

Nepal Industrial and Business Sector **Occupational Standard (OS)** Of **Tourist Vehicle Driver Level-2**



In jointly implemented by



Occupational classification linkage with NSCO:

Occupational Title: Tourist Vehicle Driver

Level: 2

Sector: Tourism

Sub – Sector: Tourism Transportation Service

OS ID No: TR-005-078

Major Group: 8

Sub-major Group: 83

Minor Group: 832

Unit Group: 8322

Occupation Specific Employers Panel:

S.N.	Name	Designation	Organization
1.	Mr. Udaya Shrestha	Proprietor	Panama Travels, Biratnagar
2.	Mr. Mohan Sharma Poudel	Proprietor	Apsara Travel and Tours, Simara
3.	Mr. Achyut Guragain	Managing Director	Sea & Sky Travel & Tours, Kathmandu
4.	Mr. Kul Prasad Neupane	Proprietor	Tours Express Vehicle Service, Kathmandu
5.	Mr. Milan Nepal	Proprietor	Swift Holidays, Kathmandu
6.	Mr. Shishir Khanal	Proprietor	Rainbow Adventure Tours and Travels, Kathmandu
7.	Mr. Prakash Sapkota	Managing Director	Mountain Budhha Tours and Transport
8.	Mr. Bharat Timalisina	Managing Director	Helpful Vehicle Service, Chitwan
9.	Mr. Deven Lohani	Proprietor	LTK Tours and Travels, Chitwan
10.	Mr. Hari Ram Adhikari	Proprietor	Global Vacation/ Yatri Bus Pvt Ltd, Pokhara
11.	Mr. Ishwar Sharma	Proprietor	Global Vacation Travel & Tours, Kathmandu
12.	Mr. Sagar Adhikari	Proprietor	Ashoka Travel and Tours, Lumbini

Expert Workers Panel

S.N.	Name	Designation	Organization
1.	Mr. Sagar Gurung	Tourist Vehicle Driver	Holiday Tours & Travels Pvt. Ltd., Kathmandu
2.	Mr. Badri Pandit	Tourist Vehicle Driver	Chitwan Safari Tours & Travels Pvt Ltd., Kathmandu
3.	Mr. Tularaj Giri	Tourist Vehicle Driver	Tours Express Vehicle Service, Chitwan
4.	Mr. Aavash Lama	Tourist Vehicle Driver	Budhha Transfer Service Private Limited, Kathmandu
5.	Mr. Sanu Kaji Bhandari	Tourist Vehicle Driver	Highway Staff Tours, Kathmandu
6.	Mr. Lalit Bahadur Thapa	Tourist Vehicle Driver	Mahalaxmi Vehicle, Kathmandu
7.	Mr. Pushkar Tamang	Tourist Vehicle Driver	Brothers Tours Service Pvt. Ltd. Kathmandu
8.	Mr. Birjana Majhi	Tourist Vehicle Driver	Royal Safari Tours and Travels, Chitwan
9.	Mr. Shree Prasad Khatriwada	Tourist Vehicle Driver	Global Vacation Tours & Travels Pvt. Ltd, Kathmandu
10.	Mr. Laxman Nepali	Tourist Vehicle Driver	Newroad Tours & Travel Pvt. Ltd. , Kathmandu
11.	Mr. Kumar Rijal	Tourist Vehicle Driver	Blue Sky Tours & Travel Pvt. Ltd, Kathmandu
12.	Mr. Tanka Shrestha	Tourist Vehicle Driver	Desh Darshan Bus Sewa , Kathmandu

OS Development Workshop Facilitated by:

S.N.	Name	Designation	Organization
1.	Mr. Tararaj Luitel	Facilitator	Freelancer
2.	Mr. Ajit Ranabhat	Co-Facilitator/Recorder	Freelancer

OS Reviewed by ELMS Sector Working Group:

S.N.	Name	Designation	Representation (Organization)
1.	Ms. Sarita Lama	General Secretary	FNCCI (TAAN)
2.	Ms. Pampha Devi Dhamala	National Council Member & Chair of Tourism Committee	CNI
3.	Ms. Roshani Upadhyaya	Sr. Vice President CWEC	FNCSI
4.	Mr. Youbraj Shrestha	Executive Member	HAN
5.	Mr. Prabesh Aryal	Sector Expert	ELMS

OS Verified by ELMS Technical Advisory Committee:

S.N.	Name	Designation	Organization
1.	Dr. Mahesh Nath Parajuli	Professor	KU
2.	Mr. Kul Bahadur Phadera	Under secretary	MoEST
3.	Mr. Pravat Uprety	Associate Prof.	TU
4.	Mr. Kishor KC	Statistics Officer	CBS
5.	Ms. Sarada Ghimire	Dy. Director	CTEVT, Curriculum Div.
6.	Mr. Keshab Ghimire	Dy. Director	CTEVT, NSTB

OS Recommended by ELMS Coordination Committee:

S.N.	Name	Designation	Organization
1.	Mr. Rabin Kumar Shrestha	Focal Person/Ex EC member	FNCCI
2.	Mr. Sumit Kumar Kedia	Executive committee member	FNCCI
3.	Mr. Birendra Raj Pandey	Vice –president	CNI
4.	Mr. Megh Nath Neupane	Senior – Consultant	CNI
5.	Ms. Shobha Gurung	Vice president	FNCSI
6.	Mr. Mohan Katuwal	Vice president	FNCSI
7.	Mr. Binayak Shah	Senior-vice president	HAN
8.	Mr. Sajjan Shakya	Secretary General	HAN
9.	Mr. Nicholas Pandey	Senior Vice President	FCAN
10.	Mr. Roshan Dahal	General Secretary	FCAN

OS Approved by ELMS Board:

S.N.	Name	Designation
11.	Mr. Shekhar Golchha	President
12.	Mr. Vishnu Kumar Agarwal	President
13.	Mr. Shyam Prasad Giri	President
14.	Ms. Srijana Rana	President
15.	Mr. Rabi Singh	President
16.	Mr. Chandra Kanta Adhikari	Member Secretary

Occupational Description:

Tourist Vehicle Driver accompany tourist right from gateway until their departure. They welcome, greet the guests, load unload guest's luggage, provide safety information, maintain and clean tourist vehicle, liaise with concerned stake holders to make memorable visit of the tourists. The occupation is mostly concentrated on following safe driving habits, accurately follow traffic rules and routes, maps, directions and assisting passengers. The individual needs to enjoy with visitors, maintaining tools, equipment and machineries and vehicle, regular inspection of the vehicle and immediate maintenance by his/her self or by the experts as and when required. In this occupation, the driver should work in diversified working environment like urban area, remote area, and high hills too. This is a highly physical and mobile job. Currently, they work as a helper and gradually they learn driving and other related skills and become a professional tourist vehicle driver. It is expected that currently, around thirteen thousand professional tourist vehicle driver are involved in this occupation in Nepal.

The occupation Tourist Vehicle Driver Level-2 describes the individual with required knowledge for applying basic method of performance, knowledge to select tools, equipment and materials appropriate for the given task. He/she possess the ability to apply basic theory and principle of the common duties and tasks to solve the given assignment. Further, the performer has ability to act independently in simple core skills and can work under the supervision of supervisor for some higher level of tasks to ensure the technicality as a co-worker. This individual has to operate machines and supervises assistant worker and labour in the team. Nepal's industrial & business sector expects Individual reserving set level of skills, knowledge and attitudes which reflect for the improvement of production/services and workers' productivity.

Occupational and environmental safety:

The major pollution resulted by this occupation is noise, air and few waste products in the environment. To minimize the noise pollution by not blowing unnecessary horn and maintaining engine in condition, to minimize air pollution by keeping vehicle in condition with regular maintenance, abiding by traffic rules and proper management of waste during travel is of paramount importance in this line of profession. A professional tourist vehicle driver needs to be fully under the occupational ethics to minimize the environmental safety.

Minimum Job Entry Requirement:

As per the labour law the Nepalese citizen aged 18 years and above and competent as per this occupation standards, vehicle license holders, are eligible to enter in this occupation. To cope the required knowledge and tasks performance standard of this occupation secondary education graduates or equivalent qualification are recommended to enter in any skill and knowledge impartation courses.

Worker's traits:

The desired workers traits are physically fit, healthy or free from any communicable diseases, presentable, maintaining guest relation, punctual, patience, practice safe driving habits, follow traffic rules, enjoying to follow safety rules and regulations, keeping clean exterior/interior of vehicle. Additionally, presentable, stay away from consumption of alcoholic beverages, bad habits and possess basic tourism knowledge.

Occupational career path:

- **Above the Position-** Senior Tourist Vehicle Driver: Level-3
- **Current Position-** Tourist Vehicle Driver: Level-2
- **Below the Position-** Helper/ Assistant Vehicle Driver: Level-1

Abbreviation used:

Task Level	:	Rating number and their meaning
Significance	:	1-Important; 2-Moderately important; 3-Highly important;
Ease	:	1-Easy; 2-Moderately easy; 3-Very easy;
Occurrence	:	1-Rarely occurred; 2-Moderately occurred; 3-Frequently occurred.

N/A	:	Not Applicable
OS	:	Occupation Standard
FNCCI	:	Federation of Nepalese Chamber of Commerce & Industries
CNI	:	Confederation of Nepalese Industries
FNCSI	:	Federation of Nepalese Cottage & Small Industries
FCAN	:	Federation of Construction Association Nepal
HAN	:	Hotel Association Nepal
ELMS	:	Employers Led Market Secretariat
SWG	:	Sector Working Group
TAC	:	Technical Advisory Committee
SOP	:	Standard Operating Procedure
KU	:	Kathmandu University
MoEST	:	Ministry of Education, Science & Technology
TU	:	Tribhuvan University
CBS	:	Central Bureau of Statistics
CTEVT	:	Council of Technical Education and Vocational Training
NSTB	:	National Skill Testing Board
Div	:	Division
PPE	:	Personal Protective Equipment

List of duties and tasks of the occupation:

Soft skills Area:			
S.N.	Duty statements	Task Number.	Task statements
1.	Demonstrate positive attitudes	1.	Manage time
		2.	Exhibit empathy
		3.	Keep work ethics
		4.	Respond assignment
		5.	Receive / give feedback and feed forward
2.	Exhibit interpersonal skills	6.	Listen others
		7.	Communicate with others
		8.	Coordinate with others
		9.	Perform net-working
3.	Demonstrate occupational leadership	10.	Exhibit behavior of team player
		11.	Make decision
		12.	Solve problem
		13.	Take responsibility and accountability
		14.	Develop work plan of Tourist Vehicle Driver
Core skills Area:			
S.N.	Duty statements	Task number	Task statements
4.	Perform preparation	15.	Conduct regular inspection of vehicle
		16.	Update first aid Kit
		17.	Prepare necessary documents before travel. (Ensure documents)
		18.	Maintain personal hygiene
5.	Perform basic vehicle maintenance	19.	Add lube oil in the vehicle
		20.	Conduct vehicle servicing
		21.	Replace tire
		22.	Maintain tyre air pressure
		23.	Repair seat condition
		24.	Add coolant water
		25.	Refuel the vehicle
		26.	Clean vehicle
		27.	Add steering oil
		28.	Adjust brake
		29.	Clean A/C filter
		30.	Change A/C Fuses
		31.	Apply fire extinguisher
		32.	Manage drinking water
		33.	Manage placard
		34.	Update tool box
		35.	Wipe windscreen
		36.	Change bulb/fuse
		37.	Basic repair of fuel pipe (Emergency Situation)
6.	Conduct tour	38.	Collect itinerary from travel agency
		39.	Receive guest/visitors
		40.	Pick up guest
		41.	Drive safely
		42.	Park vehicle
		43.	Give overview of travel route
		44.	Manage guest luggage safely
		45.	Manage meal in the travel route

		46.	Drop off guest
7.	Maintain safety(Personal, vehicle, Guest)	47.	Lock door
		48.	Fastened seat belt
		49.	Apply mask and sanitizer
8.	Perform coordination	50.	Coordinate with travel agency
		51.	Coordinate with guides
		52.	Coordinate with the hotel
		53.	Coordinate with restaurant /meal provider
		54.	Coordinate with the concerned authorities
		55.	Coordinate with the vehicle workshop during travel
		56.	Coordinate with the guests
9.	Handle unforeseen situation	57.	Provide emergency service
		58.	Arrange emergency vehicle
		59.	Clean vehicle in special case
10.	Provide report before, during, emergency, after reaching to the destination	60.	Report to travel agency in a case of missing clients
		61.	Report sickness of guest/ vehicle crew
		62.	Report road condition
		63.	Report accident case
		64.	Report conflict condition
		65.	Report on vehicle condition to owner/travel agency
		66.	Maintain logbook
		67.	Submit invoice
		68.	Report vehicle owner on complex maintenance

Task Competency Standard

Soft Skills Area:

Task number:	1		
Task statement:	Manage time		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Regular duty hours and work plan Task: Manage time Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Exhibited punctuality; Task completed within the given time frame; Task performed as per the given work plan. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of time management; Work priority and rescheduling as per the urgency; Points to be consider while managing time during duty hours. 		

Task number:	2		
Task statement:	Exhibit empathy		
Level of task:	Significance	Ease	Occurrence
	2	2	1
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Any incident (Problems, awkward situation or unusual situation) of customer or team members Task: Exhibit empathy Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Expressed feelings (body language, gesture, posture, facial expression) as per the given incident during the performance; Acted accordingly as per the feelings. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance empathy; Different situation of empathy exhibition; Points to be consider while exhibiting empathy. 		

Task number:	3		
Task statement:	Adopt work ethics of the occupation		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Occupational ethics and Code of conduct of organization; Standard operating procedure (SOP). Task: Keep work ethics Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Given occupational ethics and organizational code of conduct is followed; SOP is followed; Performer is satisfied and motivated in the occupation. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance work ethics; Occupational work ethics; Code of conducts of organization or SOP. 		

Task number:	4		
Task statement:	Respond assignment		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Any assignment or task order Task: Respond assignment Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Prompt response is exhibited; Assignment noted; Assignment completed within the agreed time. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of timely response; Time requirement any assignment; Manner of interaction with others; Types of work and urgency. 		

Task number:	5		
Task statement:	Receive / give feedback and feed forward		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Any assignment or task order Task: Receive / give feedback and feed forward Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Performer listen actively; Noted feed forward and feedback; Firstly given positive feedback objectively; Secondly given developmental feedback objectively; Digestible amount of feedback is considered. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of feed forward and feedback; Types of feedback; Techniques of receiving and giving feed forward and feedback. 		

Task number:	6		
Task statement:	Listen others		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Customer or team member is complaining / reporting Task: Listen others Time: NA Standard/Criteria: <ul style="list-style-type: none"> Performer listen actively; Nodded the head during listening; Asked for clarification and noted the complaint or reporting; Reporter or complainer is satisfied with his/her listening attitude. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of active listening; Differences between active listening and hearing; Techniques of active listening. 		

Task number:	7		
Task statement:	Communicate with others		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Information to be communicated; Relevant audience. Task: Communicate with others Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Clear and audible voice is listen; Communicated with pleasant vocal; Natural visual expressions are exhibited during the communication; Information shared is concise and complete. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of effective communication; Effective communication model; Types of communication; Means of communication; Techniques of effective communication. 		

Task number:	8		
Task statement:	Coordinate with others		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition <ul style="list-style-type: none"> Agenda or issue or information to be coordinated; Team members or relevant stakeholders; Means of coordination. Task: Coordinate with others Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Coordination is done per the given agenda, issues or information to be shared; Coordination is done per the target receivers; Coordination is done per the given means of coordination. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance coordination; Means of coordination and techniques of effective coordination. 		

Task number:	9		
Task statement:	Perform net-working		
Level of task:	Significance	Ease	Occurrence
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Assignment and job description. Task: Perform net-working Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Service delivery met the standard of the organization; Additional service procurement is found easily. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of networking; Means of networking and techniques of effective networking. 		

Task number:	10		
Task statement:	Exhibit behavior of team player		
Level of task:	Significance	Ease	Occurrence
	2	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Assignment; • Working team. Task: Exhibit behavior of team player Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Team members are encouraged; • Taken collective ownership; • Possessed cooperative and assertiveness; • Taken responsibility and accountability. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of team work; • Characteristics of good team player; • Phases of team formation; • Tips of effective team work. 		

Task number:	11		
Task statement:	Make decision		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Any assignment with possible unusual situation during the process; • Problem or case and time frame. Task: Make decision Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Decision taken within given time frame; • Desired result achieved; • Decision considered efficient use of time, money and resources. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of decision making; • Simple decision making process. 		

Task number:	12		
Task statement:	Solve problem		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Any problem or case and time frame Task: Solve problem Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Problems are solved in given time frame; • Desired result is achieved; • Considered the efficient use of time, money and resources. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of problem solving; • List of potential problems in the occupation (Tourist Vehicle Driver); • General problem solving techniques. 		

Task number:	13		
Task statement:	Take responsibility and accountability		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Assignment; • Job description. Task: Take responsibility and accountability Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Exhibited dedication to the assignment; • Attempted to complete the assignment as per the set standard; • Taken ownership of results. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning of responsibility and accountability; • Importance of responsibility and accountability for Tourist Vehicle Driver. 		

Task number:	14		
Task statement:	Develop work plan of Tourist Vehicle Driver		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • List of tasks and their priority order; • Planning forms and format; • Job description. Task: Develop work plan of Tourist Vehicle Driver Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Plan is developed as per the given tasks; • Planning is done in given forms and format; • Tasks are planned based on priority order or sequence; • Considered efficient use of resources (time, money, and people). 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning of planning; • Importance of planning; • Different planning tools; • Points to be considered while planning. 		

Core Skills Area			
Task number:	15		
Task statement:	Conduct regular inspection of vehicle		
Level of task:	Significance	Ease	Occurrence
	3	3	
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Assignment of driving trip; • Tourist vehicle; • Before starting the vehicle; • Before driving in regular duty. Task: Conduct regular inspection of vehicle Time: 20 Minutes (If everything remains constant) Standard/Criteria: <ul style="list-style-type: none"> • The inspection report given by the performer is matching with the inspection done by the supervisor. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of vehicle inspection; • Key elements/ points of regular inspection and their normal condition; • Role of a tourist vehicle driver; • Rules/ Regulation and Standard to be followed by a tourist vehicle driver. 		
Safety / precaution:	<ul style="list-style-type: none"> • Wear Gloves, Apron, 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Wench, liver, Wheel Pana, tool box 		

Task number:	16		
Task statement:	Update first aid kit		
Level of task:	Significance	Ease	Occurrence
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • First aid kit; • Medicines are expired; • Medicines are used; Task: Update first aid kit Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • First aid kit is refilled as per the given standard requirement; • Medicines are not date expired. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of first aid; • First aid; • General information on medicines, bandages, tapes kept in a First Aid Kit. 		
Safety / precaution:	<ul style="list-style-type: none"> • Check date while purchasing/refilling medicine/bandages/tapes 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • First aid kit as prescribed in the checklist 		

Task number:	17		
Task statement:	Prepare necessary documents before travel. (Ensure documents)		
Level of task:	Significance	Ease	Occurrence
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Travel trip; • Checklist of the documents; • Before travel plan. Task: Prepare necessary documents before travel. (Ensure documents) Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • The travel documents are verified as per the given checklist; • Seems smooth travel without any problems; • Travel documents are intact, updated and carried. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of travel documents; • Meaning and importance of vehicle documents. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure documents are timely renewed; • Ensure documents are not tore. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Travel documents, vehicle documents, 		

Task number:	18		
Task statement:	Maintain personal hygiene		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Regular duty hours. Task: Maintain personal hygiene Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • The individual is neat and clean; • He/she seems presentable; • He/she seems well dressed. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Importance of Personal Hygiene; • Relationship between health and hygiene; • Professional hygiene. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure dress is clean; • Ensure grooming; • Wear ethical dress as per the profession. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Dress, shaving cream, nail cutter, shaving machine, , brush, boot polish, comb, soap, deodorant, body spray 		

Task number:	19		
Task statement:	Add lube oil in the vehicle		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Before the trip; • Lower lube oil in the vehicle; • Lower lube oil indicator lit. Task: Add lube oil in the vehicle Time: 5 Minutes (If everything remains constant) Standard/Criteria: <ul style="list-style-type: none"> • The adding is up to the mark; • Adding is free from spillage; • Cap is locked; • Safety is adopted. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of vehicle inspection. • Types of lube oil • Procedure of adding lube oil 		
Safety / precaution:	<ul style="list-style-type: none"> • Clean hand after adding lube oil, avoid oil spillage 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Lube oil, Funnel, Muslin Cloth, Water , Soap, Disposable Glove, 		

Task number:	20		
Task statement:	Conduct vehicle servicing		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Vehicle to be serviced; • As per the company specification Task: Conduct vehicle servicing. Time: 3 Hour (If everything remains constant) Standard/Criteria: <ul style="list-style-type: none"> • Servicing is done as per the given company specification; • Vehicle is in good condition; • Engine oil is changed; • Air filter is changed; • Mobil filter is changed; • Fuel filter is changed; • Tyre pressure is maintained; • Lubricants are refilled; • Light, Battery are checked; • Coolant level is maintained. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of timely vehicle servicing. • Types of consumable oils and filters • Procedure of servicing 		
Safety / precaution:	<ul style="list-style-type: none"> • Servicing is followed as per the company instruction 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Lube oil, Oil Filter, Diesel Filter, Air Filter, Funnel, battery, bulbs, coolant, distilled water 		

Task number:	21		
Task statement:	Replace tyre		
Level of task:	Significance	Ease	Occurrence
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Any vehicle with wear and tear tyre. Task: Replace tyre Time: 1 hour Standard/Criteria: <ul style="list-style-type: none"> Knot bolts are tightened; Valve pin are alternated; Accessories/tools are placed in original position. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of replacing tyre; Types of tyre; Procedure of replacing tyre. 		
Safety / precaution:	<ul style="list-style-type: none"> Ensure knots are tight, ensure valve pin are alternate 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Wheel Pana, Hydraulic Jack, Lever, Wheel, Oat. 		

Task number:	22		
Task statement:	Maintain tyre air pressure		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> When tyre seems low air pressure; When tire pressure seems high; Task: Maintain tyre air pressure Time: 10 Minutes Standard/Criteria: <ul style="list-style-type: none"> Tyre pressure is maintained as per company specification 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of maintaining tyre pressure Possible consequences if tyre pressure not maintained 		
Safety / precaution:	<ul style="list-style-type: none"> Ensure pressure is as per the specification 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Tyre, Air compressor (pressure) , Air pressure gauge checker. 		

Task number:	23		
Task statement:	Repair seat condition		
Level of task:	Significance	Ease	Occurrence
	3	2	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Any vehicle seat; Seat over folding; Under folding; Broken seat; Loosen bolts. Task: Repair seat condition Time: 1 hour Standard/Criteria: <ul style="list-style-type: none"> Repaired seats are in normal condition; Seats are smoothly folding and unfolding; Seat bolts are tighten. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance of maintaining seat; Types of seat; Procedure of repairing vehicle seats. 		
Safety / precaution:	<ul style="list-style-type: none"> Ensure seat knot bolts are tight; Ensure seat belt is functioning. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Wrench, Shocks, Welding machine (workshop) 		

Task number:	24		
Task statement:	Add coolant water		
Level of task:	Significance	Ease	Occurrence
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> The coolant is below the mark; When vehicle is overheated; Ratio is as per the company specification. Task: Add coolant water Time: 5 Minutes Standard/Criteria: <ul style="list-style-type: none"> Coolant is up to the mark; Free from spillage; Coolant container is capped; Bonnet is in original position. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of Coolant; Types of coolant; Procedure of changing adding coolant water. 		
Safety / precaution:	<ul style="list-style-type: none"> Clean hand, no spillage, Locked door and windows. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Coolant water; Water, Gloves. 		

Task number:	25		
Task statement:	Refuel the vehicle		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Lowered fuel condition or empty fuel tank; Lower fuel gauge indicator lit. Task: Refuel the vehicle. Time: 5 Minutes Standard/Criteria: <ul style="list-style-type: none"> Fuel tank is full; Fuel is up to the mark; Free from spillage; Fuel tank is capped; Fuel gauge indicator light off. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance refueling Types of fuel used in the vehicle; Procedure of refueling. 		
Safety / precaution:	<ul style="list-style-type: none"> Fuel is not spilled, tank is capped, right fuel is chosen 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Coupon or cash or cards, bill, fuel pump 		

Task number:	26		
Task statement:	Clean vehicle		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Dirty/Used vehicle Task: Clean vehicle. Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Internal and external part of the vehicle is clean; Vehicle is free from dirt and dust; Vehicle is odor free. 		
Related technical knowledge:	<ul style="list-style-type: none"> Importance vehicle cleaning; Types of cleaning materials and chemicals; Procedure inner and outer vehicle cleaning. 		
Safety / precaution:	<ul style="list-style-type: none"> Use glove while cleaning Use ladder carefully Use appropriate proportion of chemicals and materials used Alert on vehicle part breaking 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Gloves, Detergent, Vacuum Cleaner, Jug, Ladder, Bucket, Windscreen cleaner, Water 		

Task number:	27		
Task statement:	Add steering oil		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Steering is noisy; Steering is hard; When steering oil is in lower level; Indicates lower steering oil. Task: Add steering oil Time: 10 Minutes Standard/Criteria: <ul style="list-style-type: none"> Steering is smooth; Steering oil level is maintained as per the company specification; Steering is free from noise. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of steering oil; Points to be consider while adding steering oil; Procedure (inner to outer). 		
Safety / precaution:	<ul style="list-style-type: none"> Use glove; Clean before filling the steering oil; Ensure free from dirt and dust. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Chain pulling, gloves, steering oil 		

Task number:	28		
Task statement:	Adjust brake		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Brake jam; Break loose; Task: Adjust brake. Time: 20 Minutes Standard/Criteria: <ul style="list-style-type: none"> Brake is smooth; Brake is jam free; Brake is working. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance brake adjustment; Procedure of brake adjustment; Types of brake. 		
Safety / precaution:	<ul style="list-style-type: none"> Keep load on tyre./ ensure vehicle doesn't move while adjusting brakes. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Renchi, martol, load (oat) jack, jack llver, hammer. 		

Task number:	29		
Task statement:	Clean A/C filter,		
Level of task:	Significance	Ease	Occurrence
	3	3	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> Filthy A/C Filter Task: Clean A/C filter Time: N/A Standard/Criteria: <ul style="list-style-type: none"> A/C discharged hot and cool air. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance AC filter; Procedure of cleaning AC filter; Types of AC. 		
Safety / precaution:	<ul style="list-style-type: none"> Use glove ; Use eye glass; Put Mask; Wear Hat. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Screw driver, Pilas, gloves, eye glass, mask, hat , detergent, water, bucket 		

Task number:	30		
Task statement:	Change A/C fuse		
Level of task:	Significance	Ease	Occurrence
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> AC not working due to fuse; Faulty AC Fuse. Task: Change A/C fuse Time: 15- 20 Minutes Standard/Criteria: <ul style="list-style-type: none"> AC Fuse is changed; A/C discharged hot and cool air. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance AC fuse; Procedure of changing AC fuse; Types of AC; Different types of wires. 		
Safety / precaution:	<ul style="list-style-type: none"> Use glove, use eye glass, put mask, wear Hat 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Screw driver, pilas, gloves, eye glass, mask, hat , fuse 		

Task number:	31		
Task statement:	Apply fire extinguisher		
Level of task:	Significance	Ease	Occurrence
	3	1	1
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> When vehicle is in fire. Task: Apply fire extinguisher Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Fire extinguisher is used as per the direction. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning and importance of fire extinguisher; Use of fire extinguisher; 		

	<ul style="list-style-type: none"> • Procedure on use of fire extinguisher.
Safety / precaution:	<ul style="list-style-type: none"> • Check expiry date of fire extinguisher; • Handle safely; • Use as per the guidance.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Fire extinguisher

Task number:	32		
Task statement:	Manage drinking water		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Insufficient drinking water in a vehicle Task: Manage drinking water Time: 10 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Quality drinking water is available 		
Related technical knowledge:	<ul style="list-style-type: none"> • Importance of keeping drinking water in the vehicle 		
Safety / precaution:	<ul style="list-style-type: none"> • Check quality; • Handle safely. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Water bottle, Water jar, Disposable glasses 		

Task number:	33		
Task statement:	Manage placard		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Airport/bus stand/ guest; • Guest arrival time; • Placard. Task: Manage placard Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Placard is visible; • Information in the placard is clearly written. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of placard 		
Safety / precaution:	<ul style="list-style-type: none"> • No wear and tear 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Placard, marker ,stand 		

Task number:	34		
Task statement:	Update tool box		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Checklist of tool box; • When tools are missing; • When tools are broken. Task: Update tool box Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Tool box is updated as per the checklist. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of tool box; • Checklist of tool box. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure tool box is equipped with necessary tools, tools are not missing 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Rancho, pechkus; • Salairench, goti handle, • Hammer, pilas, jack; • L-key, liver, wheel pana. 		

Task number:	35		
Task statement:	Wipe windscreen		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Windscreen with filth and poor visibility. Task: Wipe windscreen Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Windscreen is clean. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of windscreen and wiper; • Function of windscreen wiper. • Procedure of cleaning by wiper; • Procedure of manual cleaning. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure wiper is not broken; • Ensure blade is aligned; • Take precaution from possible injuries. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Wiper, wiper blade or muslin clothes 		

Task number:	36		
Task statement:	Change bulb/ fuse		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Faulty Bulbs; • Faulty Fuse. Task: Change bulb/fuse Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Bulb is replaced; • Bulb is lit; 		

	<ul style="list-style-type: none"> • Fuse is replaced.
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance bulbs and fuse; • Procedure / Method of changing bulbs and fuse;
Safety / precaution:	<ul style="list-style-type: none"> • Stay safe from electric shock; • Proper disposal of damaged bulb and fuse.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Bulb, fuse, screwdriver, plier

Task number:	37		
Task statement:	Basic Repair of fuel pipe (emergency situation)		
Level of task:	Significance	Ease	Occurrence
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Leaking Fuel Pipe Task: Basic repair of fuel pipe Time: 1 Hour Standard/Criteria: <ul style="list-style-type: none"> • Stopped fuel Leakages; • Vehicle is in a moving condition. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Required materials to tie fuel pipe 		
Safety / precaution:	<ul style="list-style-type: none"> • Use gloves; • Wash hand after repair; • Keep the area clean. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Rubber tube 		

Task number:	38		
Task statement:	Collect itinerary from travel agency		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Checklist; • Itinerary; • Travel Agency. Task: Collect itinerary from travel agency Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Itinerary is collected as per the given checklist; • Itinerary is understood. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance itinerary; • Elements of itinerary. 		
Safety / precaution:	<ul style="list-style-type: none"> • Itinerary not lost, displaced, damaged 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Itinerary , Pen , Pencil, Notebook 		

Task number:	39		
Task statement:	Receive guest / visitors		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Itinerary; • Vehicle; • Guest/group; Task: Receive guest/ visitors Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Followed Itinerary; • Placard displayed; • Guests are greeted and welcomed; • Guests are received; • Guests responded. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance; • Methods of greeting; • Importance of communication; • Guest receive procedure. 		
Safety / precaution:	<ul style="list-style-type: none"> • Punctuality; • Stay alert; • Placard is displayed; • Maintain social distancing; 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Placard, khada, garland, itinerary, Dhaka topi, sanitizer, mask 		

Task number:	40		
Task statement:	Pick up Guest		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Itinerary; • Vehicle; • Guest/ Group; • Pick up Point. Task: Pick up guest Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Followed Itinerary; • Guests are greeted and welcome; • Guests picked up from pick up point. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance guest pick up; • Location. 		
Safety / precaution:	<ul style="list-style-type: none"> • Punctuality; • Stay alert – Guest doesn't go missing; • Placard is displayed; • Maintain social distancing. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Placard, itinerary, sanitizer, mask, drinking water, mobile phone 		

Task number:	41		
Task statement:	Drive Safely		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Driver; • Vehicle. Task: Drive safely Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Speed is maintained; • Traffic rules are followed; • Speedometer is frequently monitored; • Accident not recorded. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Traffic rules and Regulation; • Road condition/travel route; • Handling steering/safe driving practices; • Speed control. 		
Safety / precaution:	<ul style="list-style-type: none"> • Wear Seat belt; • Continuously look at side mirror; • Give side for emergency vehicles / dignitaries; • Maintain vehicle condition; • Control speed; • Control steering; • Avoid fatigue driving. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Safety shoes(non-slippery sole),Safety dress, comfortable attire 		

Task number:	42		
Task statement:	Park Vehicle		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Vehicle; • Parking Spot. Task: Park vehicle Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Vehicle is safely parked;. • Doors and windows are locked; • Parking spot rules are followed. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Traffic rules and Regulation; • Importance of safe parking; • Available parking spots. 		
Safety / precaution:	<ul style="list-style-type: none"> • Luggage and belongings don't go missing; • Vehicle is intact; • Doors and windows are locked; • Wheel stopper are kept in tyres. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Vehicle, oat, keys 		

Task number:	43		
Task statement:	Give overview of travel route		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Guest; • Route Map; • Incident Information; • Destination. Task: Give overview of travel route Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Guest/groups clearly understood the travel route & destination; • Incident/ information shared. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Travel route; • Alternative route; • Map reading; • Briefing; • Dress required as per the weather condition; • Tools required as per the weather condition. 		
Safety / precaution:	<ul style="list-style-type: none"> • Avoid giving misinformation; • Be specific. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Map, Altimeter , umbrella, raincoat, microphone, mike 		

Task number:	44		
Task statement:	Manage guest luggage safely		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Guest/Group; • Luggage; • Pick up and drop in point. Task: Manage guest luggage safely Time: 30 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Luggage are safely handled; • Luggage are intact; • Luggage are identified by guest; • Luggage are safely loaded and unloaded. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Fragile and non-fragile goods handling; • Procedure of handling luggage; • Techniques of loading and unloading luggage; • Space utilization. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure doors are locked; • Ensure luggage's are well tied; • Ensure luggage are not broken; 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Rope, tarpaulin, luggage, 		

Task number:	45		
Task statement:	Manage meal in the travel route		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Guest/Group; • Itinerary; • Restaurant/eateries; • Hotel. Task: Manage meal in the travel route Time: 1 hour (As per Itinerary) Standard/Criteria: <ul style="list-style-type: none"> • Guest are taken for meal in a designated place; • Guest received food. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Parking spot; • Food hygiene; • Cuisine. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure doors are locked; • Ensure food are hygienic; • Ambience is clean; • Place is sanitized; • Rest rooms are available. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Menu 		

Task number:	46		
Task statement:	Drop off Guest		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Guest/Group; • Itinerary; • Drop off Point. Task: Drop off Guest Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Guest are dropped in a place mentioned in itinerary; • Guest are dropped in desired destination; • Luggage are down. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Drop in procedure; • Farewell techniques. 		
Safety / precaution:	<ul style="list-style-type: none"> • Handle Luggage and belongings safely; • Ensure guest doesn't miss any luggage and belongings; • Ensure safety of guest while getting off from the vehicle. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Luggage , belongings, trolley, 		

Task number:	47		
Task statement:	Lock Door		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Vehicle Task: Lock Door Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Vehicle is parked; • Doors/ Windows are locked; • Vehicle crew/ Luggage are safe; • Vehicle is safe. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance of lock; • Procedure of locking vehicle when parked. 		
Safety / precaution:	<ul style="list-style-type: none"> • Lock carefully; • Obtain key. 		
Tools, equipment and materials:	L-Key		

Task number:	48		
Task statement:	Fasten seat belt		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	<ul style="list-style-type: none"> • Given Condition: • Vehicle crew; • Guests; • Seat Belt. Task: Fastened seat belt Time: 1 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Vehicle crew & passengers fastened seat belt 		
Related technical knowledge:	<ul style="list-style-type: none"> • Importance of fasten seat belt; • Procedure of fastening seat belt. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure seat belt is fasten 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Seat belt 		

Task number:	49		
Task statement:	Apply mask/sanitizer		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Mask; • Sanitizer; • Guest/ Group/vehicle crew. Task: Apply mask and sanitizer Time: 5 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Guest and vehicle crew wore mask; • Guest used sanitizer. 		

Related technical knowledge:	<ul style="list-style-type: none"> • Importance of using mask and sanitizer; • Allergic reaction of mask and sanitizer.
Safety / precaution:	<ul style="list-style-type: none"> • Ensure guest wears mask properly; • Alertness on possible allergic reaction.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Mask , sanitizer

Task number:	50		
Task statement:	Coordinate with travel agency		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	<p>Given Condition:</p> <ul style="list-style-type: none"> • Itinerary; • Sickness of guest/vehicle crew; • Route change; • Vehicle Condition; • Travel route condition; • Missing Case; • Conflict situation; • Required Document; • Bill settlement; • Delay/ Early in pick up or drop out. <p>Task: Coordinate with travel agency Time: N/A Standard/Criteria:</p> <ul style="list-style-type: none"> • Travel agencies are informed; • Message are conveyed clearly; • Reply is received; • Necessary action is taken. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning & Importance of effective coordination; • Media/ Mode of communication. 		
Safety / precaution:	<ul style="list-style-type: none"> • Clear briefing of the situation; • Prompt reporting. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Mobile, telephone, pen , paper, digital media 		

Task number:	51		
Task statement:	Coordinate with guides		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	<p>Given Condition:</p> <ul style="list-style-type: none"> • Tourist Guide in a Travelling Team <p>Task: Coordinate with guides Time: N/A Standard/Criteria:</p> <ul style="list-style-type: none"> • Communicated on vehicle condition, road condition and other if any. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning & Importance of effective coordination • Media/ Mode of communication 		
Safety / precaution:	<ul style="list-style-type: none"> • Clear briefing of the situation • Prompt reporting 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Mobile, telephone, digital media, pen , paper, 		

Task number:	52		
Task statement:	Coordinate with hotel		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> In absence of tourist guide Task: Coordinate with hotel Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Messages are conveyed clearly; Hotel is ready to receive guest/group and ready to provide other services as per guests need. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning & Importance of effective coordination; Media/ Mode of communication. 		
Safety / precaution:	<ul style="list-style-type: none"> Clear briefing of the situation Inform on early/delay arrival timely 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Mobile, telephone, digital media, pen, paper 		

Task number:	53		
Task statement:	Coordinate with restaurant /meal providers		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> In absence of tourist guide Task: Coordinate with restaurant and meal providers Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Restaurant /meal providers are ready to receive guest/group; Restaurant /meal providers are ready to provide services. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning & Importance of effective coordination; Media/ Mode of communication. 		
Safety / precaution:	<ul style="list-style-type: none"> Inform on early/delay arrival time; Give details and number of guests. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> Mobile, telephone, digital media, pen , paper 		

Task number:	54		
Task statement:	Coordinate with the concerned authorities		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> In absence of tourist guide Task: Coordinate with the concerned authorities Time: N/A Standard/Criteria: <ul style="list-style-type: none"> Concerned authorities are informed about the group and trip; Trip is free to move without any obstacle; Trip related formalities are cleared. 		
Related technical knowledge:	<ul style="list-style-type: none"> Meaning & Importance of effective coordination; Media/ Mode of communication. 		
Safety / precaution:	<ul style="list-style-type: none"> Ensure documents are up to date; Road permission is taken; 		

	<ul style="list-style-type: none"> • Documents of guests are updated; • Pre inform agents on necessary formalities; • Provide information on dos and don'ts.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Mobile, telephone, digital media, pen , paper

Task number:	55		
Task statement:	Coordinate with the vehicle workshop during travel		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Vehicle having technical problems during the trip; Task: Coordinate with the vehicle workshop. Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Technical problem of the vehicle is solved without any panic/disturbance of the guest/group; • Problems are conveyed clearly; • Guests are not panicked. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning & Importance of effective coordination; • Media/ Mode of communication. 		
Safety / precaution:	<ul style="list-style-type: none"> • Park safely, Avoid panic, Solve problem timely, Instructions followed 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Mobile, telephone, digital media, pen , paper, 		

Task number:	56		
Task statement:	Coordinate with the Guest		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • In the absence of a tourist Guide Task: Coordinate with the Guest Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Guest are informed on place of attraction, necessary precaution required and any other information required during travel; • Guest are well received; • Clear information is provided. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning & Importance of effective coordination; • Media/ Mode of communication; • Geography, attractions, flora & fauna of visiting places. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure guest doesn't go missing, • Ensure protection of guest from wild life and plants. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Mobile, telephone, mike, maps 		

Task number:	57		
Task statement:	Provide emergency service,		
Level of task:	Significance	Ease	Occurrence
	3	1	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Flight time management; • Health/Sickness – self/ clients; • Traffic chaos; 		

	<ul style="list-style-type: none"> • Accident case; • Belongings left / missed; • Vehicle condition; • Road condition; • Wild life attack. Task: Provide emergency service Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Concerned authorities are informed about the situation; • Emergency situation is tactfully handled.
Related technical knowledge:	<ul style="list-style-type: none"> • Types of emergency; • Handling/ dealing; • First aid; • Fire extinguisher handling.
Safety / precaution:	<ul style="list-style-type: none"> • No panicking; • Comfort guest on emergency situation.
Tools, equipment and materials:	<ul style="list-style-type: none"> • First aid kit, communication device, fire extinguisher, water, ambulance, wheel chair

Task number:	58		
Task statement:	Arrange Emergency Vehicle		
Level of task:	Significance	Ease	Occurrence
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Health/Sickness of vehicle crew and guests; • Accident case; • Unavoidable social urgency. Task: Arrange Ambulance Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Emergency vehicle is managed; • Ambulance is managed. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Types of emergency; • Handling/ dealing emergency situation; • Management of emergency vehicle and ambulance. 		
Safety / precaution:	<ul style="list-style-type: none"> • No panicking; • Comfort guest on emergency situation; • Timely inform (as early as possible). 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • communication device 		

Task number:	59		
Task statement:	Clean vehicle in special case		
Level of task:	Significance	Ease	Occurrence
	3	2	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Vomitting/ Diarohea; • Dirt and Dust. Task: Clean vehicle in special case Time: N/A Standard/Criteria: <ul style="list-style-type: none"> • Vehicle is clean; • Vehicle is odorless. 		

Related technical knowledge:	<ul style="list-style-type: none"> • Types of medicines required diarrhea, vomiting; • Types of disposable bag; • Clean parking spot and stoppage.
Safety / precaution:	<ul style="list-style-type: none"> • Provide polythene bag; • Ensure medicines are available; • Ensure cleaning materials are available; • Comfort guest.
Tools, equipment and materials:	<ul style="list-style-type: none"> • Disposable bag, first aid kit, bucket, brush, air freshener dispenser

Task number:	60		
Task statement:	Report to travel agency in a case of missing clients		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • In the case of absence of guide; • In the case of presence of guide; • Missing guest. Task: Report to travel agency in a case of missing guests Time: 5 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Travel agency is informed; • Concerned authorities is informed; • Guides are informed; • Vehicle owner is informed. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Importance of timely communication; • Condition and Situation of missing clients. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure guest doesn't go missing in crowded place/ river side, or any other; • Ensure guest come back in vehicle at every parking point; • Head count before driving a vehicle. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication device, paper, pen, digital media 		

Task number:	61		
Task statement:	Report sickness of guest/ vehicle crew to travel agency / owner		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • In the case of presence of guide; • In the case of absence of guide. Task: Report sickness of guest/ vehicle crew to travel agency / owner Time: 5 Minutes Standard/Criteria: <ul style="list-style-type: none"> • Travel agency/ Vehicle Owner/Guides are informed on sickness case 		
Related technical knowledge:	<ul style="list-style-type: none"> • Importance of timely communication; • Sign and symptom of sickness; • Health service providers in the travel route; • First aid. 		
Safety / precaution:	<ul style="list-style-type: none"> • Ensure concerned authorities are informed timely; • Condition of client / guest is mentioned; • If necessary call ambulance; • If necessary manage vehicle to send client in the hospital. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • First aid kit, ambulance, communication device, 		

Task number:	62		
Task statement:	Report road condition.		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • In the case of absence of guide; • In the case of presence of guide; • Roads are blocked due to land slide, protests, and flood. Task: Report road condition Time: 5 Minutes /reporting Standard/Criteria: <ul style="list-style-type: none"> • Guide are informed on condition of road; • Guest are informed on condition of road; • Travel Agencies are informed on condition of road; • Hotel/ Restaurant are informed on condition of road. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Importance of timely communication; • Situation and condition of the road (protest, flood, landslide); 		
Safety / precaution:	<ul style="list-style-type: none"> • Information is timely provided to concerned authorities;; • Park vehicle in a safe place; • Take alternative route as necessary. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication device , digital media 		

Task number:	63		
Task statement:	Report accident case.		
Level of task:	Significance	Ease	Occurrence
	3	3	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • In the case of presence of guide; • In the case of absence of guide; • Accidental situation. Task: Report accident case Time: 5 Minutes /case Standard/Criteria: <ul style="list-style-type: none"> • Travel Agency are informed on condition of accident; • Concerned authorities are informed on accident case; • Health service providers are informed. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Possible causes of accident (road condition, vehicle condition, human error) 		
Safety / precaution:	<ul style="list-style-type: none"> • Sleep well; • Take rest as necessary; • Ensure vehicle is in proper condition; • Avoid fatigue driving. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication devices 		

Task number:	64		
Task statement:	Report conflict condition		
Level of task:	Significance	Ease	Occurrence
	3	3	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • In the case of availability of guide; • In the case of absence of guide; • (Guest to Guest, Guest and Community, Guest and Guide, Guest and Vehicle Driver). Task: Report conflict condition Time: 5 Minutes /case Standard/Criteria: <ul style="list-style-type: none"> • Travel Agency are informed on causes and condition of conflict; • Concerned local authorities (Tourist Police) are informed on conflict situation. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Possible causes of conflict (guest to guest/ guest and community/ guest and guide/ guest and vehicle crew); • Handling the conflict situation. 		
Safety / precaution:	<ul style="list-style-type: none"> • Be free from biasness with conflicting party 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication device 		

Task number:	65		
Task statement:	Report on vehicle condition Owner/ Travel Agency.		
Level of task:	Significance	Ease	Occurrence
	3	3	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Vehicle; • Periodic Maintenance, tours and travelling condition. Task: Report on vehicle condition owner/travel agency Time: 5 Minutes /case Standard/Criteria: <ul style="list-style-type: none"> • Travel Agency/ Owner are informed on condition of a vehicle; • Reporting is regular and consistent; • Report is provided on special/emergency cases. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Sound Knowledge of vehicle; • Condition and route of the road; • Geographical; • Weather condition; • Means of reporting. 		
Safety / precaution:	<ul style="list-style-type: none"> • Check travel route, check vehicle maintenance logbook 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Communication devices 		

Task number:	66		
Task statement:	Maintain Logbook.		
Level of task:	Significance	Ease	Occurrence
	3	3	2
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Vehicle logbook; • Start and end of the trip; Task: Maintain Logbook Time: 5 Minutes /day activities Standard/Criteria: <ul style="list-style-type: none"> • As indicated in the vehicle kilometer reader; • Talled with previous reading in the logbook; • Logbook is duly filled. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance maintaining logbook; • Techniques of maintaining logbook. 		
Safety / precaution:	<ul style="list-style-type: none"> • Logbook are kept safely, untorn 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Log book, Pen 		

Task number:	67		
Task statement:	Submit Invoice.		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Invoices, after completion of trip and administrative procedure Task: Submit Invoice Time: 5 Minutes /case Standard/Criteria: <ul style="list-style-type: none"> • Office rules (SOP) and instruction is followed. • The invoice is submitted on time. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and Importance submitting invoice • Procedure of submitting invoice, 		
Safety / precaution:	<ul style="list-style-type: none"> • Handle invoices carefully • Invoices keep tear free • Submit invoice on time. 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Bill, bharpai, voucher 		

Task number:	68		
Task statement:	Report vehicle owners on complex maintenance		
Level of task:	Significance	Ease	Occurrence
	3	3	3
Terminal performance standard:	Given Condition: <ul style="list-style-type: none"> • Vehicle maintenance manual and complex problem in a vehicle. Task: Report employers on complex maintenance Time: 5 Minutes /maintenance case Standard/Criteria: <ul style="list-style-type: none"> • Report is submitted to vehicle owner and timely shared; • Owner understood the problem of a vehicle. 		
Related technical knowledge:	<ul style="list-style-type: none"> • Meaning and importance of complex maintenance ; • Procedure of complex vehicle maintenance. 		
Safety / precaution:	<ul style="list-style-type: none"> • Problem is timely shared 		
Tools, equipment and materials:	<ul style="list-style-type: none"> • Mobile, Pen, Paper, 		



**Establishing an Employer led
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