

Syllabus on Public Transport Driver – Passenger services – (For RPL only)

Course Name	Public Transport Driver – Passenger services
Sector	Automotive
Course code	STC-AUT/2025/0414
Level	4
Occupation	Driver of Commercial Passengers Vehicle
Job Descriptions	As driver the skilled person is expected to behave politely towards the passengers and fellow colleagues. He is also expected to maintain good health and hygiene. He should be aware to deal with difficult situations as they come.
Course Duration	12Hrs.(Only for RPL)
Trainees' Entry Qualification	Existing Bus Drivers
Trainers Qualification	Graduate with minimum 5 yrs of relevant experience

Syllabus:

Unit No.	Topic Name	Content	Hours
1	Safe and Disciplined Driving	- Describe how to report to duty on time as per the schedule. - Discuss various road signs and Traffic signals - Knowledge of road safety rules and traffic regulations. - Fatigue management and alertness. - Discuss on defensive driving techniques. - List the ways to optimize usage of fuel (Petrol/diesel/CNG) in the vehicle. - Handling of vehicle in different road and weather conditions. - Basic knowledge of vehicle maintenance and pre-trip inspection. - Controlled and responsible use of horn during driving. - Follow CMVR guidelines from MoRTH. - Discuss on rules by RTOs for vehicle fitness, permits, pollution control and safe driving standards. - Describe common financial fears (like fines, loss of job) - Communicate with owners/operators about wage clarity and incentives, if applicable.	3
2	Effective communication with Passengers	- Greet passengers courteously and speak respectfully and have a professional behavior. - Handling passenger queries and complaints. - Assisting differently-abled, elderly, sick, child and women passengers. - Use of local language and basic English phrases. - Awareness about passengers, their purpose of travel like tourist, daily commuter etc. - Public announcement system. - Aware of hotels/restaurant/Places of interest in the route.	2

Unit No.	Topic Name	Content	Hours
3	Response to Emergency situation	- Identify emergencies like illness, fire, breakdown, accidents, unpleasant situation among passengers. - Use fire extinguisher, first aid kit and emergency exits. - Follow post incident management procedure. - Emergency evacuation procedures for passenger safety. - Dealing with passenger panic and crowd control. - Follow standard procedures for reporting accidents or incidents to relevant authorities.	2
4	Digital literacy	- Use of GPS to locate fuel stations, hospitals and police stations by using smart phone. - Awareness of weather forecast. - Adverse condition in route ahead. - Knowledge of making toll /parking payments via FASTag and digital apps. - Skills to recognize and respond to dash board warnings and indicators. - Using a mobile app for route optimization and to receive information on adverse condition in route ahead. - Practice using SOS or emergency buttons.	3
5	Health and Welfare	- Importance of regular health check-ups (Vision, hearing, B.P. etc.) - Basic knowledge of common health issues: back pain, stress, poor eyesight. - Technique for managing stress and fatigue during long work hours. - Follow hygiene, diet and rest practices for physical well-being. - Avoid addiction of alcohol, tobacco etc. - Work collaboratively with conductors, mechanics and fellow drivers. - Maintain mutual respect in the team environment. - Benefits and schemes for public transport workers.	2

Performance Criteria:

Sl no	Topics name	Criteria	Teaching hours
1	Safe and Disciplined Driving	Demonstrate safe and responsible driving by adhering to traffic rules	3
2	Effective communication with Passengers	Maintain polite and respectful behavior to the passengers with sharing useful travel and route information.	2
3	Response to Emergency situation	Handle emergency situations, safely.	2
4	Digital literacy	Use digital tools and mobile apps for navigation and making financial transactions.	3
5	Health and Welfare	Follow healthy lifestyle habits	2

