



**NATIONAL COMPETENCY STANDARDS
FOR
PROFESSIONAL DRIVER
(NC2)**

**Department of Occupational Standards
Ministry of Labour and Human Resources
Thimphu Bhutan
(Revised, December 2019)**

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FOREWORD

The Department of Occupational Standards of the Ministry of Labour and Human Resources is pleased to present the National Competency Standards (NCSs) for Professional Driver. The standards represent the fruits of hard work and invaluable experiences gained by the department since its establishment in the latter half of 2003. The main aim of developing NCS is to set up a well-defined nationally recognized Vocational Qualifications System that will help set a benchmark for the Technical Vocational Education and Training (TVET) System in our country aligned to international best practices.

NCS is one of the base pillars in the Bhutan Vocational Qualifications Framework (BVQF) and is the first step in its implementation. The NCS are developed and revised to ensure that employees or vocational graduates possess and acquire the desired competencies required by industries and employers. In order to ensure this close match in supply and demand of competencies, NCS have been developed and revised in close consultation and partnership with industry experts and validated by the Technical Advisory Committees of the concerned economic sectors.

A vocational education and training system based on NCS shall ensure that delivered training is of a high quality and relevant to the needs of the labour market. As a result, future TVET graduates will be better equipped to meet the need and expectations of industries and employers. This positive impact on the employability of TVET graduates will enhance the reputation of vocational education and training and make it attractive to school leavers.

I gratefully acknowledge collaboration and the valuable contributions made by experts from industries during the consultation and validation processes of the standards. I look forward for continued engagement and participation of the industry and employers in the development of a quality assured demand driven TVET system and to build competent and productive national workforce that will contribute to the continued socio-economic progress of our country.

Director
Department of Occupational Standards
Ministry of Labour and Human Resource

Acknowledgement

NATIONAL COMPETENCY STANDARDS FOR PROFESSIONAL DRIVER

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Technical Advisory Committee (TAC) members involved in the validation of NCS:

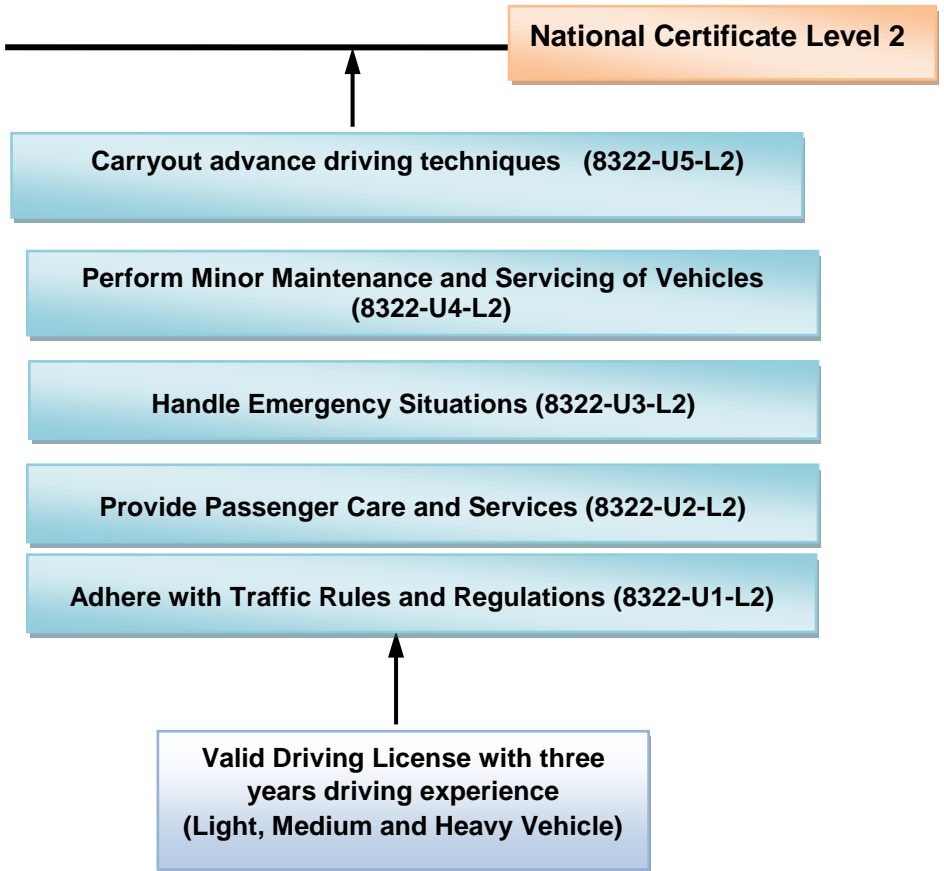
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Packaging of Qualifications



Overview of the Unit Competencies

UNIT TITLE	ELEMENTS OF COMPETENCE
1. Adhere with Traffic Rules and Regulations	1. Observe traffic signs and road markings 2. Follow traffic rules and regulations 3. Cooperate with law enforcers
2. Provide Passenger care and Services	1. Arrange to provide passenger service 2. Deliver quality passenger service
3. Handle emergency situations	1. Respond to emergency 2. Arrange support and assistance
4. Perform minor maintenance and servicing on vehicles	1. Perform routine checks 2. Perform minor maintenance
5. Carryout advance driving techniques	1. Drive on different road conditions 2. Perform eco-technical driving

UNIT TITLE: Adhere with road Traffic rules and Regulations

DESCRIPTOR : This unit covers the competencies required to observe and follow traffic rules and regulations while driving a vehicle.

CODE : 8322-U1-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1 Observe road traffic signs and road marking	1.1 Read and interpret traffic signs and signals as per the standard procedures 1.2 Follow road traffic signs and signals as per the road safety rules and regulations. 1.3 Follow road marking following standard procedures
2 Follow road traffic rules and regulations	2.1 Follow road safety rules and regulations as per the standard procedures. 2.2 Maintain Vehicle documents as per the rules and regulations. 2.3 Follow parking rules and regulations as per the standard procedures
3 Cooperate with law enforcers	3.1 Comply with traffic authority instructions as per the rules and regulations 3.2 Accept infringement notice and take necessary action as per the rules and regulations. 3.3 Comply with other law enforcers as per the applicable rules and regulations.

RANGE STATEMENT	
Work connected to this unit may take place while driving a vehicle and one must be able to demonstrate it in compliance with rules and regulations.	
Road Traffic signs and signals include but not limited to:	
<ul style="list-style-type: none"> • Mandatory signs • Cautionary signs • Informatory signs 	<ul style="list-style-type: none"> • Road marking • Mile post
Road Traffic rules and regulation includes but not limited to:	
<ul style="list-style-type: none"> • Parking • Wearing of seat belts • Using of cell phone while driving • Excessive noises • Dazzling light • Tinted glasses 	<ul style="list-style-type: none"> • Avoiding driving under the influence of substance abuse or alcohol • Fatigue driving • Over loading • Over speeding • Traffic signs • Un-necessary Honking
Document may include but not limited to:	
<ul style="list-style-type: none"> • Driving License • Registration certificate • Road worthiness certificate • Emission Certificate 	<ul style="list-style-type: none"> • Insurance certificate • Route permit
Law enforcers may include:	

<ul style="list-style-type: none"> • RSTA officials • BAFRA • Forest officials • Revenue and Custom Officials 	<ul style="list-style-type: none"> • Traffic police • Police • Immigration officials
<p>Performance of this unit is expected to be carried out to the following standards</p>	
<ul style="list-style-type: none"> • Occupational Health and Safety regulations 	<ul style="list-style-type: none"> • Road Safety Rules and Regulations
<p>Critical Aspects:</p>	
<ul style="list-style-type: none"> • Follow occupational health and safety procedures • Concern about personal safety and safety about others • Follow road markings, road traffic signs and signals • Follow road safety and transport regulations • Cooperate with law enforcers 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Road Traffic signs and signals • Road markings • Road safety and transport regulations • Defensive driving techniques • Positive work values • Different law Enforcers • Traffic violations and penalties 	<ul style="list-style-type: none"> • Communication skills • Interpersonal relation • Team work • Time management

UNIT TITLE: Provide Passenger care and services

DESCRIPTOR: This unit covers the competencies required to provide passenger care and delivering quality passenger services at all times.

CODE: 8322-U2-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Arrange to provide Passenger service	1.1 Practice good personal grooming as per the standard procedures 1.2 Maintain cleanliness of the vehicle both inside and outside as per the standard procedures 1.3 Demonstrate politeness and friendliness as per the standard procedures 1.4 Make arrangements for passenger comfort as per job requirement following standard procedures
2. Deliver quality passenger service	2.1 Provide arrangements for passenger comfort and safety as per the type of passenger following standard procedures 2.2 Identify and assist passenger to load and unload luggage securely as per the standard procedures 2.3 Provide passengers with information about local area and points of interest and give advice on hotels and restaurants as per the job requirement following standard

	<p>procedures</p> <p>2.4 Provide <i>other necessary assistance</i> as per the requirement of the passenger following standard procedures</p> <p>2.5 Return left items of passenger as per the standard procedures</p>
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RANGE STATEMENT

Work connected to this unit may take place while dealing with the passenger and one must be able to provide passenger care and services as the topmost priority.

Type of Passengers may include but not limited to:

<ul style="list-style-type: none"> • Old people • Children 	<ul style="list-style-type: none"> • Sick people • Differently abled people
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Other necessary assistance may include but not limited to:

<ul style="list-style-type: none"> • Food • Drinks 	<ul style="list-style-type: none"> • First aid
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Performance of this unit is expected to be carried out to the following standards

<ul style="list-style-type: none"> • Occupational health and safety regulations 	<ul style="list-style-type: none"> • Road safety and Transport regulations
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Critical Aspects:

<ul style="list-style-type: none"> • Follow occupational health and safety procedures

- Concern about personal safety and safety about others
- Passenger comfort and safety
- Storing and Securing luggage

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Basic first Aid • GNH Values • Types of passenger • Restricted luggage (goods) • Types of passenger services • Fare chart and calculation • Do's and don'ts • Personal Grooming and fitness • Customer care • Waste management • Mobile Application for Taxi services 	<ul style="list-style-type: none"> • Communication skills • Negotiation skills • Interpersonal relations • Drilam Namzha • Customer Caring skills • Time management • Team work

UNIT TITLE: Handle Emergency situations

DESCRIPTOR : This unit covers the competencies required to respond to emergency situation and arranging support and assistance immediately to reduce the degree of causality and emergencies.

CODE : 8322-U3-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Respond to emergencies	1.1 Identify and assess emergency and situations as per the standard procedures. 1.2 Prioritize and provide actions based on the criticality of the emergency situation following standard procedures 1.3 Report to relevant agency as per the job requirement following standard procedures. 1.4 Maintain record of emergency event if necessary as per the standard procedures.
2. Arrange support and assistance	2.1 Identify and provide passenger needs based on emergency situation as per the job requirement. 2.2 Arrange medical assistance and support as per the standard procedures 2.3 Apply basic first aid as per the standard procedures.

RANGE STATEMENT	
Work connected to this unit may take place in an emergency site where professional driver need to handle it individually or in team.	
Medical Assistance may Include but not limited	
<ul style="list-style-type: none"> • Ambulance • Medical personnel 	
Emergency may include but not limited to:	
<ul style="list-style-type: none"> • Vehicle crashes • Crime incidents • Road and weather conditions • Sick passenger 	<ul style="list-style-type: none"> • Vehicle break down • Hit and run • Fire • Road block
Actions may include but not limited to:	
<ul style="list-style-type: none"> • Transporting of injured passenger to the nearest medical facility • Clearing the minor road block 	<ul style="list-style-type: none"> • Informing road users of emergency situations • Operating fire extinguisher • Transit
Performance of this unit is expected to be carried out to the following standards:	
<ul style="list-style-type: none"> • Occupational health and safety regulations 	<ul style="list-style-type: none"> • Basic first aid procedures • Rules and regulations
Critical Aspects	

- Follow occupational health and safety procedures
- Respond to emergency situations.
- Arrange support and assistance.
- Apply basic first aid

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Types of emergency situations • Basic First Aid • Emergency numbers 	<ul style="list-style-type: none"> • Communication skills • Team work • Time management • Negotiation skills

UNIT TITLE: Perform minor maintenance and servicing of vehicles

DESCRIPTOR: This unit covers the competencies required to carry out basic servicing and minor maintenance on vehicles.

CODE: 8322-U4-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Perform routine check	1.1 Maintain cleanliness of the vehicle as per the standard procedures. 1.2 Dispose wastes as per environmental guidelines. 1.3 Carry out routine checks and rectify as per the owner's manual.
2. Perform minor maintenance	2.1 Select and use tools and equipment as per the job requirement. 2.2 Carry out periodic maintenance as per owner's manual. 2.3 Maintain record of maintenance as per the standard procedures

RANGE STATEMENT	
Work connected to this unit may take place before and after you drive a vehicle. This unit may be performed individually.	
Cleanliness may include but not limited to:	
<ul style="list-style-type: none"> • Water Servicing • Cleaning 	<ul style="list-style-type: none"> • Polishing
Tools and equipment may include:	
<ul style="list-style-type: none"> • Bucket • Pressure gauge • Brush 	<ul style="list-style-type: none"> • Hand tools • Glass cleaner
Periodic maintenance may include but not limited to:	
<ul style="list-style-type: none"> • Top up distil water in the Battery • Clean/change air cleaner • Check Coolant level 	<ul style="list-style-type: none"> • Greasing • Check Brake fluid • Check Engine Oil level
Routine checks includes but not limited to:	
<ul style="list-style-type: none"> • Blown bulbs • Broken fan belt • Fan belt tension • Blown fuse • Broken mirrors • Cleaning of battery/poles terminals 	<ul style="list-style-type: none"> • Broken hose • Spare tire conditions • Check Tire pressure • Leakages
Critical Aspects:	
<ul style="list-style-type: none"> • Follow Occupational Health and Safety regulations. • Perform minor adjustment, repair and replacement of parts/fluids following standard procedures 	

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none"> • Ethics and Integrity • Personal Protective Equipment • OHS regulation • Pollution control procedures • Minor maintenance procedures • First Aid • Lubricants and coolant • 5 S (Sort, Set in order, shine, standardize, sustain) • Basic auto electrical knowledge 	<ul style="list-style-type: none"> • Communication skills • Team work • Time management • Problem solving skills

UNIT TITLE: Carryout advance driving techniques

DESCRIPTOR: This unit covers the competencies required to carry out basic servicing and minor maintenance on vehicles.

CODE: 8322-U5-L2

ELEMENTS OF COMPETENCE	PERFORMANCE CRITERIA
1. Perform driving on different road conditions	1.1 Assess the road conditions following standard procedures 1.2 Drive on snowy and icy roads as per the job requirement 1.3 Drive on muddy and flooded roads as per the job requirement 1.4 Drive on sandy road as per the job requirement
2. Perform eco-technical driving	2.1 Drive vehicle at speed as per the gear ratio following standard procedures 2.2 Avoid excessive accelerating and braking following standard procedures 2.3 Maintain required vehicle speed to minimize fuel consumption following standard procedures 2.4 Perform defensive driving as per the job requirement following standard procedures

Critical Aspects:

- Follow Occupational Health and Safety regulations.
- Drive on snowy and icy roads as per the job requirement
- Perform defensive driving as per the job requirement following standard procedures

UNDERPINNING KNOWLEDGE	UNDERPINNING SKILLS
<ul style="list-style-type: none">• Ethics and Integrity• OHS regulation• Pollution control procedures• First Aid• Different types of road conditions• Eco-driving• Weather conditions• Vehicle speed and wind friction	<ul style="list-style-type: none">• Communication skills• Team work• Time management• Problem solving skills

Annexure

1.1 National Competency Standards (NCS)

The National Competency Standards specify the skill, knowledge and attitudes applied to a particular occupation. Standards also specify the standards or criteria of performance of a competent worker and the various contexts in which work may take place. Standards provide explicit advice to assessors regarding the skill and knowledge to be demonstrated by candidates seeking formal recognition either following training or through work experience.

1.2 Purpose of National Competency Standards

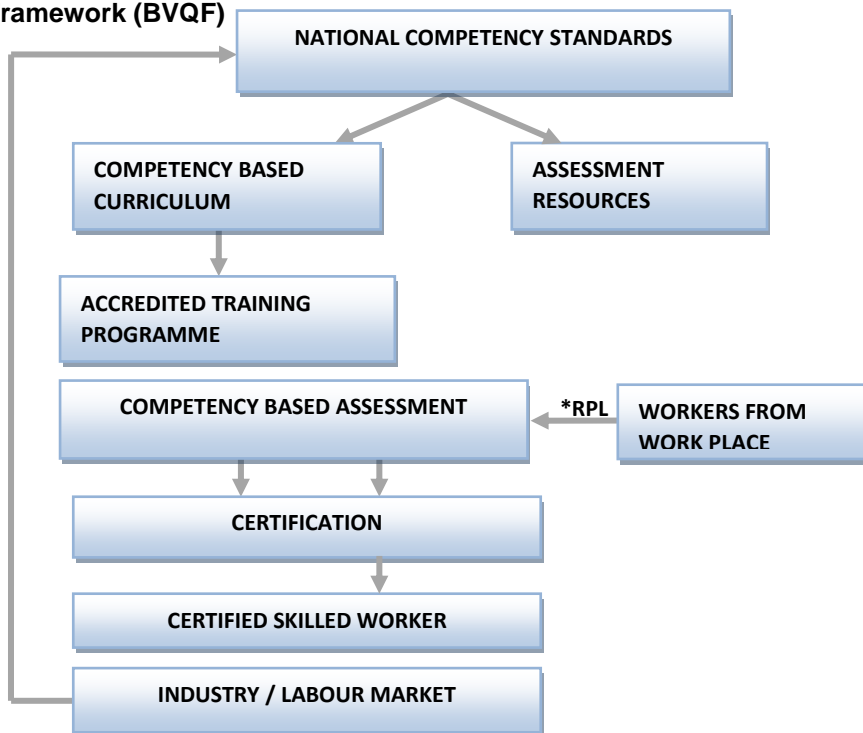
National Competency Standards serve a number of purposes including:

- Providing advice to curriculum developers about the competencies to be included in curriculum.
- Providing specifications to assessment resource developers about the competencies within an occupation to be demonstrated by candidates.
- Providing advice to industry/employers about job functions, which in turn can be used for the development of job descriptions, performance appraisal systems and work flow analysis.

1.3 Bhutan Vocational Qualifications Framework (BVQF)

Bhutan Vocational Qualifications Framework is an agreed system of Assessing, Certifying and Monitoring nationally recognized qualifications for all learning in the TVET sector against national competency standards, in training institutions, in the workplace, in schools or anywhere where learning takes place.

Components of the Bhutan Vocational Qualifications Framework (BVQF)



* RPL = Recognition of Prior Learning

1.4 BVQF Levels

The Bhutan Vocational Qualifications Framework has three levels classified based on the competency of the skilled workers. The three levels are:

- National Certificate Level 3 (NC III)
- National Certificate Level 2 (NC II)
- National Certificate Level 1 (NC I)

BVQF Level Descriptors

The qualification levels are decided based on level descriptors. The detail of the qualification level descriptor is as follows:

National Certificate Level 1

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none">• Are narrow in range.• Are established and familiar.• Offer a clear choice of routine responses.• Involve some prioritizing of tasks from known	<ul style="list-style-type: none">• Basic operational knowledge and skill.• Utilization of basic available information.• Known solutions to familiar problems.• Little generation of	<ul style="list-style-type: none">• In directed activity.• Under general supervision and quality control.• With some responsibility for quantity and quality.• With no responsibility for guiding others.

solutions.	new ideas.	
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National Certificate Level 2

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Require a range of well-developed skills. • Offer a significant choice of procedures requiring prioritization. • Are employed within a range of familiar context. 	<ul style="list-style-type: none"> • Some relevant theoretical knowledge. • Interpretation of available information. • Discretion and judgments. • A range of known responses to familiar problems 	<ul style="list-style-type: none"> • In directed activity with some autonomy. • Under general supervision and quality checking. • With significant responsibility for the quantity and quality of output. • With some possible responsibility for the output of others.

National Certificate Level 3

Carry out processes that:	Learning demand:	Responsibilities which are applied:
<ul style="list-style-type: none"> • Requires a wide range of technical or scholastic skills. • Offer a considerable choice of 	<ul style="list-style-type: none"> • A broad knowledge base which incorporates some theoretical concepts. • Analytical 	<ul style="list-style-type: none"> • In self-directed activity. • Under broad guidance and evaluation. • With complete responsibility for quantity and

<p>procedures requiring prioritization to achieve optimum outcomes.</p> <ul style="list-style-type: none"> • Are employed in a variety of familiar and unfamiliar contexts. 	<p>interpretation of information.</p> <ul style="list-style-type: none"> • Informed judgment. • A range of sometimes innovative responses to concrete but often unfamiliar problems. 	<p>quality of output.</p> <ul style="list-style-type: none"> • With possible responsibility for the output of others.
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1.5 PURPOSE

This qualification is designed for people interested in a career as a Professional Driver at the Certificate level. It comprises of four units that cover the essential knowledge and skills required for people working as a Professional Driver.

The pre-requisite for the candidates aspiring to pursue certificate level in Professional Driver should have a valid driving license.

It provides industry specific skills and demands a level of performance that will enable new recruits to the industry to be immediately productive.

1.6 CODING USED FOR NATIONAL COMPETENCY STANDARDS

The coding and classification system developed in Bhutan is logical, easy to use, and also aligned with international best practises. The Bhutanese coding and classification system is based on the International Standard Classification of Occupations, 2008 (ISCO-08) developed by the International Labour Organisation (ILO).

The coding of the National competency standards forms the basis of the identification code for the Vocational Education and Training Management Information System (VET – MIS) both in terms of economic sector identification and that of the individual standard.

Coding the individual national competency standards

Coding the individual skills standard has a multiple purpose:

- to identify the level,
- to identify to which module the standard belongs,
- to identify in which order the standard is clustered within that module.

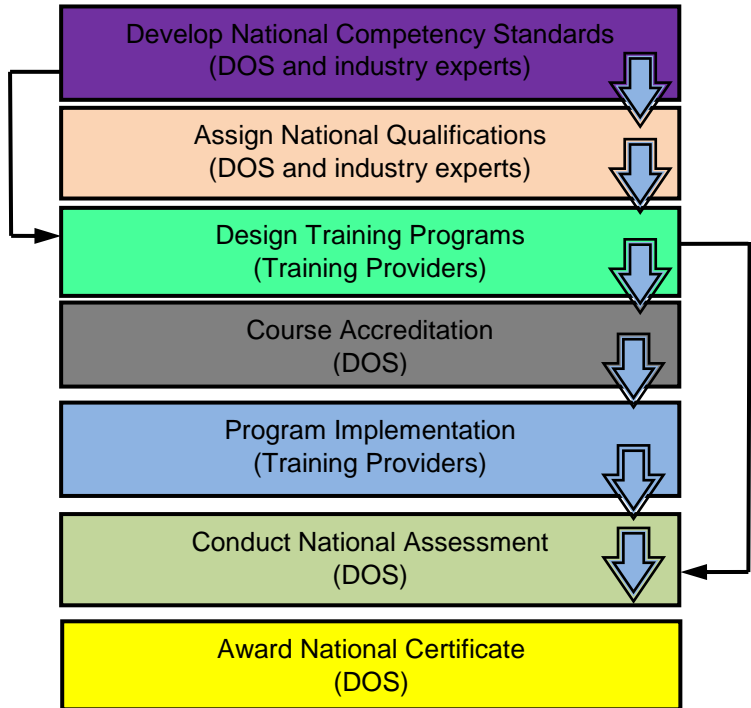
A job can include a number of competencies described in the national competency standards.

However, in order to follow a logical order, only national competency standards related to each other and following a logical sequence in terms of training delivery, from the simple to the complex, are clustered into a module. Some standards are so complex that they need to stand alone.

To illustrate with an example, the ILO assigns the code 8322 to the occupation of Drivers and related trades. Therefore, in the Bhutan's context, the occupation professional driver has been assigned the code 8322 in the National Coding System. The first unit is assigned the code U1. Levels are assigned

the code L and follow a logical progression from the National Certificate Level 1 (NC I) to the National Certificate Level 3 (NC III). Therefore the National Certificate Level 1 is assigned the code L1.

Implementation and operational procedures for National Competency Standards (NCS)



Key:

MoLHR – Ministry of Labour and Human Resources
DOS – Department of Occupational Standards

1.7 ASSESSMENT GUIDE

Form of assessments

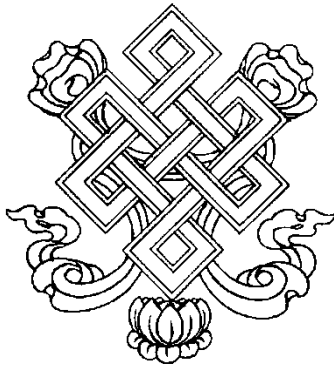
- Continuous assessment together with collected evidence of performance will be used.
- Evidence of the performance shall be based on practical demonstration.
- Knowledge can be assessed through diagrams, in writing or orally (viva-voce).

Assessment context

- Competency may be assessed in the actual work place or in a simulated workplace setting.

Assessment condition

- The candidate shall have access to all required tools, equipments, materials and documents.
- Candidate must complete the assessment in industry accepted time frame.



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