personal space of the others

Interact with supervisor or superior

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

- PC10. identify work requirements basis instructions received from the supervisor
- PC11. escalate problems to superiors that cannot be handled
- PC12. report the completed trips and other data to the supervisor
- PC13. analyse customer/manager feedback and take appropriate action

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

- KU1. organizational service standards and policies on behavioral etiquette, professionalism and gender sensitive service practices at workplace
- KU2. organizational policy with regards to Persons with disability (PwD)

KU3. the importance of effective communication and establishing good working relationships with supervisor and customers

KU4. different methods of communication as per the circumstances

Generic Skills (GS)

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

GS1. read instructions/guidelines/procedures

GS2. communicate effectively using an appropriate body language/tone

GS3. ask for clarification and advice from the concerned person

GS4. maintain positive and effective relationships with colleagues and customers

GS5. evaluate the possible solution(s) to the problem

GS6. deliver consistent and reliable service to customers

GS7. complete written work with attention to detail

GS8. check that the work meets customer requirements

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|--|--------------|-----------------|---------------|------------|
| <i>Communicate effectively with colleagues and customers</i> | 37 | 22 | - | 16 |
| PC1. greet the customers promptly and appropriately as per the organization's procedure | 5 | 3 | - | 2 |
| PC2. communicate with the customers, colleagues and others in a polite and professional manner | 4 | 2 | - | 2 |
| PC3. address customers dis-satisfactions and complaints effectively, if any | 4 | 3 | - | 2 |
| PC4. work in a manner that shows respect for all customers, colleagues and others | 4 | 3 | - | 1 |
| PC5. ensure the quality of service caters to the specific needs of every individual, across all genders and age groups as per organizational standards | 5 | 3 | - | 2 |
| PC6. adhere to the policies related to the prevention of sexual harassment, both physical and verbal | 5 | 3 | - | 2 |
| PC7. provide assistance to persons with disability, if asked | 4 | 2 | - | 2 |
| PC8. maintain positive and effective relationships with colleagues and customers | 2 | 1 | - | 1 |
| PC9. show respect to the personal space of the others | 4 | 2 | - | 2 |
| <i>Interact with supervisor or superior</i> | 13 | 8 | - | 4 |
| PC10. identify work requirements basis instructions received from the supervisor | 5 | 2 | - | 2 |
| PC11. escalate problems to superiors that cannot be handled | 3 | 2 | - | 1 |
| PC12. report the completed trips and other data to the supervisor | 3 | 3 | - | 1 |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC13. analyse customer/manager feedback and take appropriate action | 2 | 1 | - | - |
| NOS Total | 50 | 30 | - | 20 |

National Occupational Standards (NOS) Parameters

| | |
|-------------------------|--|
| NOS Code | ASC/N9808 |
| NOS Name | Interact effectively with colleagues and customers (Road Transportation) |
| Sector | Automotive |
| Sub-Sector | Generic |
| Occupation | Generic |
| NSQF Level | 3 |
| Credits | TBD |
| Version | 1.0 |
| Next Review Date | NA |

ASC/N9702: Clean and perform basic routine checks on the vehicle

Description

This OS unit is about cleaning and washing of the vehicle, performing basic technical and maintenance checks, and assisting the driver in resolving minor repairs on the vehicle.

Scope

The scope covers the following :

- Clean and wash the vehicle
- Perform basic technical check on the vehicle
- Assist driver in delivery log and minor repairs

Elements and Performance Criteria

Clean and wash the vehicle

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

- PC1. check for water supply in the pipe and ensure optimum pressure is maintained through the nozzle after starting the water pump
- PC2. wash external body of the vehicle such as doors, side panels, roof, tyres, windshield, rear view mirrors, etc. thoroughly with running water to remove settled dirt/dust
- PC3. PC3. ensure the water does not enter vehicle engine components like injectors, air filter, starter motor, alternator, horn, etc.
- PC4. rub the surfactant (washing liquid) on the wet external surface of the vehicle properly with a micro fiber cloth to clean the settled loose dust and dirt
- PC5. spray evenly the running water on the surfactant applied parts of the vehicle to wash out the residue deposited on the vehicle completely
- PC6. wipe and dry the external body of the vehicle with another micro fiber clean cloth
- PC7. wipe clean the vehicle internal parts of the vehicle like dashboard, instrument panel, seats, steering wheel, floor mats etc.
- PC8. make sure there are no visible stains on the vehicle after washing
- PC9. report loose/broken/missing parts like floor mats, wheel cover, mountings, seals, bolts/nuts, chassis fasteners, if any

Perform basic technical check on the vehicle

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

- PC10. check and ensure correct levels of the engine oil, coolant, battery fluid level, brake oil, water in windshield storage tank and proper functioning of clutch
- PC11. check vehicle tyres for any wear and optimum tyre thread depth and spare tyre for inflation using pressure gauge and ensure correct pressure in tyres
- PC12. ensure proper functioning of all lights, wipers, and horn and report to the driver in case of any malfunctioning
- PC13. check the tool box and confirm the availability of all the hand tools including jack, props, wheel choke, etc.

PC14. examine the exterior and interior parts of the vehicle properly for any damages to body panels, lights, windshield, other glass parts, and mirrors

PC15. inform the driver in case of any problem observed during the routine check-up of the vehicle in any of the checkpoints

Assist driver in delivery log, servicing or minor repairs

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

PC16. provide the required tools and equipment to the driver to repair any fault

PC17. assist the driver in strenuous jobs like lifting of vehicle by jack in case of punctured tyre replacement, opening of screws and fixtures for lights, wiper, loading/unloading of goods, etc.

PC18. provide assistance to the driver in filling the engine/brake/coolant oil and other fluids to ensure optimum levels and maintain a list of all deliveries

Knowledge and Understanding (KU)

The individual on the job needs to know and understand:

KU1. procedure to wash external structure of the vehicle such as the body, tyres, windshield, rear view mirrors, etc.

KU2. precautions to be taken while washing a vehicle and protecting vital components

KU3. procedure to perform vehicle rubbing while pre-wash

KU4. types of surfactants and cloth to be used for the cleaning process

KU5. procedure to clean the internal parts of the vehicle like dashboard, instrument panel, seats, steering wheel, etc.

KU6. standard checklist to ensure correct levels of the engine oil, coolant, battery fluid level, brake oil, water in windshield storage tank and proper functioning of clutch

KU7. procedure to perform technical checks on a vehicle

KU8. constituents of a tool box and their placement

KU9. how to assist driver in maintaining logs, servicing or minor repairs

Generic Skills (GS)

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

GS1. read and interpret the instructions, procedures, information and signages at the workplace

GS2. communicate effectively with others

GS3. complete tasks efficiently and accurately within the stipulated time

Assessment Criteria

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| <i>Clean and wash the vehicle</i> | 12 | 31 | - | 10 |
| PC1. check for water supply in the pipe and ensure optimum pressure is maintained through the nozzle after starting the water pump | 1 | 2 | - | 1 |
| PC2. wash external body of the vehicle such as doors, side panels, roof, tyres, windshield, rear view mirrors, etc. thoroughly with running water to remove settled dirt/dust | 2 | 4 | - | 2 |
| PC3. PC3. ensure the water does not enter vehicle engine components like injectors, air filter, starter motor, alternator, horn, etc. | 2 | 4 | - | 1 |
| PC4. rub the surfactant (washing liquid) on the wet external surface of the vehicle properly with a micro fiber cloth to clean the settled loose dust and dirt | 2 | 4 | - | 2 |
| PC5. spray evenly the running water on the surfactant applied parts of the vehicle to wash out the residue deposited on the vehicle completely | 2 | 3 | - | 1 |
| PC6. wipe and dry the external body of the vehicle with another micro fiber clean cloth | 1 | 3 | - | 1 |
| PC7. wipe clean the vehicle internal parts of the vehicle like dashboard, instrument panel, seats, steering wheel, floor mats etc. | - | 3 | - | 1 |
| PC8. make sure there are no visible stains on the vehicle after washing | - | 4 | - | - |
| PC9. report loose/broken/missing parts like floor mats, wheel cover, mountings, seals, bolts/nuts, chassis fasteners, if any | 2 | 4 | - | 1 |
| <i>Perform basic technical check on the vehicle</i> | 7 | 18 | - | 7 |
| PC10. check and ensure correct levels of the engine oil, coolant, battery fluid level, brake oil, water in windshield storage tank and proper functioning of clutch | 2 | 3 | - | 1 |

| Assessment Criteria for Outcomes | Theory Marks | Practical Marks | Project Marks | Viva Marks |
|---|--------------|-----------------|---------------|------------|
| PC11. check vehicle tyres for any wear and optimum tyre thread depth and spare tyre for inflation using pressure gauge and ensure correct pressure in tyres | - | 2 | - | 1 |
| PC12. ensure proper functioning of all lights, wipers, and horn and report to the driver in case of any malfunctioning | 1 | 3 | - | 1 |
| PC13. check the tool box and confirm the availability of all the hand tools including jack, props, wheel choke, etc. | 2 | 3 | - | 1 |
| PC14. examine the exterior and interior parts of the vehicle properly for any damages to body panels, lights, windshield, other glass parts, and mirrors | 1 | 3 | - | 2 |
| PC15. inform the driver in case of any problem observed during the routine check-up of the vehicle in any of the checkpoints | 1 | 4 | - | 1 |
| <i>Assist driver in delivery log, servicing or minor repairs</i> | 1 | 11 | - | 3 |
| PC16. provide the required tools and equipment to the driver to repair any fault | - | 3 | - | - |
| PC17. assist the driver in strenuous jobs like lifting of vehicle by jack in case of punctured tyre replacement, opening of screws and fixtures for lights, wiper, loading/unloading of goods, etc. | 1 | 4 | - | 2 |
| PC18. provide assistance to the driver in filling the engine/brake/coolant oil and other fluids to ensure optimum levels and maintain a list of all deliveries | - | 4 | - | 1 |
| NOS Total | 20 | 60 | - | 20 |

National Occupational Standards (NOS) Parameters

| | |
|------------------|---|
| NOS Code | ASC/N9702 |
| NOS Name | Clean and perform basic routine checks on the vehicle |
| Sector | Automotive |
| Sub-Sector | Road Transportation |
| Occupation | Driving |
| NSQF Level | 2 |
| Credits | TBD |
| Version | 2.0 |
| Next Review Date | NA |

Assessment Guidelines and Assessment Weightage

Assessment Guidelines

1. Criteria for assessment for each Qualification Pack will be created by the Sector Skill Council. Each Performance Criteria (PC) will be assigned marks proportional to its importance in NOS. SSC will also lay down the proportion of marks for Theory and Skills Practical for each PC.
2. The assessment for the theory part will be based on the knowledge bank of questions created by the SSC.
3. Assessment will be conducted for all compulsory NOS, and where applicable, on the selected elective/option NOS/set of NOS.
4. Individual assessment agencies will create unique question papers for the theory part for each candidate at each examination/training center (as per assessment criteria below).
5. Individual assessment agencies will create unique evaluations for skill practical for every student at each examination/ training center based on these criteria.
6. In case of unsuccessful completion, the trainee may seek reassessment on the Qualification Pack.

Minimum Aggregate Passing % at QP Level : 60

(Please note: Every Trainee should score a minimum aggregate passing percentage as specified above, to successfully clear the Qualification Pack assessment.)

Assessment Weightage

Compulsory NOS

| National Occupational Standards | Theory Marks | Practical Marks | Project Marks | Viva Marks | Total Marks | Weightage |
|--|--------------|-----------------|---------------|------------|-------------|------------|
| ASC/N9809.Organize work and resources (Road Transportation) | 50 | 30 | - | 20 | 100 | 10 |
| ASC/N9808.Interact effectively with colleagues and customers (Road Transportation) | 50 | 30 | - | 20 | 100 | 15 |
| ASC/N9702.Clean and perform basic routine checks on the vehicle | 20 | 60 | - | 20 | 100 | 75 |
| Total | 120 | 120 | - | 60 | 300 | 100 |

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. |

| | |
|--|---|
| <p>Organisational Context</p> | <p>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.</p> |
| <p>Technical Knowledge</p> | <p>Technical knowledge is the specific knowledge needed to accomplish specific designated responsibilities.</p> |
| <p>Core Skills/ Generic Skills (GS)</p> | <p>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.</p> |
| <p>Electives</p> | <p>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.</p> |
| <p>Options</p> | <p>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.</p> |